



**Annual Report 2024–2025**

# **Unlocking the power of people-driven care**

Healthwatch Coventry

# Contents

A message from our Chair	2
About us	3
Our year in numbers	4
A year of making a difference	5
Working together for change	6
Making a difference in the community	7
Listening to your experiences	8
Hearing from all communities	11
Information and signposting	13
Showcasing volunteer impact	15
Finance and future priorities	17
Statutory statements	19



"The impact that local Healthwatch have is vitally important. Healthwatch are empowering their communities to share their experiences. They're changing the health and care landscape and making sure that people's views are central to making care better and tackling health inequalities."

**Louise Ansari, Chief Executive, Healthwatch England**

# A message from our Chair

The past year has been a year of change for Health and Social Care in the UK, with more on the way, as our new government sets out and applies its plans to take things forward.

Inevitably much relies on money. The financial scenario in which change is made will always impose a significant influence. Healthwatch Coventry is not immune from those financial factors.

It is with that backdrop we continue to maintain a service that strives to listen and take account of the views and opinions of Coventry people. Analysing what people require for their health and wellbeing, identifying gaps and collaboratively working to encourage health and care providers to adapt and change where necessary.

We have sought feedback on the increasing involvement of pharmacists through what is known as 'Pharmacy First'. This service provides another source locally where people can get some clinical advice and treatment for specific common health conditions. With the aim to reduce the numbers contacting GP's and improve access overall to appointments for those in need.

Dentistry has been another focus of with many people expressing concern about a lack of NHS dental services in some places.

We continue to have constant dialogue with University Hospital Coventry and Warwickshire (UHCW) and Coventry and Warwickshire Partnership Trust (CWPT) as the main providers of services, regularly attending meetings and discussions with the Chair, and system partners of Coventry and Warwickshire Integrated Care Board.

We actively contribute to national and regional meetings with Healthwatch England alongside our neighbours at Healthwatch Warwickshire.



The shape and nature of services in the changing health and social care environment, will require continued vigilance by Healthwatch Coventry. Change can mean uncertainty and it is critical to our role to ensure that it is monitored whilst the change unfolds.

**Stuart Linnell, Chair, Healthwatch Coventry**

## About us

# Healthwatch Coventry is your local health and social care champion.

We ensure that NHS leaders and decision-makers hear your voice and use your feedback to improve care. We also help you find reliable and trustworthy information and advice.



### Our vision

To bring closer the day when everyone gets the care they need.



### Our mission

To make sure that people's experiences help make health and care better.



### Our values are:

**Equity:** We're compassionate and inclusive. We build strong connections and empower the communities we serve.

**Collaboration:** We build internal and external relationships. We communicate clearly and work with partners to amplify our influence.

**Impact:** We're ambitious about creating change for people and communities. We're accountable to those we serve and hold others to account.

**Independence:** Our agenda is driven by the public. We're a purposeful, critical friend to decision-makers.

**Truth:** We work with integrity and honesty, and we speak truth to power.

# Our year in numbers

We've supported 15,663 people to have their say and get information about their care. We currently employ 4 staff members and, our work is supported by 43 volunteers.

## Reaching out:



**2,971** people shared their experiences of health and social care services with us, helping to raise awareness of issues and improve care.

**12,692** people came to us for clear advice and information on topics such as how to raise a complaint and finding information on NHS services.

## Championing your voice:



We published 9 reports about the improvements people would like to see in areas like GP Services, Hospital Services and Complaints processes across different organisations.

Our most viewed report were the reports on ward visits at University Hospital Coventry and Warwickshire, highlighting people's struggles in hospital care.

## Statutory funding:



We're funded by Coventry City Council. In 2024/25 we received £214,792. We will be hosted by a different organisation in 2025/2026



# Our digital reach

Over the past year we have continued to grow in how we reach people within our social media platforms.

## Reaching out through our website:



Between 1 April 2024 and 31 March 2025 we recorded **46,381** Page views and **25,000** people using it.

The most visited pages were: **our home page, 2 information articles: what help can you get to pay for your prescriptions, how to get your NHS number, and News and reports**

## Social media

### Facebook



**Page/Profile visits:** 4,439 – times people clicked to our page

**Reach:** 164,299 people who saw our posts

### Instagram

**Reach:** 3,090 Unique people who saw our content

## Newsletters



We sent out **16 Newsletters** reaching inboxes **5,590** times.

These shared updates and opportunities for public involvement.

# A year of making a difference

Over the year we've been out and about in the community listening to your stories, engaging with partners and working to improve care in Coventry. Here are a few highlights.

## Spring

We completed three community reports hearing people's experiences of health and care, we heard from: men, people from disadvantaged areas and young people.

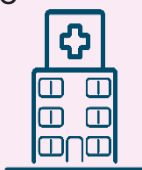


Our work with expecting migrant women, and a local charity about maternity services, continues to impact and influence service change, with a new migrant midwife appointed, and help to make access to support easier.



## Summer

Recommendations from our visits to A&E the previous year continue to drive changes to pressured services, We are working with the quality team to monitor and feedback to local people



Our volunteers contributed to the development of a new visiting policy for University Hospital Coventry and Warwickshire, that was easy to understand and fair for everyone

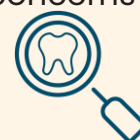


## Autumn

Our Clear Information Volunteers looked at NHS complaints processes identifying positive improvements to communication, so people know that complaints are encouraged.



Our outreach into Housing with Care, enabled people to share their concerns about dentistry, age, beliefs and homelessness reflecting some national concerns and needs for change.



## Winter

We have developed relationships with LGBTQ+ groups and identified care needs for trans people waiting for treatment as an issue, impacting on mental health.



Pharmacy First  
By carrying out a survey with local people and pharmacists we fed into the Pharmacy Needs Assessment through the Pharmacy Steering Group.



# Making a difference in the community

We bring people's experiences to healthcare professionals and decision-makers, using their feedback to shape services and improve care over time. Here are some examples of our work in Coventry this year:

## Creating empathy by bringing experiences to life



### Hearing personal experiences from residents of housing with care helped us to understand their needs.

Living in housing with care, you rely more on others for your health and care needs. When services come to the scheme it makes a huge difference. Particularly eye tests and general checkups.



Mobile dentistry was recognised as a service that people would benefit from; few people saw it as a priority to improve their quality of life. This will feed into ongoing dentistry reviews.

## Getting services to involve the public



### Complaints experience improved by involving volunteers

We involved our Clear Information Volunteers to look at complaints and the information available for people when they look on their GP website. By involving the public, we have found ways that improves the quality of information, makes the process clearer and explains what happens next when you make a complaint. It supports organisations to help, improve their services. Our findings have been discussed with the Integrated Care Board (ICB) quality team.



## Improving care over time



### Dropping pebbles causes ripples

In **2023**, with a local charity we spoke to migrant women about their stories of care within maternity services. This revealed deep inequalities in this group of women's experiences.

Our report has led to significant action plans for changes, including direct referral routes, translation support, better connections between services, a volunteer buddy system. There is wider impact through the Home Office. A range of organisations are involved, and action plans are still being delivered in **2025**





# Listening to your experiences

To ensure that we hear those with the least strong voices we have focused on:

- Men from disadvantaged background
- People from a disadvantaged area of Foleshill
- Young people in a disadvantaged area
- Hong Kongese Community
- LGBTQ+
- Residents in housing with care



# Listening to your experiences

## Championing concerns about the emergency department, led to major changes

Last year, we championed the voices of our community

### What did we do?

We visited A&E, minor injuries unit and same day emergency care at UHCW, eight times at different times of the day with our Authorised Representative volunteers. We observed the areas and asked survey questions to patients, family members about the care and access to treatment they received, including food and drink and waiting times. We spoke to 79 patients as well as conducted an online survey.

We shared our findings with UHCW and the Coventry and Warwickshire Integrated Care Board

### Key things we heard:



**45%**

of users at urgent treatment centre said that their experience was okay, 22% said it was bad.

**50%**

Thought they weren't informed about their treatment and care

**75%**

Said that the waiting times had not been explained to them

Our work showed that while there was some good practice within Emergency care, there were areas for improvement around safe access between floors, privacy and dignity, support and accessibility for vulnerable patients, communication particularly around waiting times and access to food and drink.

### What difference did this make?

University Hospital Coventry, and Coventry and Warwickshire Integrated Care Board, have put some immediate changes in place, such as new chairs, they are reviewing how communication works between different hospitals and GPs and same day emergency care. They have put in new drink machines. A 10-year plan is in place: which includes funding for a lift between Minor Injuries and Major Injuries, as well as other improvements.



# Hearing from all communities

**We're here for all residents of Coventry. That's why, over the past year, we've worked hard to reach out to those communities whose voices may go unheard.**

**This year, we have reached different communities by:**

- Attending and supporting health activities within communities, for example outside a mosque to encourage people to get tested for TB, at a Ramadan event to look at people's health and wellbeing during their fasting
- Listening to the stories of men by visiting men's groups and co delivering a project hearing their stories of health.
- We met with LGBTQ+ asylum seekers to talk to them about their general experiences of health services, but also their experiences of Pharmacy First to include this information in the Pharmacy Needs Assessment



# Listening to your experiences

## Access to dentistry and personalised support identified through housing with care visits

People with health and support needs in housing with care were happy with their experiences but some areas were lacking.

We visited 9 housing with care scheme facilities and spoke to 57 people, about their experiences.

### Key things we heard:



**15%**

of respondents said that they use a dentist regularly.

**20%**

of respondents said that they have had issues with their health and social care community services, including social services and nurses



"Opticians and chiropodists work well, they come here."

"You need to build up a relationship with a GP - its takes time"



### What difference did this make?

Coventry City Council replied to our report and recommendations and said that they would like to collaborate on further work to gain a deeper understanding of people's experiences in housing with care.

The issue of people's lack of access to dentistry and difficulties accessing community nurses continues to be raised appropriately.

# Hearing from all communities

## Improving understanding : Men communities

**We worked with Men's Shed and Coventry Peace House to explore men's issues and concerns within health and social care**

They told us about their struggles with their mental health, how hard it was to get appointments with their GP, as they would be out at work early in the morning. They also discussed their feelings of isolation after getting divorce, losing loved ones, feelings of stigma, but also of networks of friendship. and support.

### What difference did this make?

This created an awareness of the issues that men face where they were not able to get support. This information can be used by the Peace House and Men's Shed to develop further projects to attract funding. It gives Healthwatch Coventry the opportunity to highlight the needs of men within our meetings with partners and the Health and Wellbeing Board.

## Dangers of vaping, mental health support, anonymity and appropriate care

**Young people through local radio station speak about the issues that affect them**

An interview was held with the young people live on the radio station, which was recorded, and shared with us, which raised awareness of health and Healthwatch Coventry to other young people. To help, we created a short film and worked together on a report to highlight the issues that can be used to speak to other young people.

### What difference did this make?

Young people had access to a film and information that highlighted some of their issues around health. It also provided useful information they could use to access health and care more effectively.

The film was shared in meetings to highlight the issues faced by young people, those of, rights to privacy and confidentiality, concerns about vaping, age-appropriate treatment, support for mental health and how young people feel they are not informed about their right by health providers.



# Information and signposting

Whether it's finding an NHS dentist, making a complaint, or choosing a good care home for a loved one – you can count on us. This year 248 people have reached out to us for advice, support or help finding services.

**This year, we've helped people by:**

- Providing up-to-date information people can trust
- Helping people access the services they need
- Supporting people to look after their health
- Signposting people to additional support services





## Complaint route for school nursing team

### **Fran was struggling to find the route to raise a formal complaint**

Fran contacted us to complain about the school nursing team as she felt like they made a referral to social services without understanding the full story. We went back to Fran to explain who we are and the role of Healthwatch and that we would find the correct route for the complaint.

After looking online and speaking to a member of the school nursing team, we were able to find the correct route for Fran, Fran was happy to have the information needed to continue with her complaint.



“Thank you for taking the time to get back to me and finding the correct details for the complaint. It’s appreciated.”

---

## Communication support for Client

### **A family were struggling to be heard**

A family contacted us because they were extremely worried about a family member who was a patient in a mental health facility. They felt that the communication had been poor and had concerns about their care. The family contacted our information line several times over a month.

One of the family members did not have English as their first language so a member of Healthwatch Coventry staff was able to speak with them in Urdu. The family had already contacted Voiceability for advocacy support but were confused as to where they were in the process. We made direct contact with Voiceability to seek an update and communicated information with the family about next steps and the support that Voiceability could offer.

As a result, the family were able to understand the process and plan steps forward.

# Showcasing volunteer impact

Our fantastic volunteers have given 800 hours to support our work. Thanks to their dedication to improving care, we can better understand what is working and what needs improving in our community.

## This year, our volunteers:

- Visited communities to promote our work
- Collected experiences and supported their communities to share their views
- Carried out enter and view visits to local services to help them improve their practice and standards
- Looked at information to make sure it was clear and easy to follow.



# Showcasing volunteer impact

## At the heart of what we do

From finding out what residents think to helping raise awareness, our volunteers have championed community concerns to improve care.



Hi I am Brian, in the past I have struggled with my confidence, but since volunteering with Healthwatch Coventry I feel I have got much better and feel much more confident. Healthwatch has given me the opportunity to grow and speak with other people, to hear their stories. I enjoy listening to people and like to make a difference.

Brian

Hi my name is Mehajebeen, and I had finished my degree in public health in 2023. But felt that I wanted to do more to develop my skills in speaking to people about health and social care. I wanted to grow my skills and confidence. I love working in partnership with people to develop ideas, and I love working for Healthwatch, they are very supportive. In this time where health services are changing it's great to hear people's experiences to help make a difference,

Mahajebeen



### Be part of the change.

If you've felt inspired by these stories, contact us today and find out how you can be part of the change.



[www.healthwatchcoventry.co.uk](http://www.healthwatchcoventry.co.uk)



0300 012 0315



[yoursay@healthwatchcoventry.co.uk](mailto:yoursay@healthwatchcoventry.co.uk)

# Finance and future priorities

We receive funding from Coventry City Council under the Health and Social Care Act 2012 to help us do our work.

## Our income and expenditure:

Income		Expenditure	
Annual grant from Coventry City Council	£214,792	Expenditure on pay	£189,759
Additional income	£0	Non-pay expenditure	£14,719
		Office and management fee	£42,958
<b>Total income</b>	<b>£214,792</b>	<b>Total Expenditure</b>	<b>£247,436</b>

# Finance and future priorities

## Next steps:

**Over the next year, we will keep reaching out to every part of society, especially people in the most deprived areas, so that those in power hear their views and experiences.**

We will also work together with partners and our local Integrated Care System to help develop an NHS culture where, at every level, staff strive to listen and learn from patients to make care better.

## Our top three priorities for the next year are:

1. We want to continue working with the LGBTQ+ community to hear more about their experiences of health and social care, particularly people who are trans women or men. We will use these groups to speak to people who want to share their stories.
2. We want to further understand the health and care that people receive from their housing with care providers. We will do this by delivering a programme of enter and view visits to the schemes. We will collaborate with Coventry City Council to enable this to happen.
3. We will keep an eye out on what our information logs are telling us, what the new health strategy and reports are telling us, to see what issues are being raised. We will continue to conduct outreach to hear people's experiences of health and care.



# Statutory statements

Healthwatch Coventry, Voluntary Action Coventry, Harp Place, Sandy Lane, Radford, Coventry, CV1 4DX.

Healthwatch Coventry uses the Healthwatch Trademark when undertaking our statutory activities as covered by the license agreement.

## The way we work

### **Involvement of volunteers and lay people in our governance and decision-making.**

Our Healthwatch Board consists of 14 members who work voluntarily to provide direction, oversight, and scrutiny of our activities.

Our Board ensures that decisions about priority areas of work reflect the concerns and interests of our diverse local community.

Throughout 2024/25, the Board met 6 times and made decisions on matters such as the Complaints and communication with ICB, GPs and their websites, Housing with Care pilot study and Pharmacy First experiences. We ensure wider public involvement in deciding our work priorities.

## Methods and systems used across the year to obtain people's experiences

We use a wide range of approaches to ensure that as many people as possible can provide us with insight into their experience of using services.

During 2024/25, we have been available by phone and email, provided a web form on our website and through social media. We attended meetings with multiple community groups and forums.

We ensure that this annual report is made available to as many members of the public and partner organisations as possible. We will publish it on our website.



# Statutory statements

## Responses to recommendations

We had no providers who did not respond to requests for information or recommendations. There were no issues or recommendations escalated by us to the Healthwatch England Committee, so there were no resulting reviews or investigations.

## Taking people's experiences to decision-makers

We ensure that people who can make decisions about services hear about the insights and experiences shared with us.

For example, in our local authority area, we take information to Adult Social Care Stakeholder Board and Health and Social care Scrutiny Board where we listen and share people's experiences and good practice in terms of engagement.

We also take insight and experiences to decision-makers in Coventry and Warwickshire Integrated Care system. For example, we attend the Coventry Care Collaborative Committee, the Coventry and Warwickshire Integrated Health and Wellbeing Forum, as well as being part of the Complaints task group sharing our feedback from local people's experiences, and creating supportive relationships. We also share our data with Healthwatch England to help address health and care issues at a national level.

## Healthwatch representatives

Healthwatch Coventry is represented on the Coventry City Council Health and Wellbeing Board by Healthwatch Coventry Chief Officer and Stuart Linnell, Chair.

During 2024/25, our representatives have effectively carried out this role by attending meetings, holding discussion groups and identifying supportive pieces of work, for example

Healthwatch Coventry is represented on Coventry and Warwickshire Integrated Care Partnerships by Stuart Linnell, Healthwatch Coventry Chair and Coventry and Warwickshire Integrated Care Boards by Healthwatch Coventry Chief Officer.

# Statutory statements

## Enter and view

Location	Reason for visit	What you did as a result
A&E, Minor Injuries and other urgent treatment areas at UHCW	Find out experiences of this department and see how people flowed between different services within urgent and emergency care	Wrote a report with recommendations – the service followed up on these, and patient safety improved.
Return visit to Ward 43 at UHCW (unannounced)	Find out if UHCW have followed up on the recommendations from our report to improve the service	Gave feedback to the ward about how the improvements were making a positive difference.

## 2024 – 2025 Outcomes

Project/activity	Outcomes achieved
Outreach to City of Coventry Health Centre and Coventry Central Library. We visited these regularly every two weeks	This has enabled us to collect data to highlight the issues that matter to people most and identify hot spots in terms of people dissatisfaction/satisfaction of areas of health and social care to be focused on for the next year and shared with our providers through report "What you told us about access to NHS services"
We visited two community men's groups, on three occasions to hear their experiences of health and care services	We were able to identify issues that can be explored more in depth, and can be shared with our partners such as the Health and Wellbeing board
Attended and participated in discussions about improving communications with patients based on what people have told us	Working towards the creation of a "Communications Standard Charter".
Steering Group members contributed comments to a draft visiting policy being produced by UHCW work.	There were elements of this which are related to the recommendations from our Urgent and Emergency Care and will be used in the document.

**Healthwatch Coventry**  
**Voluntary Action Coventry,**  
**Harp Place, Sandy Lane**  
**Coventry**  
**CV1 4DX**



[www.healthwatchcoventry.co.uk](http://www.healthwatchcoventry.co.uk)



0300 012 0315



[yoursay@healthwatchcoventry.co.uk](mailto:yoursay@healthwatchcoventry.co.uk)



[/HealthwatchCoventry](https://www.facebook.com/HealthwatchCoventry)



[@HealthwatchCov](https://twitter.com/HealthwatchCov)



[@healthwatchcoventry](https://www.instagram.com/healthwatchcoventry)



[@healthwatch-coventry](https://www.linkedin.com/company/healthwatch-coventry)



[@healthwatchcov.bsky.social](https://bsky.app/profile/healthwatchcov.bsky.social)