

healthwatch

Coventry

Our Service

Healthwatch Coventry is being provided by Citizens Advice Mid Mercia for the people of Coventry.

What we do

Healthwatch Coventry is here to listen to your experience of Health and Social Care Services in Coventry. Whether it is good or bad, we want to hear from you.



0300 012 0315



yoursay@healthwatchcoventry.co.uk



www.healthwatchcoventry.co.uk



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



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Healthwatch Coventry is back!!



Hello everyone,

To our volunteers, Steering Group, and staff of Healthwatch Coventry I would like to extend my heartfelt welcome to the CAMM family.

The work at Citizens Advice is built on a mission to empower people with the knowledge and confidence they need to find a way forward. Since Citizens Advice was established in 1939, it has been a trusted network, helping people with everything from debt and housing, to consumer rights.

The other element has been to campaign for change where we have seen a need for change.

This partnership with Healthwatch Coventry is a profound and natural next step in that journey. The work provides an independent voice for people's experiences of health and care, and combined efforts will have a much greater impact.

As your host, the job is to give you the foundation you need to thrive. The support provided allows you to focus on vital work, ensuring transparency and accountability for the people served.

By combining strengths, there is a unique opportunity to make a lasting, positive impact on all communities.

This is an exciting journey for both. It's about working together so every voice is heard, promoting equality and fairness, and making a real, meaningful change in Coventry and beyond.

Thank you,

David Symcox

Chief Executive, Citizens Advice Mid Mercia

Healthwatch Coventry Team

Big welcome to our newest members of Healthwatch Coventry



Leigh-Anne Howat – Service Delivery Manager

Hi, I'm Leigh-Anne, excited to join the Healthwatch Team and contribute to innovated solutions for better wellness and care. I have a working background within the NHS and Private specialised health care operating under NHS contracts spanning over 10 years improving services and patient care.



Lisa Nilsson – Independent Health Complaints Advocate

Hi, I'm Lisa Nilsson, and I'm here to support you if you're having difficulties navigating the NHS complaints process. I work with patients and their families to help them have their voices heard and ensure their concerns are properly addressed. I understand how overwhelming it can be, and I'm passionate about making the process easier and less stressful for you. Whether you're unsure about your rights or just need someone to guide you through the steps, I'm here to help every step of the way.

Healthwatch Coventry Team

Still championing the people of Coventry.....



Ruth Burdett – Community Engagement Officer

Hi I'm Ruth, my job is to make sure that everyone gets an opportunity to get their views heard and be part of Healthwatch Coventry's work.

Whether as a volunteer, an Authorised Representative – going to places where health care happens or by giving their feedback. We make sure that every voice is heard, especially those who are least heard to make health and care services better for everyone.

If you want us to come to your group or community to talk about Healthwatch Coventry please get in touch. We are happy to hear from you!



(Pictured: Ruth and Alan (Volunteer) at Coventry Pride Event 2025, listening to people's experiences in the community)

Healthwatch Coventry Team



Sam Barnett – Signposting and Information Officer

My name is Sam and I am the Signposting and Information Officer. I hear from people who want to share their experiences of Health and Social Care services and from people who are confused about where they can go for support. We provide a signposting service to help guide them in the right direction. We want to give people the knowledge to empower them to help improve services.



Rizzy Sheikh – Service Information and Promotions Coordinator

Absolutely buzzing to be back and representing the people of Coventry. We are here to listen and collate what you tell us about services and pass this information on to the decision makers.

Get in touch and help us make a difference!

Healthwatch Coventry Team



NHS Complaints

We're here as a free, independent body, to help support you through the NHS complaints procedure.

Find out more:

<https://www.healthwatchcoventry.co.uk/help-making-complaint>

Have your Say

If you use GPs, hospitals, dentists, pharmacies, care homes or other services, we want to hear about your experiences. Whether good or bad, speak up, and let us help NHS and social care services understand issues that are affecting care for you and others. Please take five minutes to share your story with us.

Alternatively:

Call us: 0300 012 0315 or email us:

yoursay@healthwatchcoventry.co.uk



Healthwatch Coventry Team

Outreach Dates

We are out and about and would love to meet you! Please see below where you can find us and let's have a chat.

Date	Time	Location
2nd September	1.30 - 3.00pm	City of Coventry Health Centre
10th September	1.30 - 3.00pm	Central Library
16th September	1.30 - 3.00pm	City of Coventry Health Centre
24th September	1.30 - 3.00pm	Central Library
30th September	1.30 - 3.00pm	City of Coventry Health Centre
8th October	1.30 - 3.00pm	Central Library
14th October	1.30 - 3.00pm	City of Coventry Health Centre

**We're here, we're active, and we're
launching new projects –
WATCH THIS SPACE!!**