

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 Chairs Blog

Since October 1st the contract under which your local GP operates has been changed. It now requires all practices to allow patients to request an appointment or a new prescription from eight o'clock in the morning until six-thirty in the evening, Monday to Friday.

The intention is to end the notorious 08.00 rush with patients desperately trying to make an appointment on the 'phone, all too often failing to get through in time to see their doctor that day.

Practices must now ensure that their online systems for appointment requests, medication queries and administrative issues are available during what are regarded as all core hours.

They can no longer tell a patient to "call back tomorrow" as all patient requests must be accessed that day. The patient must receive a response from the practice within one working day.

It does not mean that you will automatically see your Doctor, as they may decide that it would be more appropriate for you to be dealt with by, for example, a pharmacist, a physiotherapist or a nurse. As well as ending the 08.00 'phone call scramble it is also intended to ensure more efficiency with patients receiving the right care at the right time from the right health care professional.

Sounds great, doesn't it? Well, that is not a view shared by everyone. GPs and patients alike are concerned that the system relies heavily on the ability of everyone to contact their local surgery by using the NHS App or by some other online means. The truth is that not everyone can do that. Many do not have a smart phone or even a computer, and they rely on getting in touch on the 'phone or by attending the surgery in person. The GP contract requires that telephone access is also available, but the new "all day" system relies heavily on people doing so online.

Any check on the accident and emergency department at your local hospital can provide evidence that some find accessing their GP is just too difficult and so go to A & E instead, adding to the often very long waiting times there.

Healthwatch Coventry Chairs Blog

The additional workload for GPs having to triage their patients throughout the day is another issue that is a cause for concern. I am aware of practices who are implementing all this gradually, albeit in the knowledge that sooner rather than later they will have to embrace it fully as it is now in their contract. The cautious approach of some GPs is prompted by the knowledge that they may have a predominantly older patient age group who find online access difficult, and by easing their staff, including those on reception as well as the clinicians, through a process of embracing the extra workload. It is nonetheless an example of the apparent determination of the Secretary of State, Wes Streeting, to improve the NHS and, thereby, the health of the nation. Such changes don't happen without due concerns being properly addressed and solutions found.

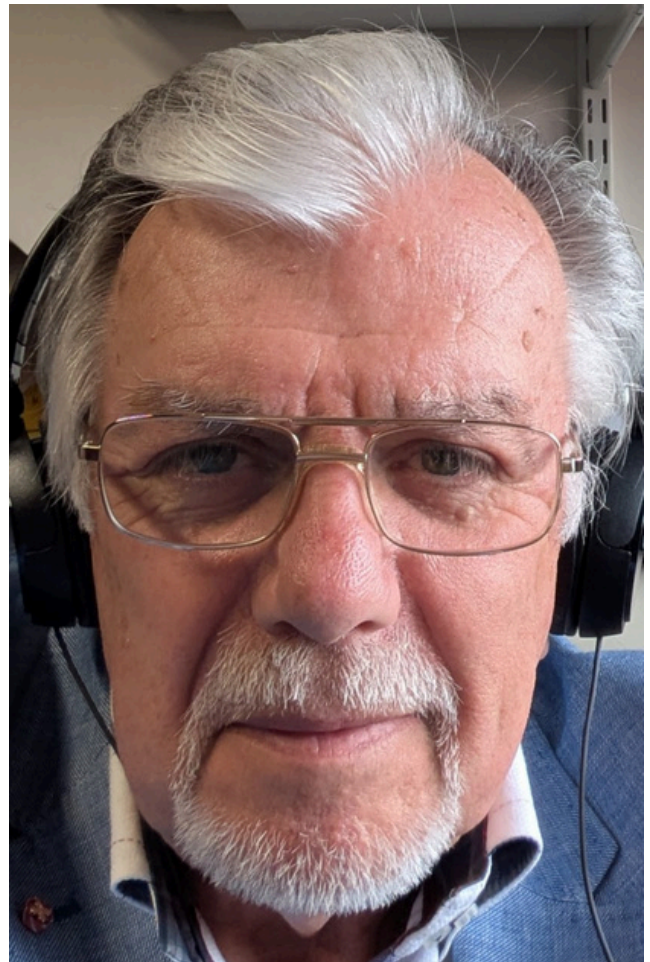
It is why Healthwatch Coventry is conducting a survey of how the NHS App is working. We want to know how you use it, whether it is proving useful and how you think it could be improved. You can reply to our survey through our website –

healthwatchcoventry.co.uk – or on social media.

If you know someone who is unable to access the survey online, please call us on 0300 012 0315 between 09.00 and 14.00, Monday-Friday, and we will help. Healthwatch Coventry is your local health and social care champion. Please get in touch to help us maintain and improve care in our city.

Thank you,

Stuart Linnell MBE
Healthwatch Coventry Chair



Signposting and Information

Case Study

Rushna* contacted us seeking to make a negligence claim against maternity services. She felt that an apology alone did not address the impact of her experience on her health. We explained that while Healthwatch cannot support legal claims, we provided guidance on accessing solicitors for negligence cases. We also outlined the NHS complaints process, highlighting that it can help gather evidence and support a negligence claim. Rushna was referred to the Independent Health Complaints Advocacy (IHCA) Service for further support.

*Name has been changed



Outcomes and Impact achieved

Rushna was empowered to understand her options and the differences between legal and NHS complaints routes. She received a referral to IHCA, ensuring expert support to pursue her concerns effectively. This support enabled Rushna to take informed action, providing clarity, advocacy, and reassurance, and ensuring her voice is represented in the healthcare accountability process.

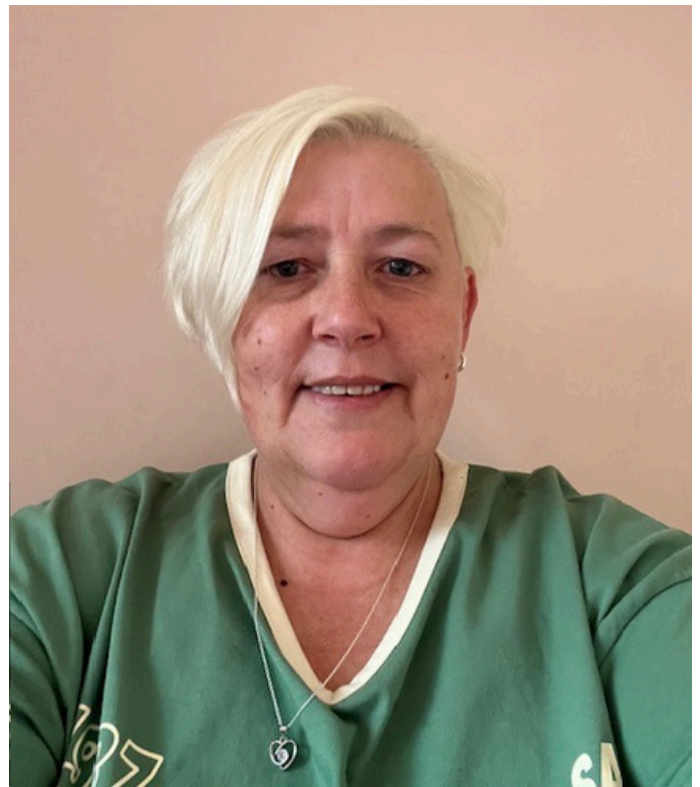
Exciting Times for Healthwatch Coventry: Taking Your Voice Further Than Ever

Since joining Healthwatch Coventry as Service Delivery Manager three months ago, I've been truly inspired by the energy, commitment and sheer hard work happening across our city to improve health and social care for everyone.

In just a short time, We've extended our reach into six new wards, making sure we're present in the heart of communities that need us most. We've been out and about at events across Coventry, listening engaging and gathering the views that matter.

One of our recent highlights has been the launch of our NHS App Survey, helping us understand how easy (or not!) it is for local people to access services digitally and where we can push for improvement.

I've had the privilege of attending the Health and Wellbeing Board, the Scrutiny board and the Community Integrator Board meetings, and I have come away inspired. The depth of partnership working and the genuine determination to raise standards of care for Coventry residents is remarkable. It has also been eye opening to see exactly where we stand against National Health and Social Care benchmarks- knowledge that sharpens everything we do.



Exciting Times for Healthwatch Coventry: Taking Your Voice Further Than Ever

We never stop listening. Our latest big view project saw the team and our volunteers visit 11 housing with Care Schemes across the city, speaking directly to residents and staff. The report is coming soon and I'm confident it will drive real change.

What excites me the most is what is ahead, the plans taking shape right now will bring more services closer to communities, tackle health inequalities head-on and make sure no one especially in our most deprived areas is left behind.

These are genuinely exciting times for Healthwatch Coventry. We're listening louder than ever, and together with residents, partners and providers, we're helping shape a healthier fairer city.

We are your independent champion, Thank you for your continued support , Your voice is making a difference.

Thanks,

Leigh-Anne Howat
Service Delivery Manager

Healthwatch Coventry Highlights

Spoken to over 1,200 people during Outreach visits

We visited 11 Housing With Care locations as part of our Enter and View research

Social media figures have doubled since our official launch

Working closely with local Family Hubs, Community Centres and Foodbanks

Collaborative working with local and NHS organisations

Further planning to extend our reach to wider communities in 2026

Independent Health Complaints Advocacy Service - Case Study

💬 “I was so frustrated with the NHS service regarding my daughter. I felt ignored and didn’t know where to turn. Having someone listen, help me put my concerns into words, and guide me through the process made all the difference. I finally felt understood and supported.”

Feeling Heard

A parent came to me unsure how to raise concerns about her daughter’s care. Together, we shaped a clear and confident complaint, navigated the NHS complaints process, and went through the responses so she could fully understand them. She felt informed, supported, and empowered every step of the way.

What We Achieve

We make sure your concerns are listened to and understood. We help you make sense of responses, so you feel supported and confident, with your voice represented every step of the way.

🌈 **You don’t have to face health complaints alone. Support is here when you need it.**



Healthwatch Coventry Services



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 Steering Group Meetings

Steering Group meeting dates have been confirmed as below, to keep up to date with any information relating to these events, please visit our Events page on our website.

Date	Time	Location
17th February 2026	10.00am - 12.00pm	The Wheelhouse, Coventry Council House
21st April 2026	10.00am - 12.00pm	The Wheelhouse, Coventry Council House
30th June 2026	10.00am - 12.00pm	The Wheelhouse, Coventry Council House
25th August 2026	10.00am - 12.00pm	The Wheelhouse, Coventry Council House



Big thanks to Healthwatch Coventry Volunteers!

Volunteers – help us to make sure that local people's voices make a difference.



We ♥ our Volunteers



Enter and View Visits

Thanks to our Authorised Representatives who have been tremendously busy this couple of months. We have carried out eleven visits to housing with care schemes. Speaking to over 100 people. By observing and listening to people's experiences our volunteers played a crucial role in these visits feedback to services to help improve care. However small our recommendations are we can make a big difference.

Extraordinary Outreach

Our Outreach volunteers also helped by hearing the voices of local communities in Coventry by having a stall at the City of Coventry Health Centre and Central Library, as well as attending events on our behalf. These have also drawn information that we can explore.

Volunteers together

We had our first volunteers meeting to communicate information, to share their thoughts around the Enter and Views we have been conducting, and to look at future work together.

Big thanks to Healthwatch Coventry Volunteers!

Training and support

If you are interested in volunteering for Healthwatch Coventry and want to find out more, then give us a call or you can attend the next Authorised Representative training (this is required to conduct Enter and View visits, it is also useful if you are interested in being part of the Steering Group) will be on:

22 January 2025
9.30am to 3.00pm

If you are interested or have any questions about this role, please contact: yoursay@healthwatchcoventry.org.uk or phone 0300 012 0315



**We're excited for what's next and hope you are too!
See you in the new year 2026!**