



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 Update

The past quarter has been an exceptionally busy and productive period for Healthwatch. Our team has completed extensive reporting across 11 Housing with Care schemes, alongside delivering the NHS Survey and the Family Hub Report. We remain committed to maintaining a strong presence within the community and continue to be highly visible on social media, posting updates weekly.

Our collaborative work with Healthy Lifestyles has also continued to grow. We have successfully worked together at several events and will soon be partnering again on engagement activities focused around places of worship.

I recently attended the VCFSE Conference, which highlighted the incredible work taking place across the voluntary sector and provided valuable opportunities for networking and partnership building.

Each month, we produce a breakdown of the key issues people share with us, highlighting the top three themes. This insight is shared with the NHS to support improvements in local services.

Looking ahead, we have a busy period planned as we continue to be out in communities across Coventry—ensuring your voices are heard and helping to shape health and social care services that truly work for our city.

Thank you for your continued support.

Leigh-Anne Howat
Service Delivery Manager



Latest publications!

Visit our website to read more about the reports we have published!

General Outreach

We now produce a monthly mini report on what community's told us highlighting themes, top 3 issues and comments that we collected also including demographics to ensure everyone's voice is heard. Please see links below from January 2026 & February 2026.

- <https://www.healthwatchcoventry.co.uk/report/2026-02-17/listening-coventry-residents-january-update-2026>
- <https://www.healthwatchcoventry.co.uk/report/2026-03-17/listening-coventry-residents-february-update-2026>



Family Hubs

We did some collaborative work with Start for life. We utilised our standard survey and added on 2 questions and a sub question depending on the answer they wanted us to ask people attending their Baby, Bump & beyond sessions:

- Do you know what Start for Life is?
- Do you know what the start for life programme has to offer?
- (If no) Would you like someone to contact you with some more information about the programme

We collected 42 responses across 7 Family hubs and produced a report about our findings.

<https://www.healthwatchcoventry.co.uk/report/2026-02-12/experiences-people-using-family-hubs>

Latest publications!

NHS App Survey

We did a 12-week survey on the NHS app to find out if the people of Coventry used the app, what they would like to see, how they found using it. We had 246 responses, we produced and published the following report.

<https://www.healthwatchcoventry.co.uk/report/2026-02-12/experiences-nhs-app>

Enter & View Housing with care

We completed 11 enter and view visits throughout Coventry city to find out what residents felt about the scheme, how it met their needs etc. We published the following reports when all the responses were received back from the schemes regarding our recommendations.

- <https://www.healthwatchcoventry.co.uk/report/2026-03-27/housing-care-full-report>
- <https://www.healthwatchcoventry.co.uk/report/2026-03-27/housing-care-report-humber-court>
- <https://www.healthwatchcoventry.co.uk/report/2026-03-27/housing-care-report-henry-court-leofric-lodge-and-wyken-court>
- <https://www.healthwatchcoventry.co.uk/report/2026-03-27/housing-care-report-cophthorne-lodge-quinton-lodge-and-knightlow-lodge>
- <https://www.healthwatchcoventry.co.uk/report/2026-03-27/housing-care-report-alexandra-house>



Signposting and Information

Case Study

Fred* had been in touch with the Healthwatch information service earlier in the year as he was having issues with his GP. After receiving assistance and information, Fred returned to Healthwatch with a new concern regarding a recent x-ray and ongoing difficulties with the GP's appointment system.

Fred had been for an x-ray recently and was told the results would be with his GP practice within a few weeks. He phoned the GP practice and was told that he would need to make an appointment with the GP to discuss results. He was told that he would have to phone the surgery in the morning, or they could book one for 2 weeks' time. Fred was confused with this process and didn't understand why he couldn't get a next day appointment through the receptionist on this occasion.

Fred decided to take the appointment in two weeks as he struggles to get appointments when phoning the surgery in the mornings. When Fred went to the appointment he signed in but after waiting past his appointment time he enquired to be told that he had missed his appointment. Fred left without getting his x-ray results.

After speaking to Fred it was agreed that he would contact the ICB to discuss the issues he was having with his GP surgery as he didn't feel comfortable raising them directly with the GP practice and he still needed to find out his results. Fred was happy to contact the ICB.

We spoke to Fred about raising a formal complaint and after explaining the Independent Health Complaints Advocacy Service (IHCAS), Fred agreed to be referred to the IHCAs for assistance with lodging a formal complaint and to receive support navigating the complaints process.

Signposting and Information Case Study

Outcomes and Impact achieved

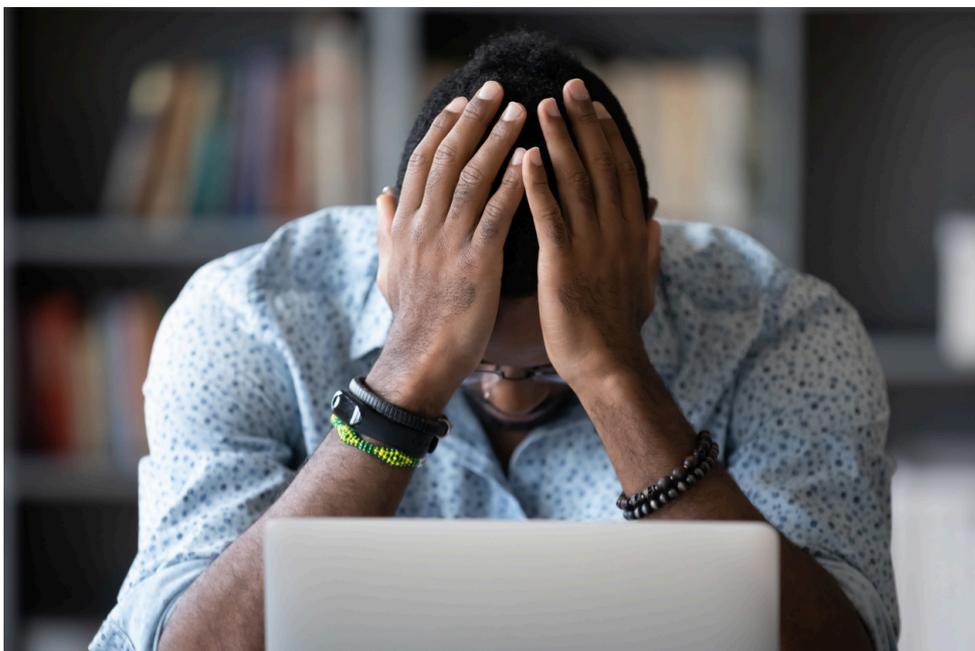
- We listened to Fred
- Fred was empowered to contact the ICB to discuss his issues
- A referral was made to IHCA and support was provided by the Advocate within 48 hours.

Conclusion

Fred's case highlights how important it is to have a clear, accessible, and transparent process for patients to book appointments to access medical results. Communication between healthcare providers and patients' needs to be improved to prevent frustration, delays, and missed opportunities for care.

We have added more case studies to our website, to read more case studies, click on the link below:

<https://www.healthwatchcoventry.co.uk/advice-and-information/search>



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



Independent Health Complaints Advocacy Service - Case Study

What We Heard

A client approached our service after struggling with her Mental Health and feeling that her symptoms had been minimized by professionals involved in her care. She described feeling dismissed and increasingly isolated, unsure of how to raise her concerns or have her voice heard.

Through working with an advocate, she was able to talk through her experiences in a safe and supportive space. The advocate supported her to make sense of what had happened and helped her begin drafting a formal complaint to the service provider.

What We Achieved

With advocacy support, the client felt listened to, validated, and empowered to take forward her complaint. She no longer felt alone in the process and described the feeling that someone was finally on her side. The support helped her regain confidence and ensured her voice was clearly represented.

The client shared that the support made a significant positive difference to her wellbeing during a difficult time.

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



Healthwatch Coventry Outreach and Steering Group Meetings

Our next steering group meeting is on Tuesday 21st April at 10am - 12pm, the meeting will be held at The Wheelhouse, Council House. Please visit our Events page on our website for further details.

Don't forget.....

We are at City of Coventry Health Centre every Tuesday from 1.30pm to 3.30pm
and...

We are at Central Library every Thursday from 1.30pm to 3.30pm

We want to hear from you!

If you know of a group who would like to talk about and share their experiences of health and social care services, please let us know. It would be great to hear their experiences.

For more information and if you are interested in being involved in Healthwatch Coventry. Get in touch with us.

Telephone: 0300 012 0315

E-mail: yoursay@healthwatchcoventry.co.uk