

# 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



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



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



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# Healthwatch Coventry Update

## Your Voice Matters: Turning Experiences into Better Care for Coventry

At Healthwatch Coventry, everything we do starts with one simple but powerful idea: listening to people's experiences of health and social care services.

Across the city—from Eastern Green to Walsgrave—we work to ensure that the voices of residents are heard by NHS services, care providers, and decision-makers, so that real improvements can be made.

Over the past year, we have been actively engaging with communities, carrying out visits, and gathering feedback to shine a light on what's working well—and where change is needed. Our reports and follow-up visits play a key role in holding services accountable and recognising progress. For example, recent work has included:

- Visits to hospital outpatient services to gather patient feedback and improve experiences
- Revisit assessments to hospital wards, where we have seen tangible improvements following earlier feedback

This shows how sharing experiences doesn't just highlight problems—it leads to **real, measurable change**.

We also provide direct support to local residents, helping them navigate services and access the right care. Our case studies show how we:

- Help people overcome barriers, including language challenges
- Provide clear pathways to more appropriate care
- Empower individuals to take action about their situation

# Healthwatch Coventry Update

Every interaction counts—not just at a system level, but in improving someone’s personal experience of care.

Through our outreach work, events, and community engagement initiatives, we continue to:

- Speak with people about their experiences
- Raise awareness of their rights
- Encourage more people to share their views

Initiatives like community visits and volunteer engagement help us reach a diverse range of voices across Coventry. Too often, people think their experience won’t make a difference—but we see every day that it does. When individuals share their feedback:

- Services gain a clearer understanding of challenges
- Decision-makers can prioritise improvements
- Good practice can be recognised and replicated

Healthwatch Coventry acts as the bridge between the public and the organisations delivering care. The more people who speak up, the stronger that bridge becomes.

In fact, the more people who join and share their experiences, the louder our collective voice becomes, helping to shape better services for everyone.

The work we’ve done over the last year demonstrates a clear message:

- 👉 Feedback leads to action
- 👉 Action leads to improvement
- 👉 Improvement leads to better outcomes for everyone

# Healthwatch Coventry Update

Whether it's influencing changes in hospital wards, improving supported housing environments, or helping one individual access the care they need—your voice is at the heart of it all.

We encourage everyone in Coventry to:

- Share their experiences of health and social care
- Get involved in local engagement activities
- Join the Healthwatch network

By working together, we can continue to shape services that truly meet the needs of our communities.

Every story matters. Every concern matters. Every piece of feedback has the potential to improve care—not just for you, but for others across Coventry.

**If something isn't right, speak up. If something works well, share it. Together, we can make a difference.**

Leigh-Anne Howat  
Service Delivery Manager



# Latest publications!

## Out and About in Coventry

We have started to publish information about the different groups we have been attending. To find out more about the different groups, we have visited, please click on the links below:

- **Wellness Junction**

<https://www.healthwatchcoventry.co.uk/news/2026-04-17/out-and-about-coventry-community-voices>

- **Milan Carers Group**

<https://www.healthwatchcoventry.co.uk/news/2026-04-20/out-and-about-coventry-community-voices>

- **Inini Group**

<https://www.healthwatchcoventry.co.uk/news/2026-05-01/out-and-about-coventry-community-voices>

- **Fibromyalgia Group**

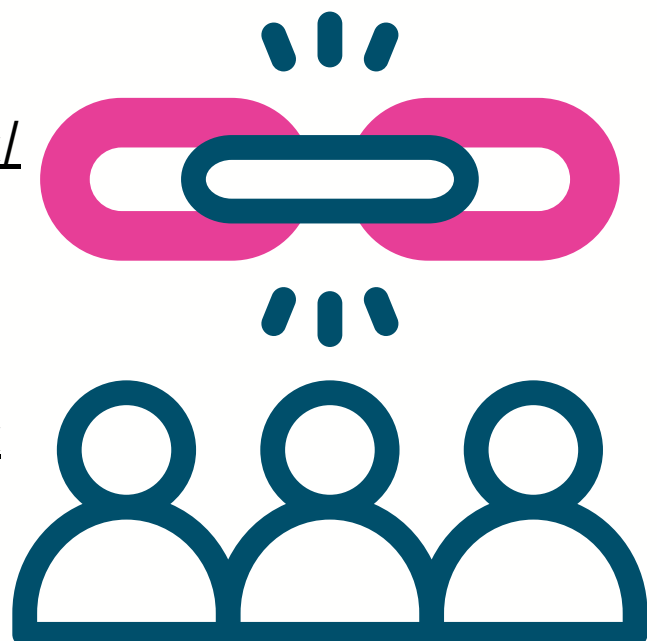
<https://www.healthwatchcoventry.co.uk/news/2026-05-27/out-and-about-coventry-community-voices>

- **Pathway to Belonging**

<https://www.healthwatchcoventry.co.uk/news/2026-06-01/out-and-about-coventry-community-voices>

- **Coventry Vision Hub**

<https://www.healthwatchcoventry.co.uk/news/2026-06-04/out-and-about-coventry-community-voices>



# Latest publications!

## **Enter and View Revisit Report to Ward 43 University Hospital Coventry and Warwickshire**

This Enter and View revisit to Ward 43 demonstrates that significant and sustained improvements have been made since our previous visits in 2023 and 2024. The concerns previously identified in relation to ward culture, dignity, and mealtime practices have been meaningfully addressed, and there is clear evidence that positive changes have been embedded into day-to-day practice. To read the report:

<https://www.healthwatchcoventry.co.uk/report/2026-05-18/enter-and-view-revisit-report-ward-43-university-hospital-coventry-and-warwickshire>



## **Your Care, Our Focus: UHCW Outpatients Report**

We spoke to 353 people at our recent visits to Outpatients at UHCW. We gave people the opportunity to share their experiences of health and care services with us. To find out more details about what the service users said to us:

<https://www.healthwatchcoventry.co.uk/report/2026-05-21/your-care-our-focus-uhcw-outpatients-report>

# Signposting and Information Case Study

We met Gary during a community outreach session at the local library. Initially, Gary spoke about his experiences with his GP practice but went on to share the challenges he is currently facing due to homelessness. He described relying on a local organisation to access basic facilities such as a shower and washing machine; however, on recent visits, these services had been unavailable due to equipment being out of order.

Although we identified the main contact number for the local Homelessness Team, Gary explained that he had recently sold his phone and had very limited funds, meaning he was unable to make the call himself. Attempts to contact the service on his behalf were also challenging due to long waiting times.

We engaged with council staff based at the library, who advised that Gary could use their phone free of charge. We shared this information with Gary and discussed how he could access this support. Gary indicated that he would return to the library later that day to use the phone and contact the Homelessness Team directly.

## **Outcomes & Impact achieved**

Gary was provided with a practical and accessible route to contact the Homelessness Team and raise the issues he was experiencing.

## **Conclusion**

This case highlights the importance of flexible, community-based support and partnership working. By identifying a simple, local solution, Gary was enabled to take a step towards addressing his immediate needs and accessing further assistance.

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



# Independent Health Complaints Advocacy Service - Case Study

## What We Heard

Following his father's death, the son sought advocacy support to raise concerns with the hospital, ensure the circumstances were fully investigated, and gain clarity around discrepancies in medical documentation and the discharge process.

A comprehensive complaint was formally submitted, fully representing the son's concerns and achieving his initial goal.

The hospital acknowledged the complaint; a full response is awaited. The son reported increased confidence in the process and felt heard and supported.

## What We Achieved

Advocacy ensured the family's concerns were clearly articulated, formally recorded, and directed to the appropriate bodies for investigation.

The son felt more empowered in navigating a complex and emotionally distressing situation, highlighting the role of advocacy in promoting accountability, clarity, and support for bereaved families.

Continued supporting the son while the hospital investigation remains ongoing.



# Healthwatch Coventry Outreach and Steering Group Meetings

Our next steering group meeting is on **Tuesday 25th August** 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 Monday at 1.30pm to 3.30pm and Wednesdays from 10.00am to 12.00pm



## **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](mailto:yoursay@healthwatchcoventry.co.uk)