



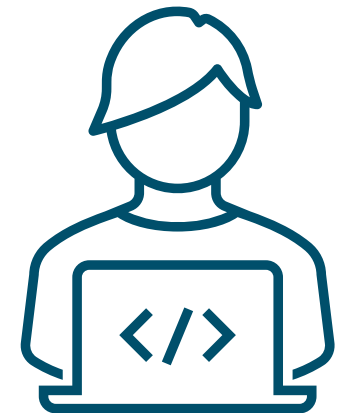
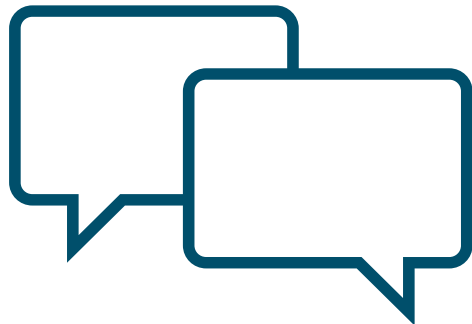
# Listening to Coventry residents – April update 2026

# Coventry residents sharing experiences

We listen to people talk about their experiences of Health and Care Services. One of the ways we gather information from residents is through our Your Say survey.

We do this in a variety of ways including:

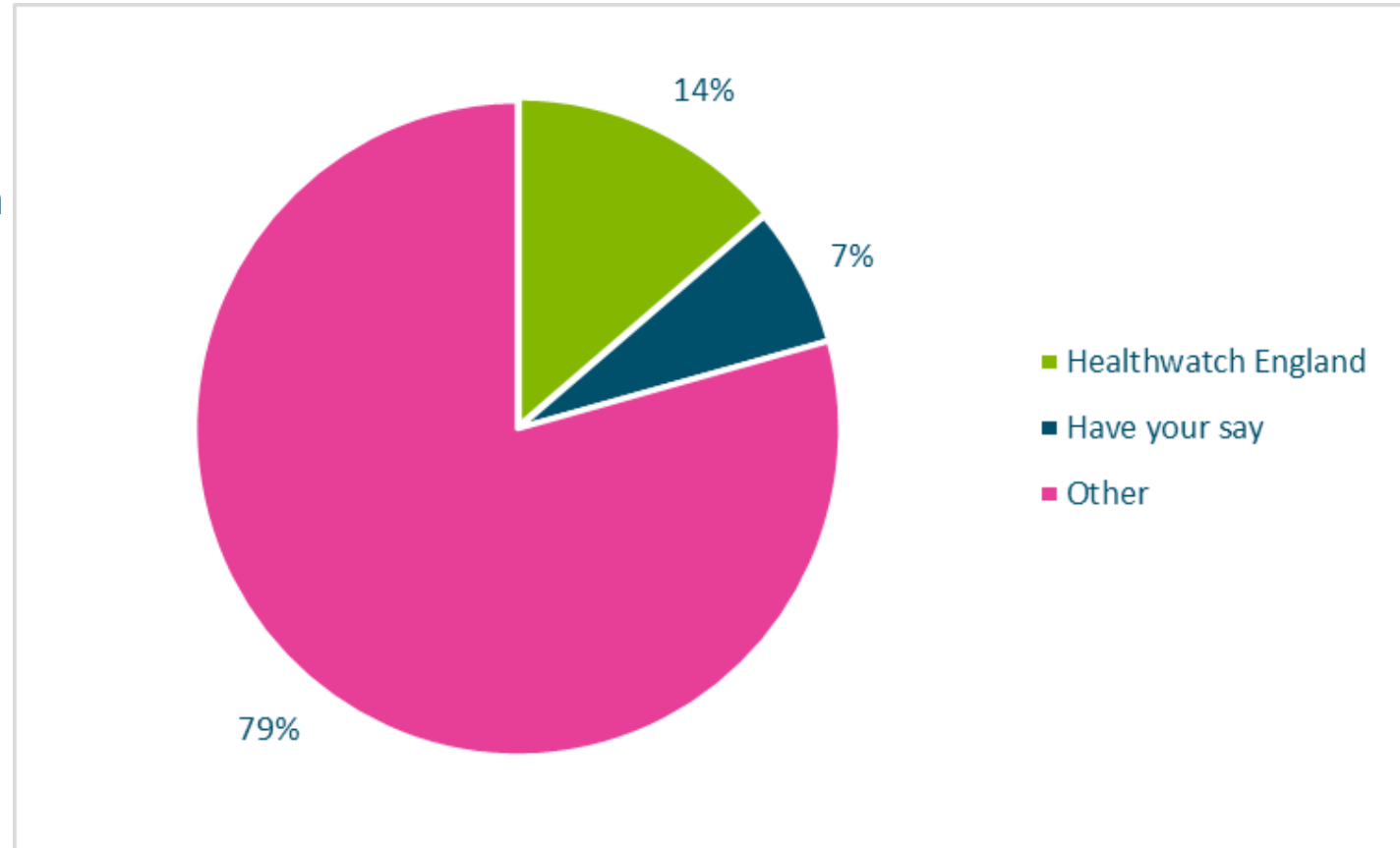
- Online form
- Events
- Outreach
- Telephone



# Coventry residents sharing experiences

Most of the information we gathered has been from the other category. This includes:

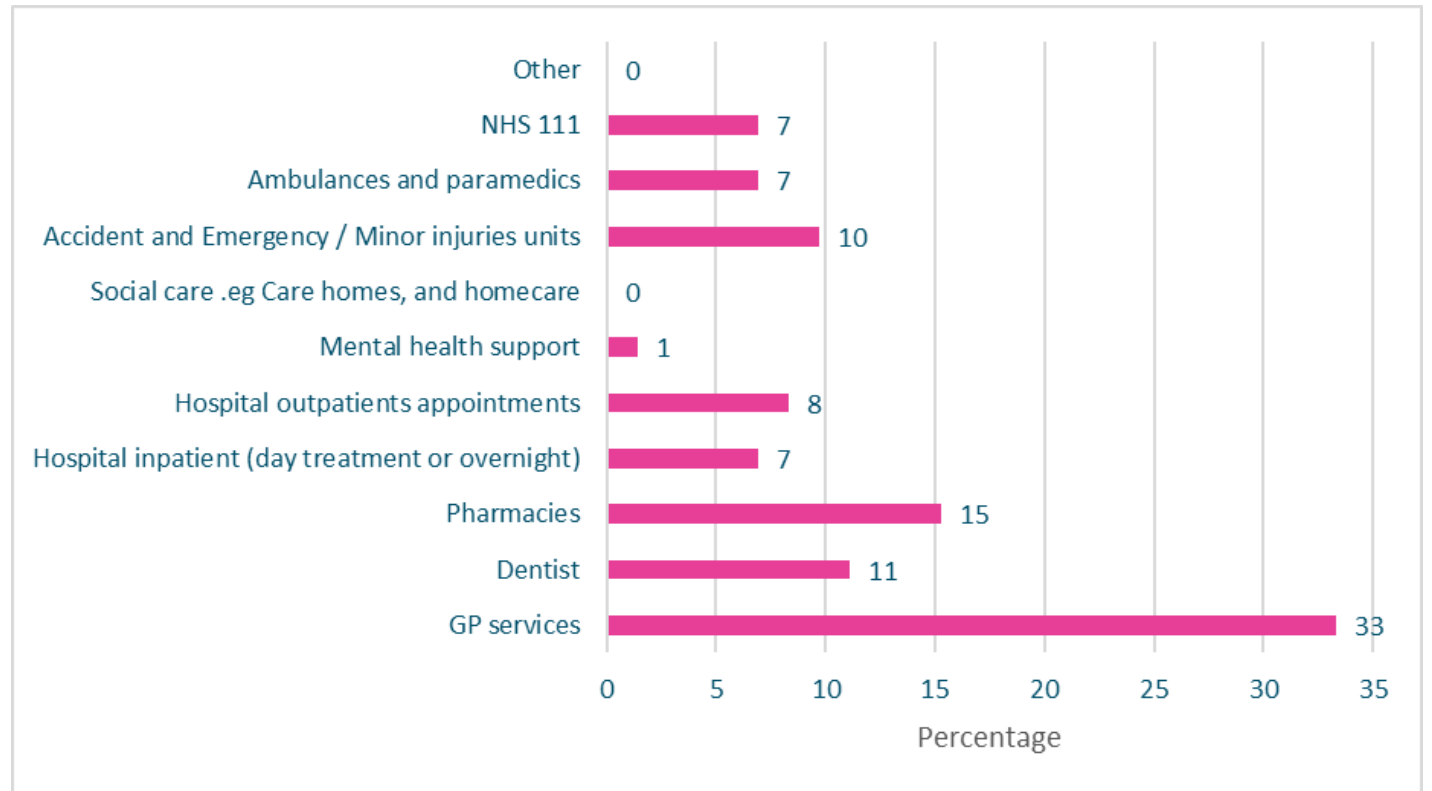
- Our regular visit to Central Library
- Our regular visit to City of Coventry Health Centre
- A visit to Tile Hill Library
- Community event at the Foleshill Hub



# Top 3 services

We break our information down by type of service. Here are the Top 3 services we heard about for April:

1. GP services
2. Pharmacies
3. Dentist



# Top 3 themes

We break our information down into themes to find out if there are any patterns or trends. Here are the Top 3 themes for April:

1. Access to service

2. Waiting lists

3. Attitude and communication (patient)

# What people told us



Some of the experiences people shared with us:

Not happy with experience of getting appointments - can never get one so end up having to go to the walk in centre and have a 6 hour wait

The department is an absolute disgrace the nurses were extremely rude and unhelpful and no doctors were available – A&E

Placing patients at risk on multiple levels including mixing immunocompromised patients with infected patients - Hospital

I said I would like to see a specialist. all he does is change my medication and say take paracetamol, not diagnosing what is wrong with me.

Can never get an appointment I can call every day but offer me one in 3 weeks, but would either be dead or better -GP

If they cancelled an appointment they should call the patients with the new date, and ask them their availability - Hospital

Impossible to get a home visit, even for a 98-year-old, bed-bound, almost blind man. - GP

Reception staff not very welcoming - GP

# What would you do to improve services?

Waiting times

More time to talk to  
you - GP

Availability of  
appointments

More face to face  
appointments - GP

Medications are no  
good, need specialist to  
find out what the  
problem is, GP does not  
listen. painkillers are  
not needed

Better  
communication



Positive  
experiences

# Positive experiences

25% of the information we gathered was a positive experience. Some of the comment are:

Very welcoming staff, make you feel heard, the care was very good, made me feel comfortable and was well treated. met communication needs, easy to access

Was heard and listened to, very patient and understanding

I can book an appointment and they see me on the same day

Really good and helpful - Pharmacist

Yeah went to GP for sick note, talked to GP - all good

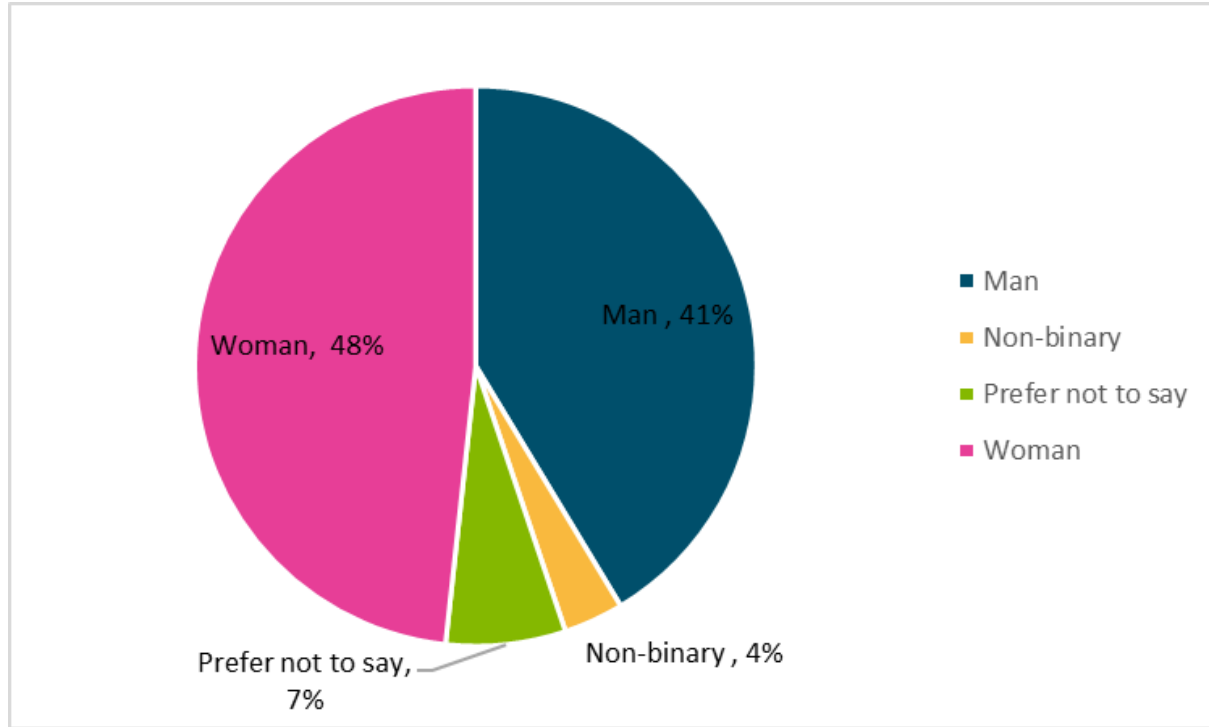
They were friendly and helpful. - GP



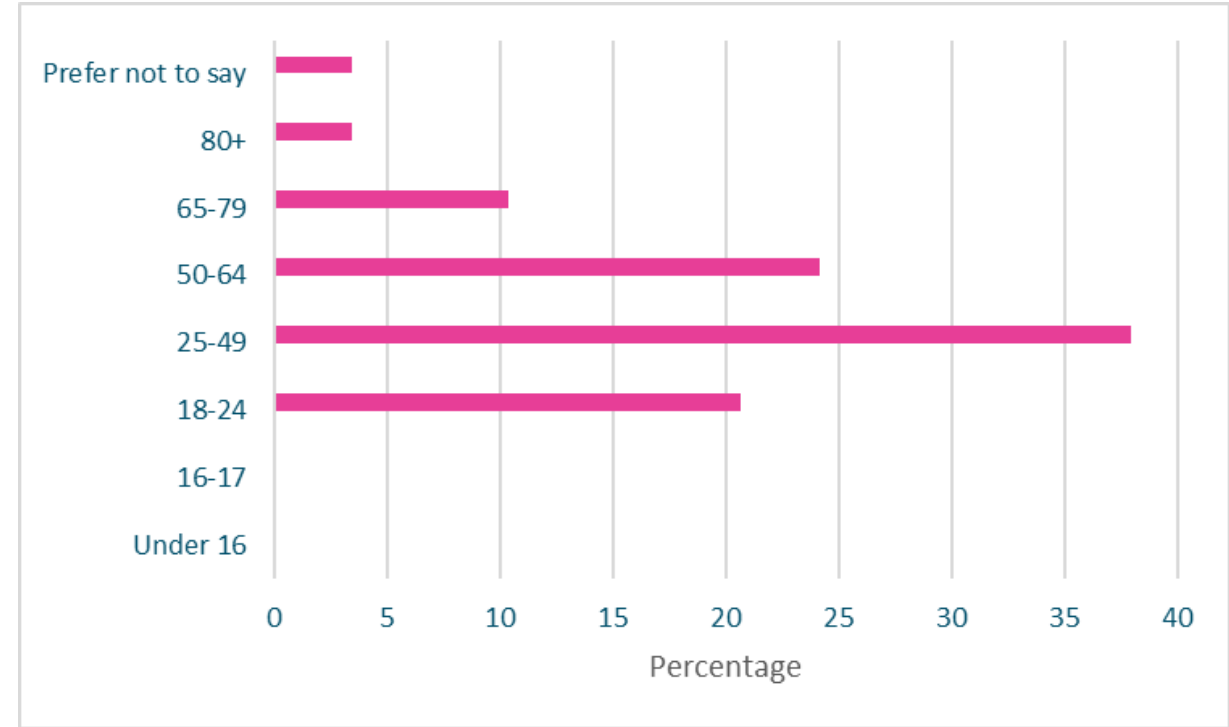
# About the people

# Demographic data

## Gender



## Age



# Demographic data

## Ward area

Ward	Number
Bablake	0
Binley and Willenhall	1
Cheylesmore	0
Earlsdon	1
Foleshill	4
Henley	0
Holbrook	1
Longford	1
Lower Stoke	0
Radford	1
Shebourne	1
St Michaels	3
Upper Stoke	0
Wainbody	0
Westwood	3
Whoberley	1
Woodlands	1
Wyken	1
Unknown/Prefer not to say	9
Out of area	1

## Ethnicity



Healthwatch Coventry  
The Wheelhouse  
Coventry City Council House  
Earl Street  
Coventry, CV1 5RR  
[www.healthwatchcoventry.co.uk](http://www.healthwatchcoventry.co.uk)  
Telephone: 0300 012 0315  
Email: [yoursay@healthwatchcoventry.co.uk](mailto:yoursay@healthwatchcoventry.co.uk)

Hosted by:  
Citizens Advice Mid Mercia 114 Church St, Church Gresley, Swadlincote,  
Derbyshire, DE11 9NR

**Let's stay connected:**

-  [www.facebook.com/healthwatchcoventry](http://www.facebook.com/healthwatchcoventry)
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