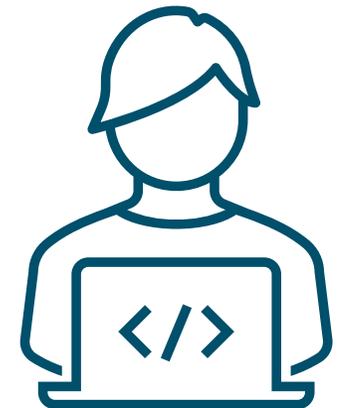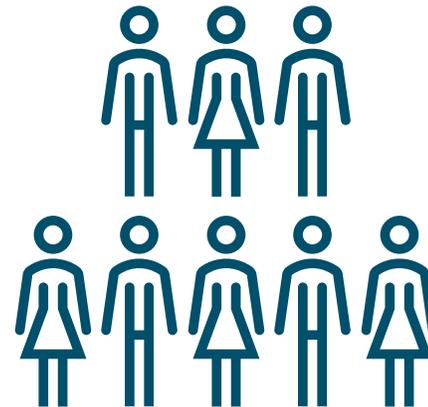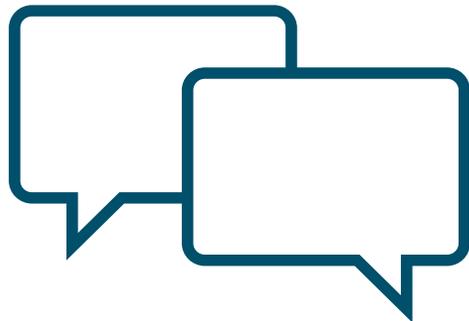# Listening to Coventry residents – February update 2026

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
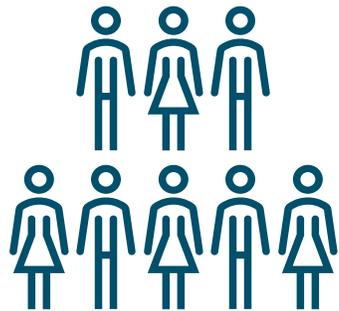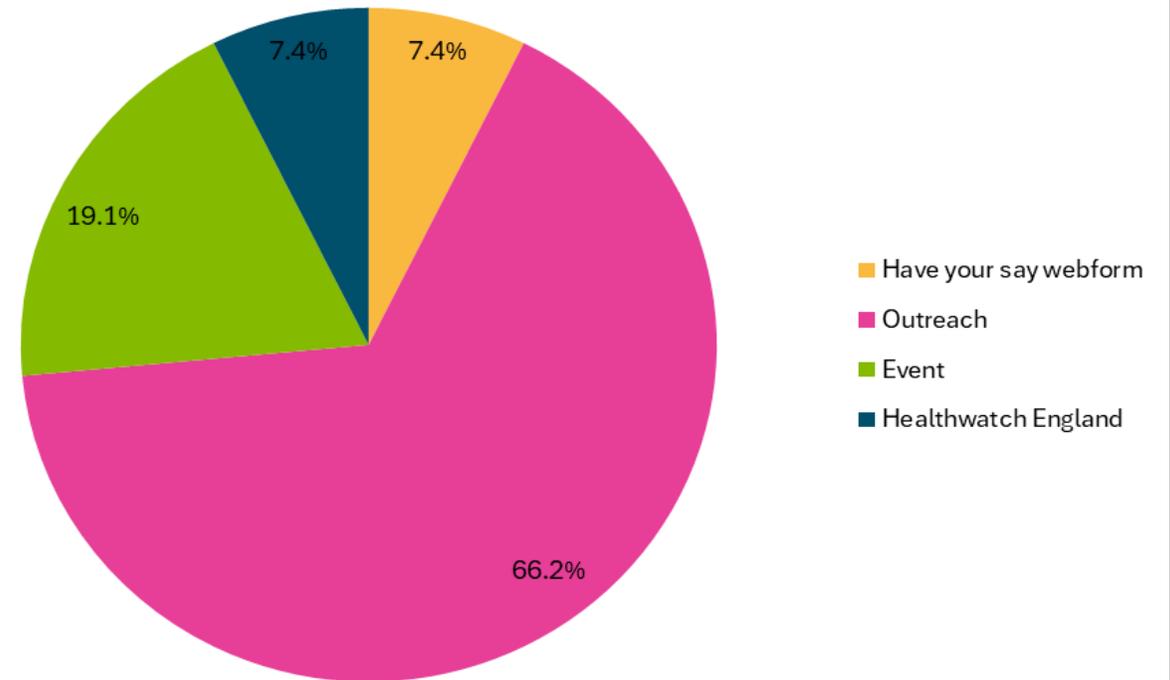
Most of the information we gathered has been from outreach and events this month.

Outreach / Events included:

- Wellness junction
- City of Coventry Health Centre
- Central Library
- Foleshill Road Baptist Church
- Health and Wellbeing event

Where we have collected data from this month

- Have your say webform — 7.4%
- Outreach — 66.2%
- Event — 19.1%
- Healthwatch England — 7.4%

Top 3 services

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

1. GP services
2. Pharmacies
3. Hospital inpatient

Top 3 services

- GP services: 75.0%
- Pharmacies: 38.2%
- Hospital inpatient (day treatment or overnight): 38.2%
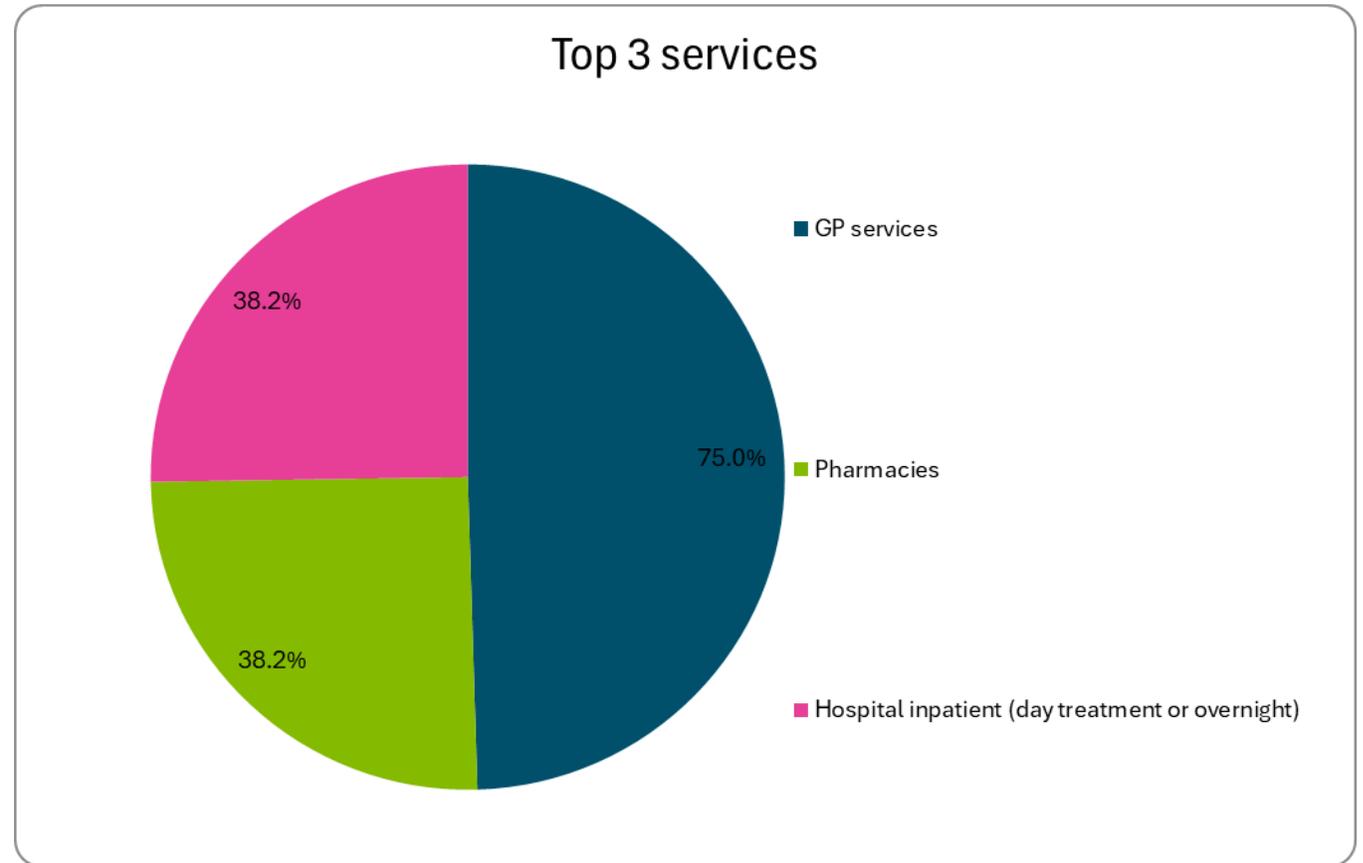
Top 3 themes

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

1. Access to service

2. Appointment system

3. Assessment of needs

What people told us

Some of the experiences people shared with us:

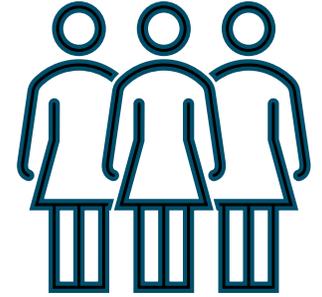You can never see a doctor and they don't call you. I just stopped contacting them ,I use doctor google.,

Had an MRI and nerve conduction test September 2024 Still hasn't had the results

Don't get to see the same GP all the time either

Sometimes we dont get an appointment with female doctor

Anima App is difficult to use, with people with less computer skills,

Dr is very rude, will only let you talk about one issue when visiting GP

The appointment system is really poor., you cant pre-book an appointment.

GPs need to explain more about the Health problem or refer or give out information about where to seek out more information

What would you do to improve services?

Being able to book at appointment when I need one - GP

Delays and cancellations not good

Dr needs more people skills More empathy

Waiting times are too long

Better access and communication

Make repeat prescriptions easier

Communication between members of staff in the practice needs to be improved. - GP

More communication from Hospital to GP

Positive experiences

Positive experiences

42.6% of the information we gathered was a positive experience. Some of the comment are:

Improved from the last time where she waited 15 hours, this time is was only 3. It was easy

We had a really good experience with our GP actually, they were approachable, they listened and communicate back

It was good, the lady was very polite and helpful, , when I came before they were right rough, its not a conveyor belt. - Breast screening

NHS App was very easy to use, easy to book an appointment

Staff very attentive, regular consultant visits - Hospital

Had a positive experience of both, received quick appointments, staff were very friendly and supportive - Hospital

About the people

Demographic data

Gender:

- Woman: 65.2%
- Man: 33.3%
- Prefer not to say: 1.5%

Age:

- Prefer not to say: 4.5%
- 80+ years: 3.0%
- 65 to 79 years: 25.4%
- 50 to 64 years: 26.9%
- 25 to 49 years: 34.3%
- 18 to 24 years: 1.5%
- 16 to 17 years: 3.0%
- Under 16 years: 1.5%

Legend:
- Under 16 years
- 16 to 17 years
- 18 to 24 years
- 25 to 49 years
- 50 to 64 years
- 65 to 79 years
- 80+ years
- Prefer not to say
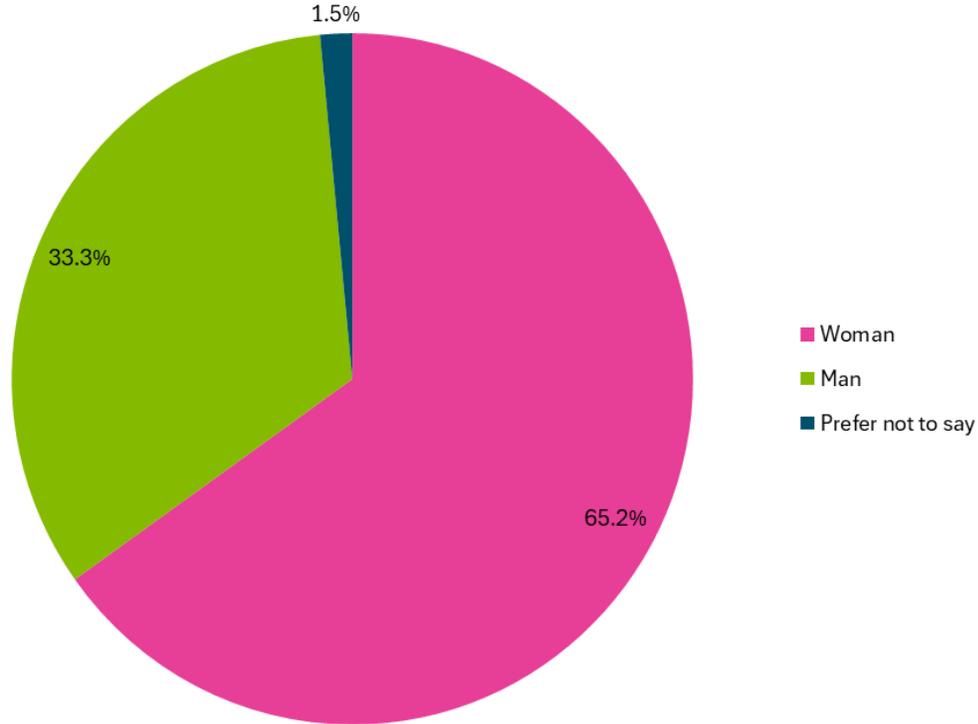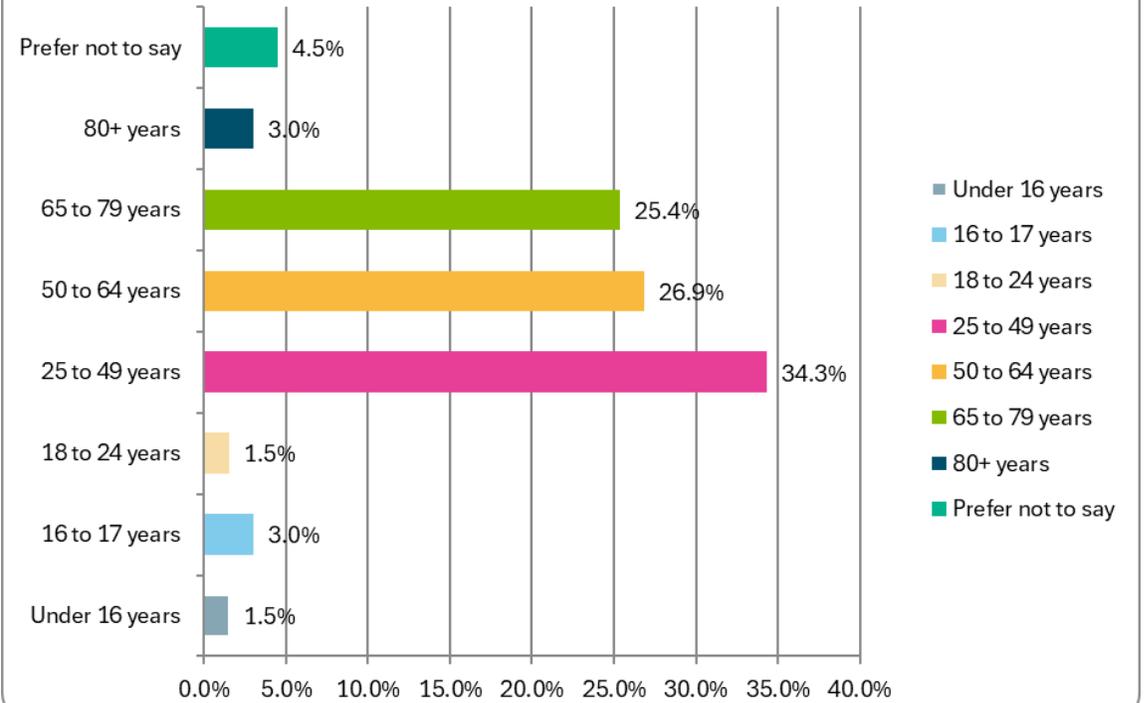
Demographic data

Ward area

Ward	Number
Bablake	0
Binley and Willenhall	2
Cheylesmore	1
Earlsdon	2
Foleshill	12
Henley	0
Holbrook	2
Longford	7
Lower Stoke	1
Radford	4
Sherbourne	4
St Michaels	4
Upper Stoke	3
Wainbody	0
Westwood	1
Whoberley	2
Woodlands	0
Wyken	0
Unknown/Prefer not to say	23
Out of area	0

Ethnicity

Ethnicity	Percentage
Prefer not to say	1.5%
Any other ethnic group	1.5%
White: Any other White background	0.0%
White: Roma	3.0%
White: Gypsy, Traveller or Irish Traveller	0.0%
White: Eastern European	0.0%
White: Irish	0.0%
White: British / English / Northern Irish / Scottish…	26.9%
Mixed / Multiple ethnic groups background - any…	0.0%
Any other Black / Black British background	0.0%
Black / Black British: Caribbean	3.0%
Black / Black British: African	14.9%
Any other Asian / Asian British background	1.5%
Asian / Asian British: Pakistani	9.0%
Asian / Asian British: Indian	25.4%
Asian / Asian British: Chinese	1.5%
Asian / Asian British: Bangladeshi	4.5%
Arab	7.5%

For more information

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Telephone: 0300 012 0315

E-mail: yoursay@healthwatchcoventry.co.uk

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