



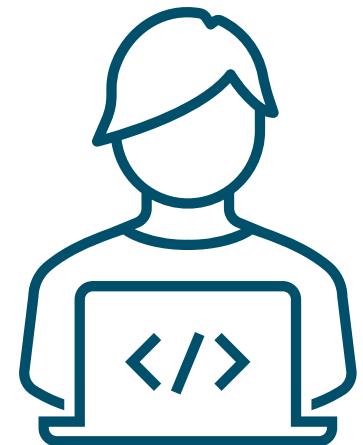
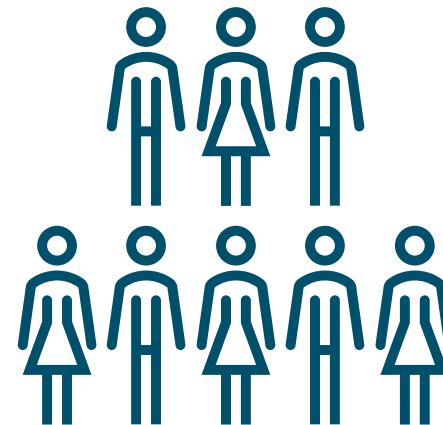
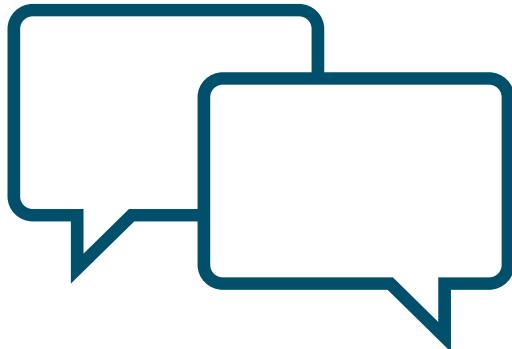
**Listening to Coventry residents –  
January update 2026**

# 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.

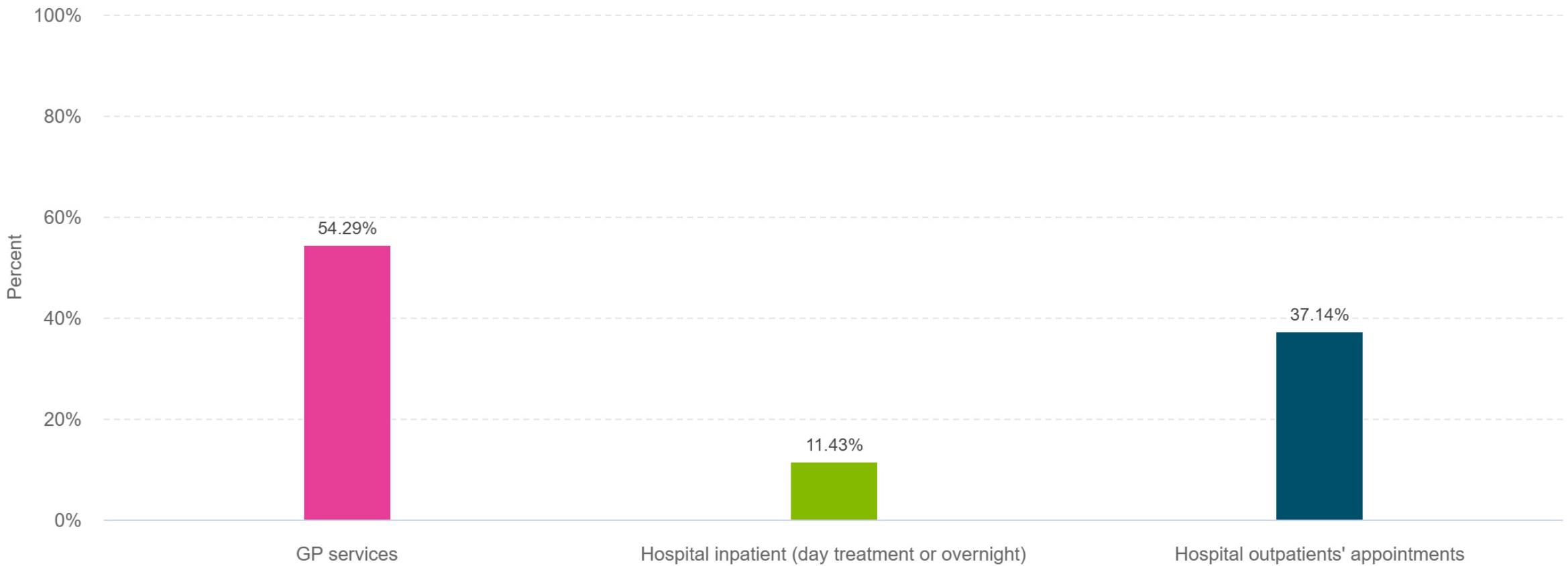
We do this in a variety of ways including:

- **Online form**
- **Events**
- **Outreach**
- **Telephone**



# Top 3 services

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



# 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 January:

1. Appointment System

2. Access to Service

3. Attitude and  
Communication - patient

# What people told us

NHS 111 took them 36 hours to tell me they were busy and ask how the patient was. Still not heard from them since.

My surgery still has the 8am rush for appointments

Hard to get appointments with GP  
Use the walk in centre route but get into trouble for using too much.

Waiting times can be long-Hospital Apt

Referred to Rugby hospital but can't travel that far. No Coventry option as waiting list is too long.

12 hour wait in immense pain, kept being de-prioritised.-A&E

Always different GP, having to explain the same thing every time I visit

Staff are rude-GP

# Positive experiences



# Positive experiences

Excellent service from the moment I arrived until I was discharged the following day -Hospital

I was seen in a timely manner by a very pleasant and efficient practitioner. I was perfectly happy with the treatment received.-GP

GP was great, medical review every 6 weeks and see the same doc each time.

Staff on ward 20 at Walsgrave were lovely with my friend

Service has been very professional -physio who dealt with my son has been excellent.

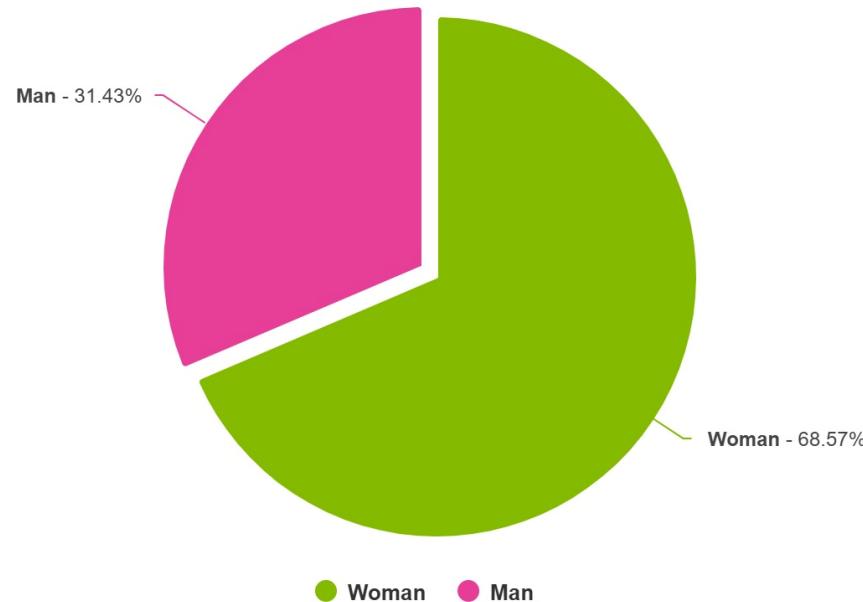
Been quite a few time to minor injuries with my accident prone child. All the staff have been amazing, so much nicer than the chaos in A&E

# About the people

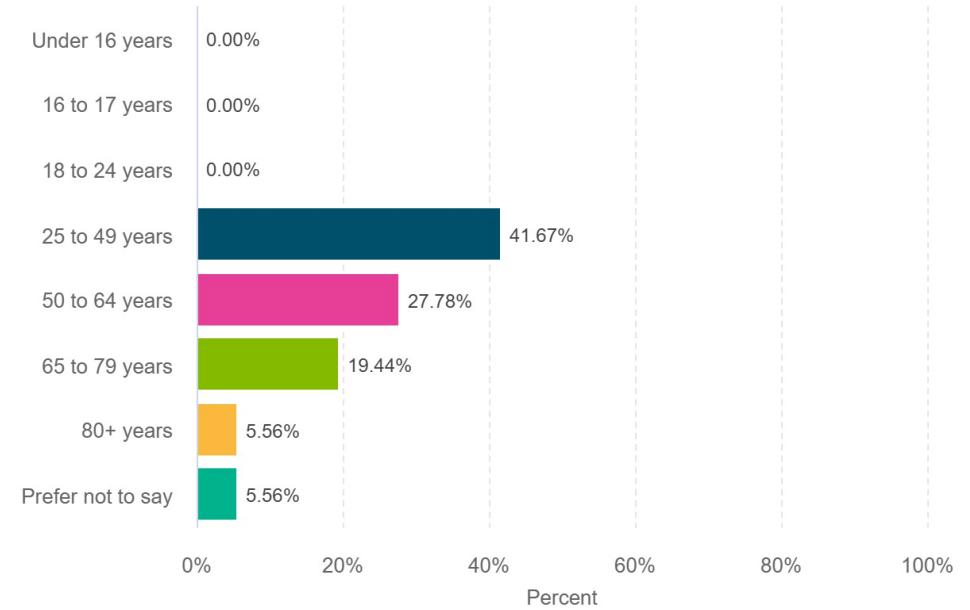


# Demographic data

Gender



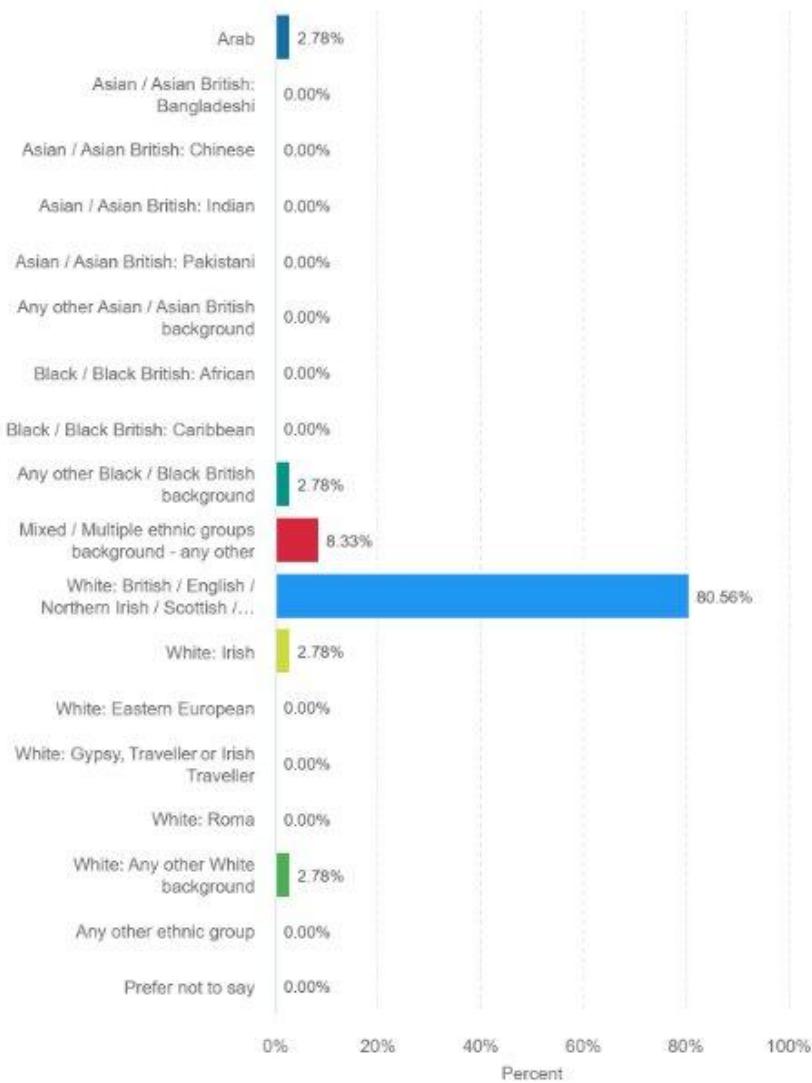
Age



# Demographic data

Ward	Number
Bablake	1
Binley and Willenhall	1
Cheylesmore	2
Earlsdon	4
Foleshill	0
Henley	0
Holbrook	2
Longford	2
Lower Stoke	1
Radford	1
Sherbourne	0
St Michaels	2
Upper Stoke	2
Wainbody	0
Westwood	1
Whoberley	2
Woodlands	3
Wyken	0
Unknown	11
Out of area	1

## Ethnicity



# For more information

Healthwatch Coventry  
Citizens Advice Mid Mercia 114 Church St, Church  
Gresley, Swadlincote, Derbyshire, DE11 9NR

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

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E-mail: [yoursay@healthwatchcoventry.co.uk](mailto:yoursay@healthwatchcoventry.co.uk)

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