



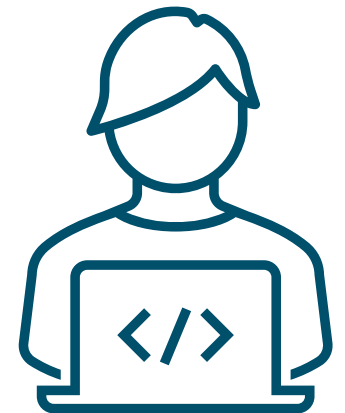
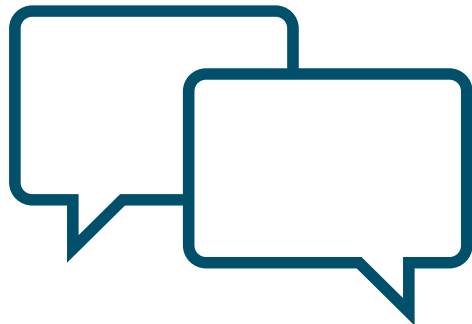
Listening to Coventry residents – June update 2026

Coventry residents sharing experiences

We listen to people share 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:

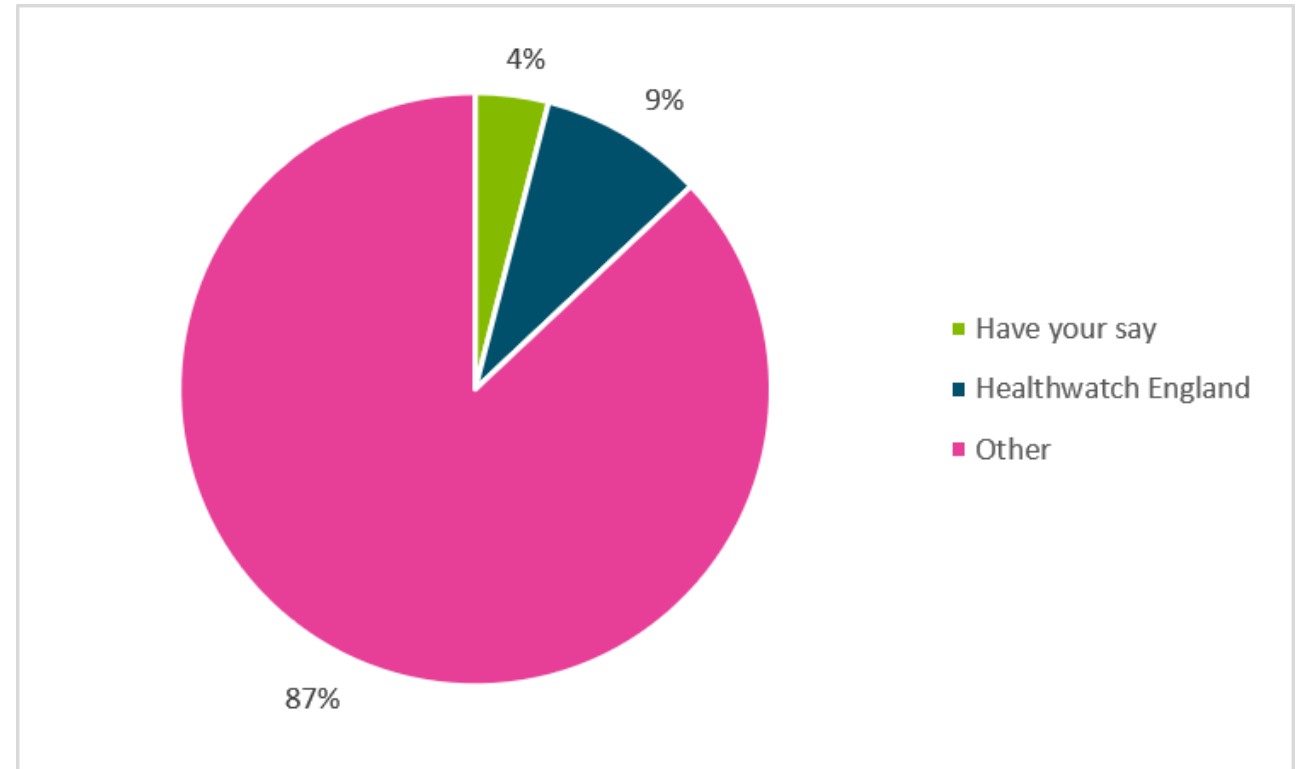
- Online form
- Events
- Outreach
- Telephone



Coventry residents sharing experiences

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

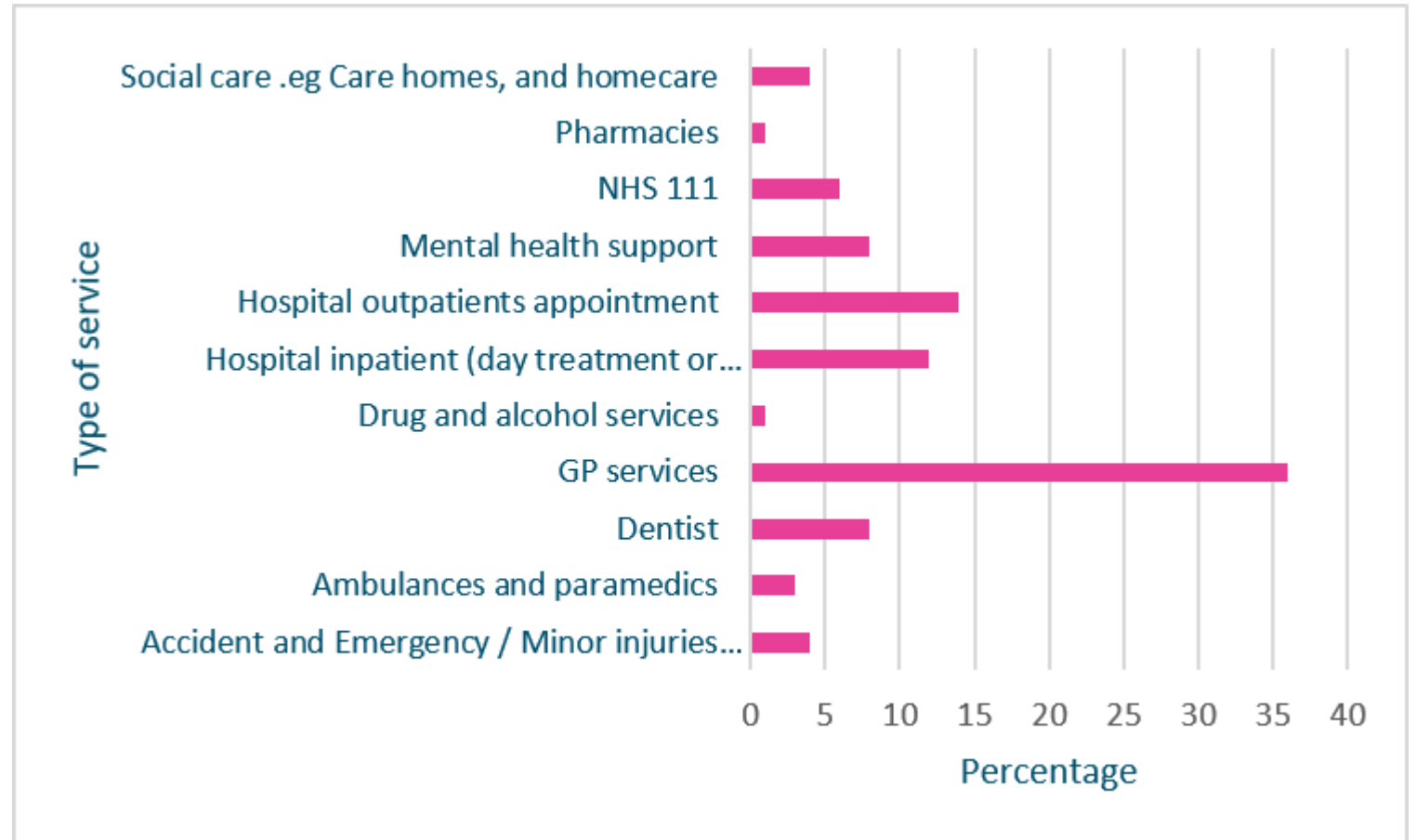
- Our regular visits to Central Library
- Our regular visits to City of Coventry Health Centre
- Local events at Carers Trust, Foleshill Creates and Jubilee Community Centre



Top 3 services

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

1. GP services
2. Hospital outpatients
3. Hospital inpatients



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 June:



1. Access to service



2. Attitude and communication (patient)



3. Continuity of care

What people told us

Some of the experiences people shared with us:



It's not been great in terms of continuity - I have multiple health conditions, services are great, but they start at square one - you tell them everything again. No one really knows your background.

I think carers tend to get too much work, not one area to one person - they are rushing around.

Appointment was too short, can't talk properly - GP

Doctor and nurse sent me in an ambulance to MAU/SDEC, spent 48 hours sitting in a chair, not allowed anyone there, on their own

Ideally, I would like to see my GP face to face - haven't really been able to

Well, about to have the fifth assessment, still no acknowledgement that the tool, the assessment, is inappropriate as I have a different level of ability every single day, how do you capture that?

I self referred to CGL Coventry on 29th January seeking support with drug and alcohol addiction. Despite providing correct contact details, I received no individual follow up contact for approximately five months.

Could not get an appointment - needed antibiotics for an infection on leg (ulcer) Ended up going to hospital instead. The reception staff are very rude too

What would you do to improve services?

More staff and
funding

More time to talk
about mental health

To have been listened
to from the start and
also diagnosed
sooner

Issue with waiting
times - you have to
wait for an
appointment when
you are referred

When appointment is at
3.00pm you can wait 5 or
10 minutes but I have other
commitments (picking
child up from school)

Have blood tests in
surgeries



Positive
experiences

Positive experiences

26% of the information we gathered was a positive experience. Some of the comment are:

Everything was good, no problem professional staff - GP

It's easy to get an appointment, I don't wait for a long time, they explain everything to me - GP

Staff friendly and informative, follow up within two weeks - Hospital

I am very happy with hospital and community services

They answered quickly and referred me to a doctor - NHS111

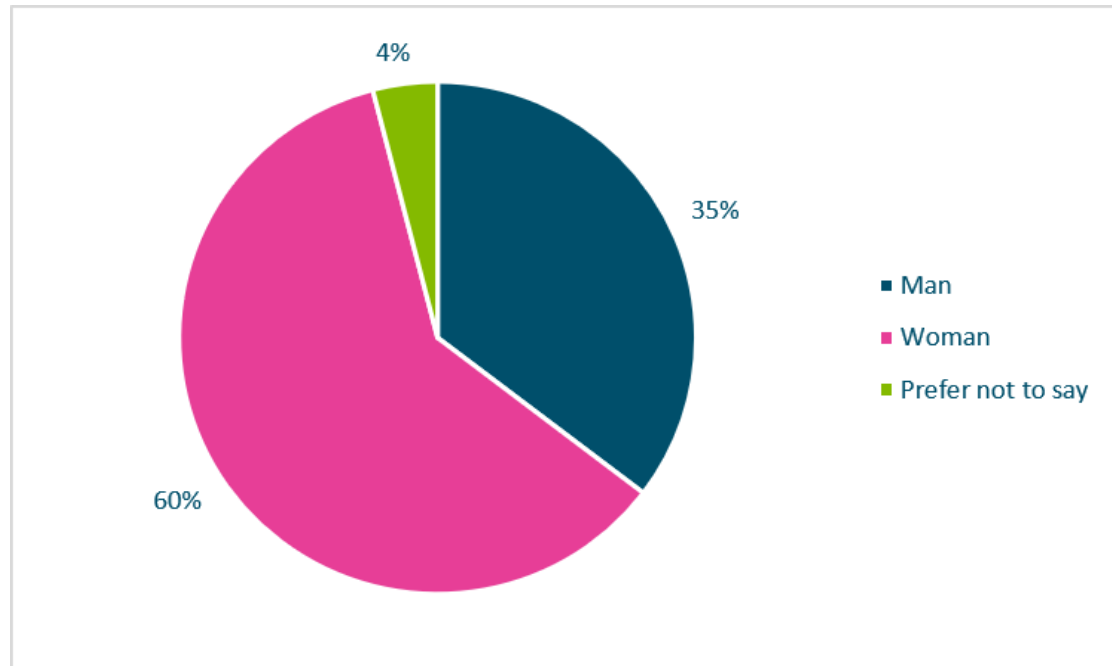
They were very clear, it was very easy to access the support I needed - GP



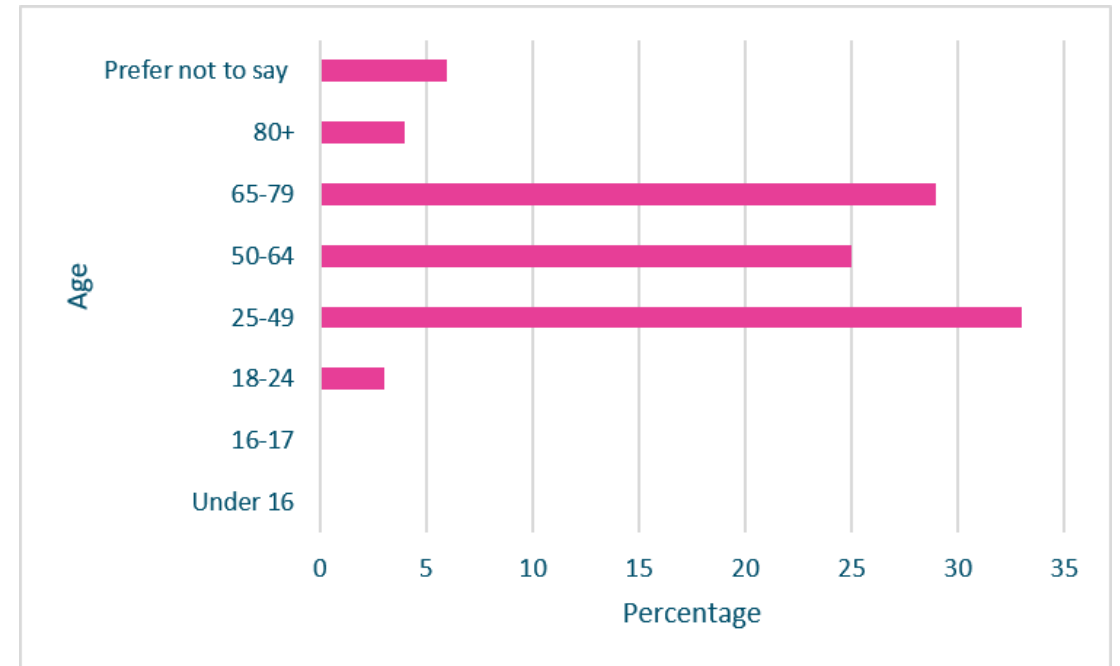
About the people

Demographic data

Gender



Age

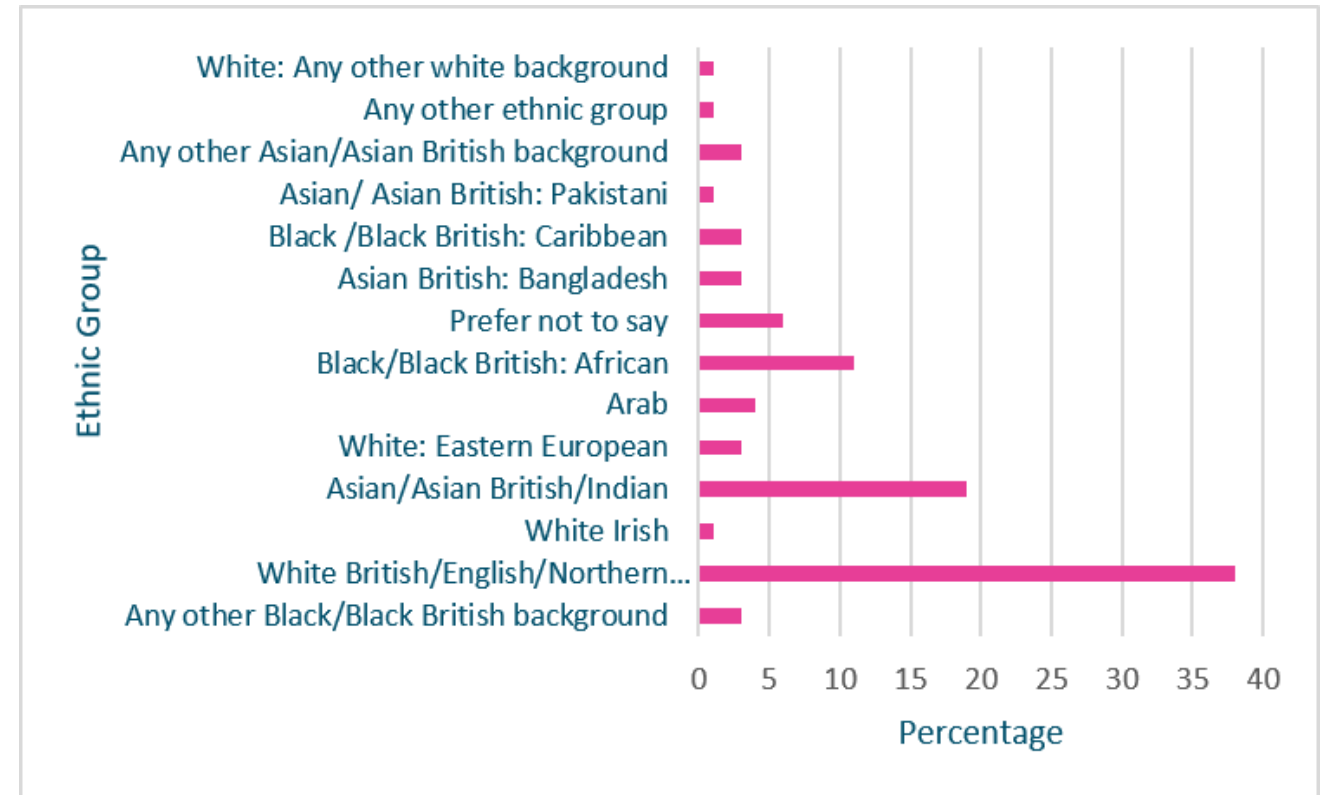


Demographic data

Ward area

Ward Area	Number
Bablake	4
Binley and Willenhall	2
Cheylesmore	4
Earlsdon	1
Foleshill	9
Henley	2
Holbrook	1
Longford	2
Lower Stoke	2
Radford	4
Sherbourne	0
St Michael's	7
Tile Hill and Canley	0
Upper Stoke	2
Wainbody	0
Westwood	0
Whoberley	0
Woodlands	1
Wyken	1
Out of Area	6
Unknown/Prefer not to say	20
	68

Ethnicity



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

Let's stay connected:

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