



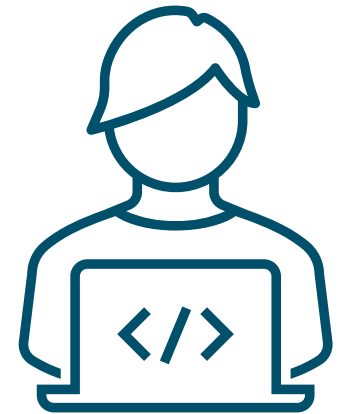
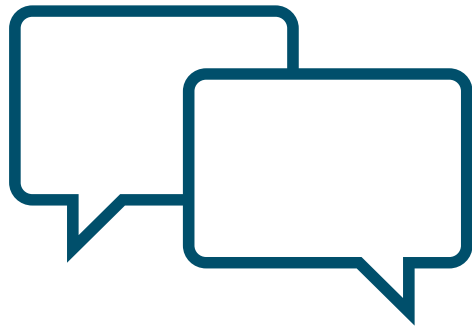
# Listening to Coventry residents – March update 2026

# 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



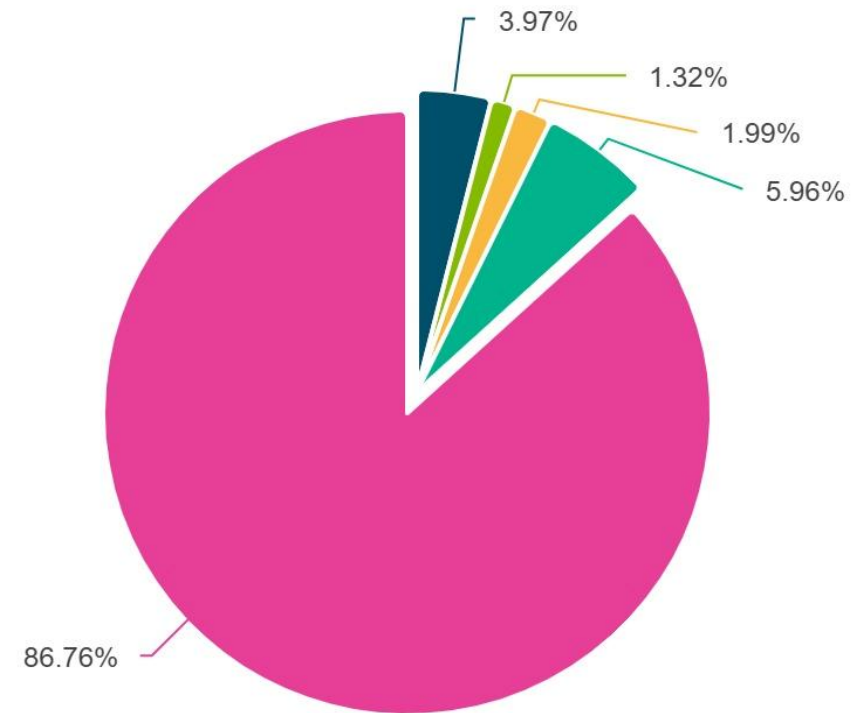
# Coventry residents sharing experiences

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 series of visits to Outpatients at University Hospital Coventry and Warwickshire\*



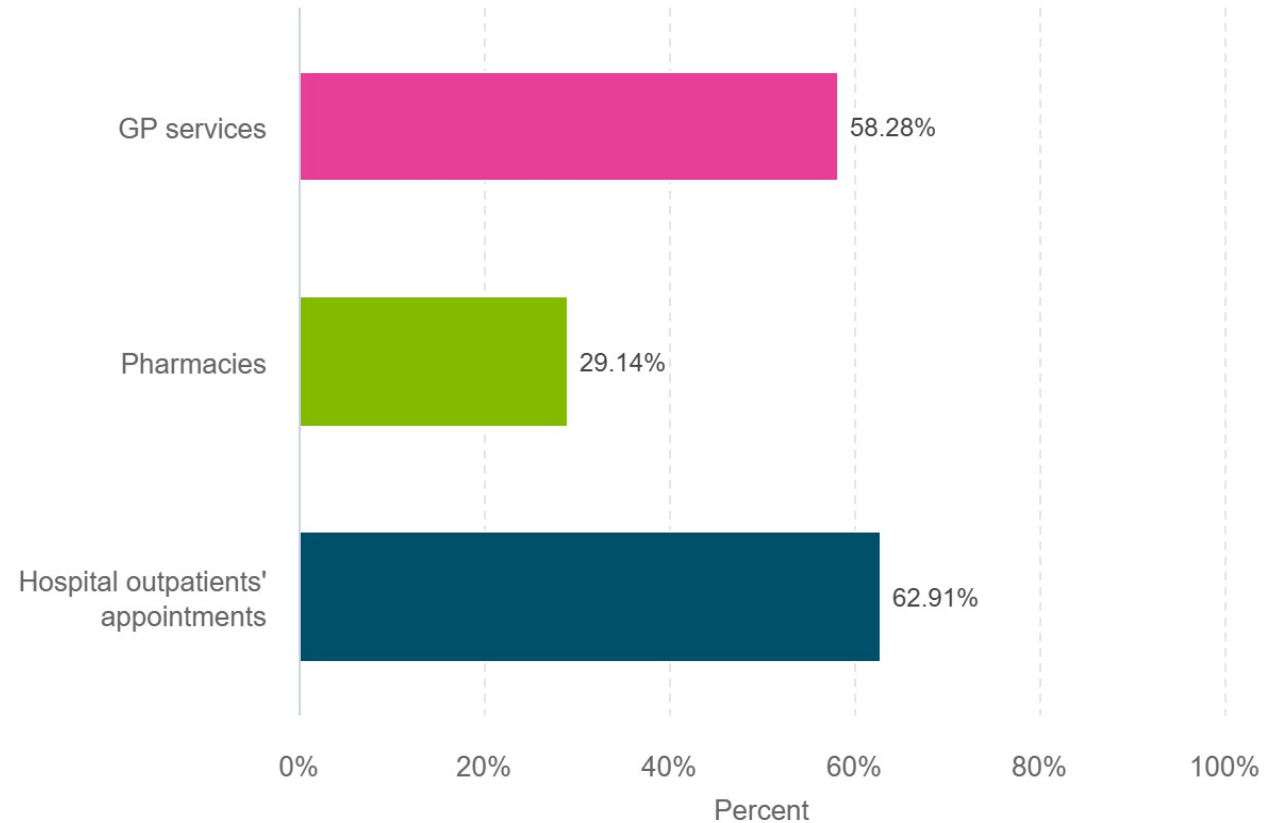
\*A separate report is being produced to look at this data in more detail



# Top 3 services

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

1. GP services
2. Pharmacies
3. Hospital outpatient appointments



# 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 March:

1. Access to service

2. Waiting lists/delays

3. Appointment system

# What people told us



Some of the experiences people shared with us:

Called an ambulance, had breathing difficulty. They took 4 hours to arrive. Said they were busy. I was having a very hard time breathing and they took time.

I waited one and a half years for an appointment to see a neurologist, they said "what do you expect me to do at your age"

I had to go to 4 chemists because it was out of stock

Pharmacy has 2 lines, Book in and Collect. Not well signposted. Long wait, standing. People get irate. - Hospital

Everytime i come I have to wait hours. I have to wait to be seen over my appointment time - Hospital

It is impossible to park in the disabled car park. It is quite big but always full and it's a race to get in a space when it becomes free. - Hospital

Appointment time was 11.40am, now it is 12.30pm and I am still waiting – Hospital

Went to A&E 3-4 times waiting 15 hours each time.

# What would you do to improve services?

Would like to be able to get an appointment with GP.

The wait times and referral times need to be improved

Car parking is expensive

It would be good if I could choose the time/date of the appointment through the NHS app

Improve pharmacy services - waiting for over an hour is too long - Hospital

To have been able to get the support/investigations

Getting rid of the 8am calling for appointments - GP

Being able to see the same GP within surgery



Positive  
experiences

# Positive experiences

44.7% of the information we gathered was a positive experience. Some of the comment are:

Reception was good, all positive - GP

They care, they listen to me. the service is exceptional - Hospital

Doctor listened to my concerns and asked questions related to what i had advised.

They are very good, always get an appointment, when I phone at 11.00 in morning I get an appointment

Treatment went very well - Dentist

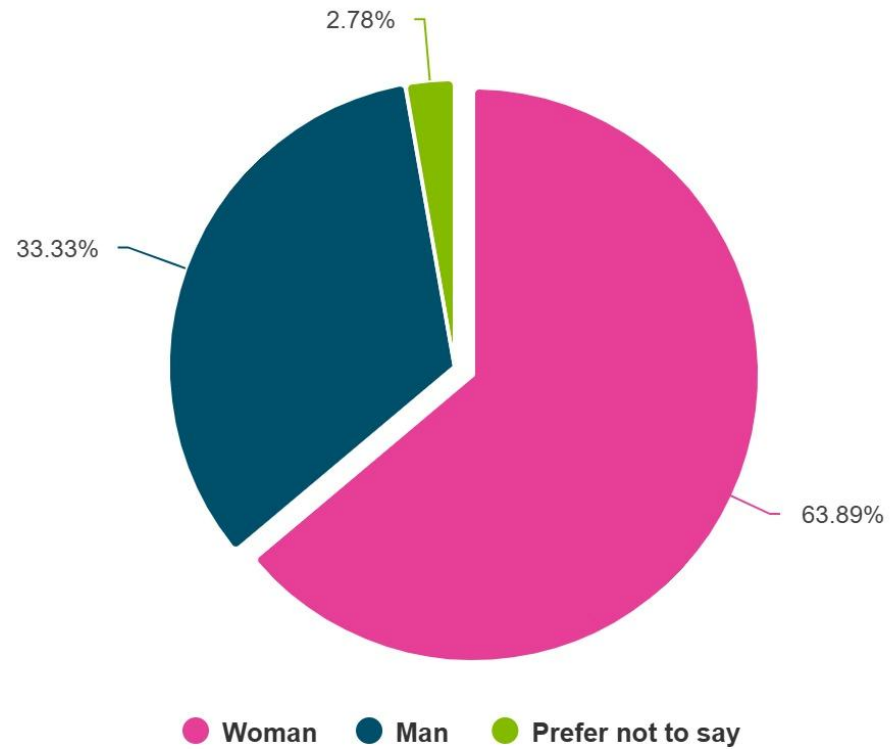
The surgery is good, since the appointment system has changed it is much better.



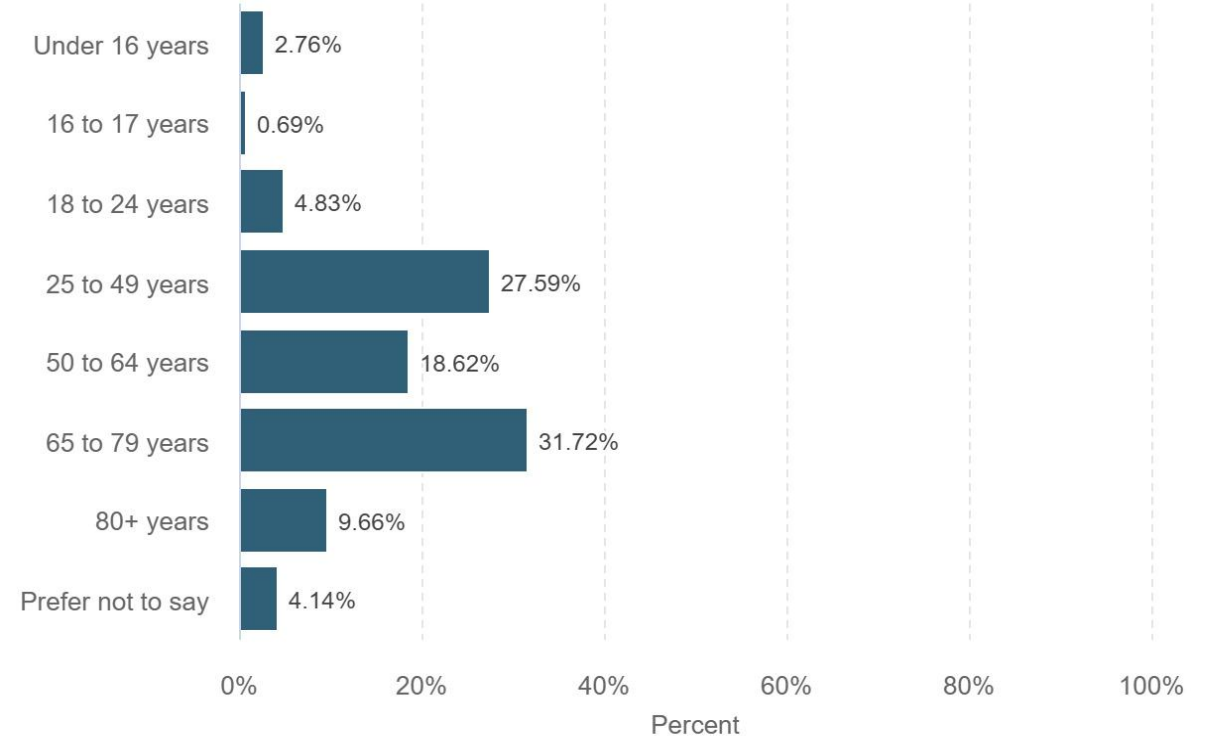
# About the people

# Demographic data

## Gender



## Age

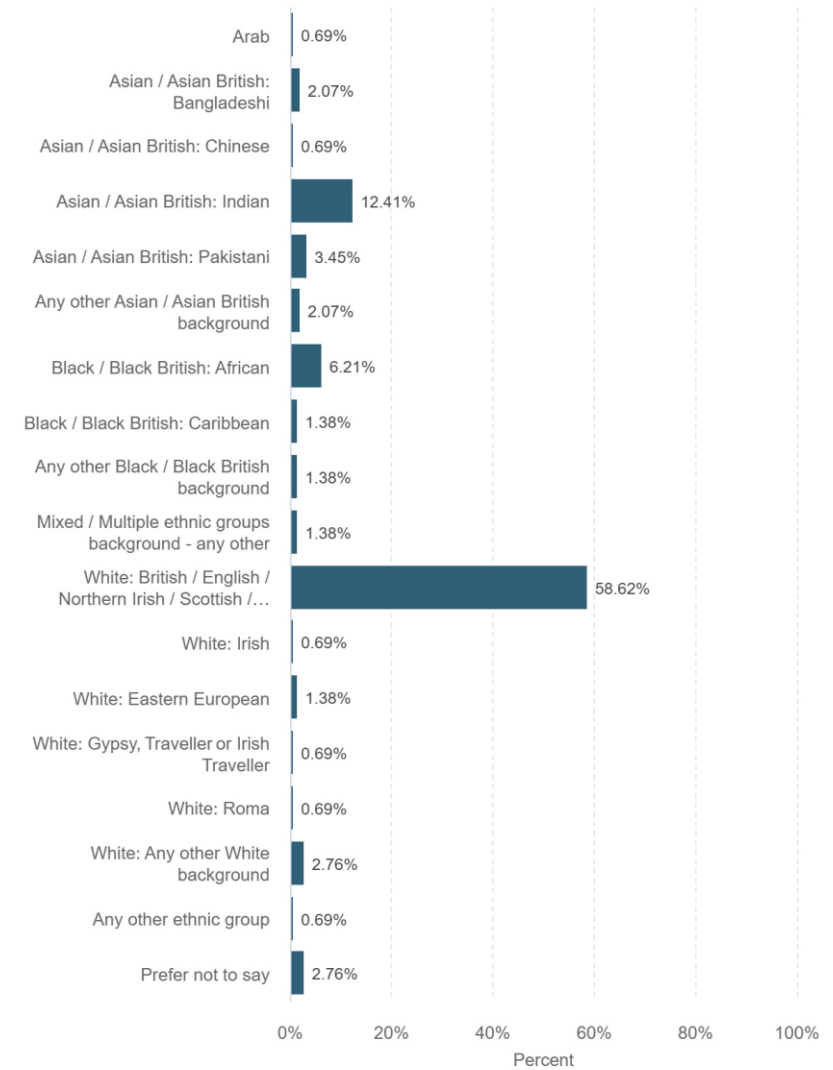


# Demographic data

## Ward area

Ward	Number
Bablake	3
Binley and Willenhall	6
Cheylesmore	2
Earlsdon	2
Foleshill	9
Henley	3
Holbrook	3
Longford	8
Lower Stoke	3
Radford	0
Sherbourne	2
St Michaels	4
Upper Stoke	6
Wainbody	2
Westwood	3
Whoberley	3
Woodlands	5
Wyken	5
Unknown/Prefer not to say	56
Out of area	26

## 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)

Telephone: 0300 012 0315

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

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