



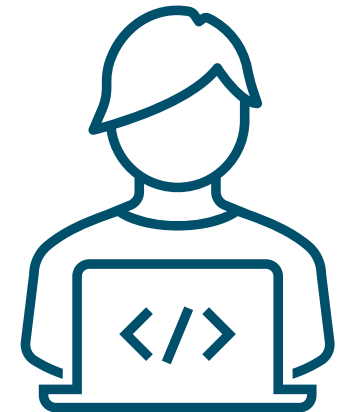
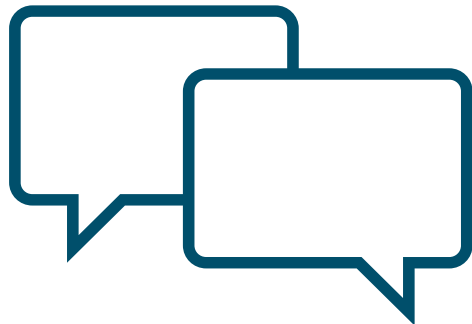
Listening to Coventry residents – May update 2026

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:

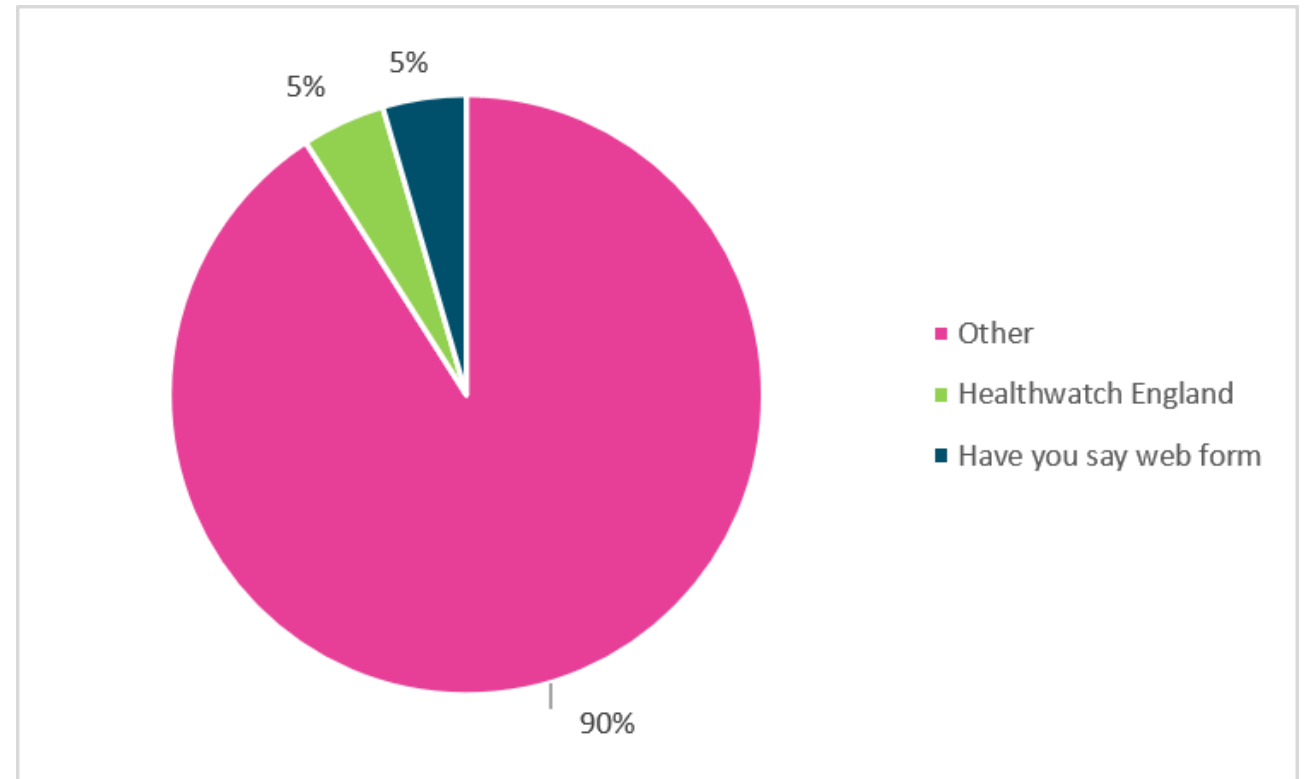
- Online form
- Events
- Outreach
- Telephone



Coventry residents sharing experiences

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

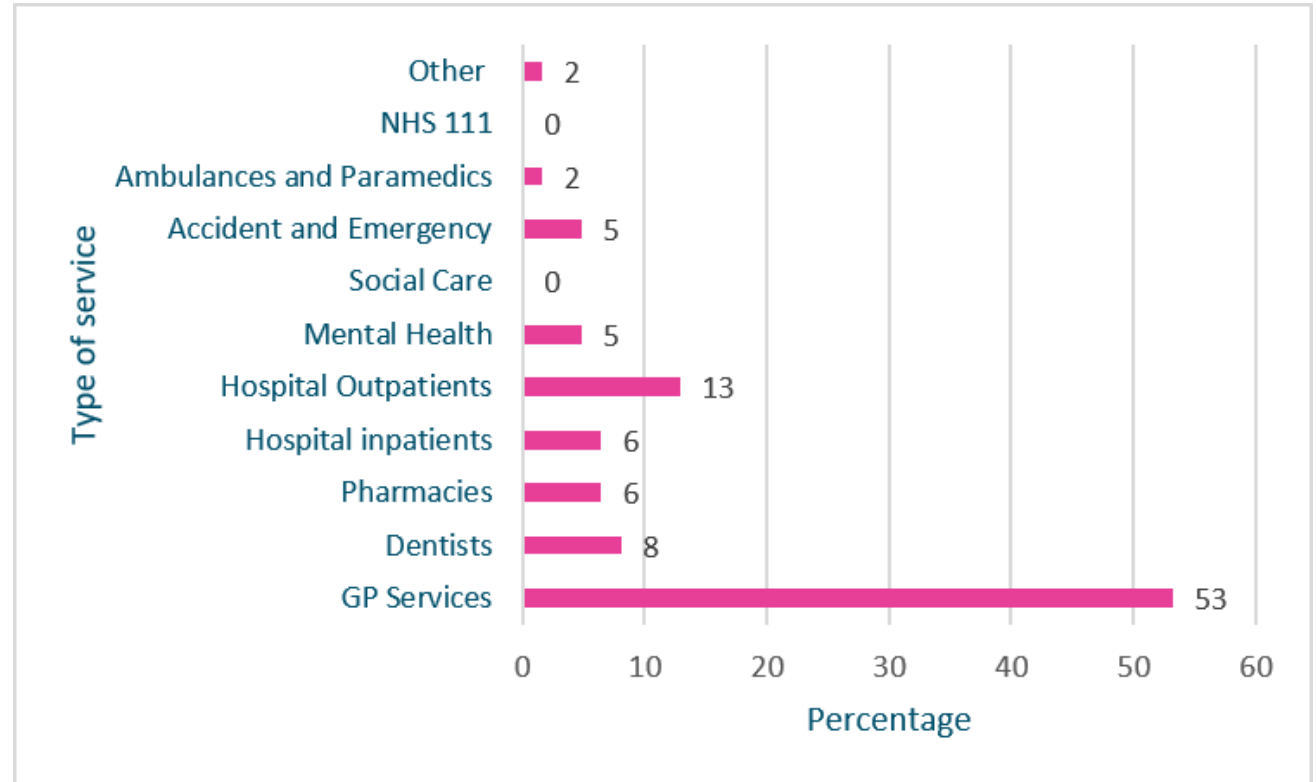
- Our regular visits to Central Library
- Our regular visits to City of Coventry Health Centre
- A visit to the Fibromyalgia Support group
- A visit to the Foleshill Foodbank



Top 3 services

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

1. GP services
2. Hospital Outpatients
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 May:

1. Access to service

2. Admin/booking process

3. Appointment system

What people told us



Some of the experiences people shared with us:

It was good and they were friendly, cared and gave me good attention.

Recently I had appointment mental health. I missed the appointment because they did not send a reminder. I called them, and they said we have not got facility to remind people.

Seems doctors can change where prescriptions are sent for emergencies however you are supposed to know

Recently I had appointment mental health. I missed the appointment because they did not send a reminder. I called them, and they said we have not got facility to remind people.

Discharged before I had recovered resulting in pneumonia 5 days later and blue lighted back to hospital

The pharmacist from Bell Green Surgery, phoned me to do a medication review, and was very rude

They gave us another patients meds Hospital

My needs are not met and i cannot access the services i need

What would you do to improve services?

Just getting past receptionist to get appointment with GP

Treat me with some respect

Need to improve communication

More educated staff with knowledge of fibromyalgia or a clinic i can be referred.

Need to be able to ring for app. struggle with online stuff. - GP

I would ensure all issues are highlighted as to be action on bad blood test results.



Positive
experiences

Positive experiences

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

GP appointment last week was good, he arranged a test and a scan - listened to me

Kind, respectful pharmacist and team

My GP is great. Always takes time to listen. Takes everything into account, health, mental health and so on.

it was good, the care yes, and it met my needs

Knowledgeable chemists , correct information and medication given

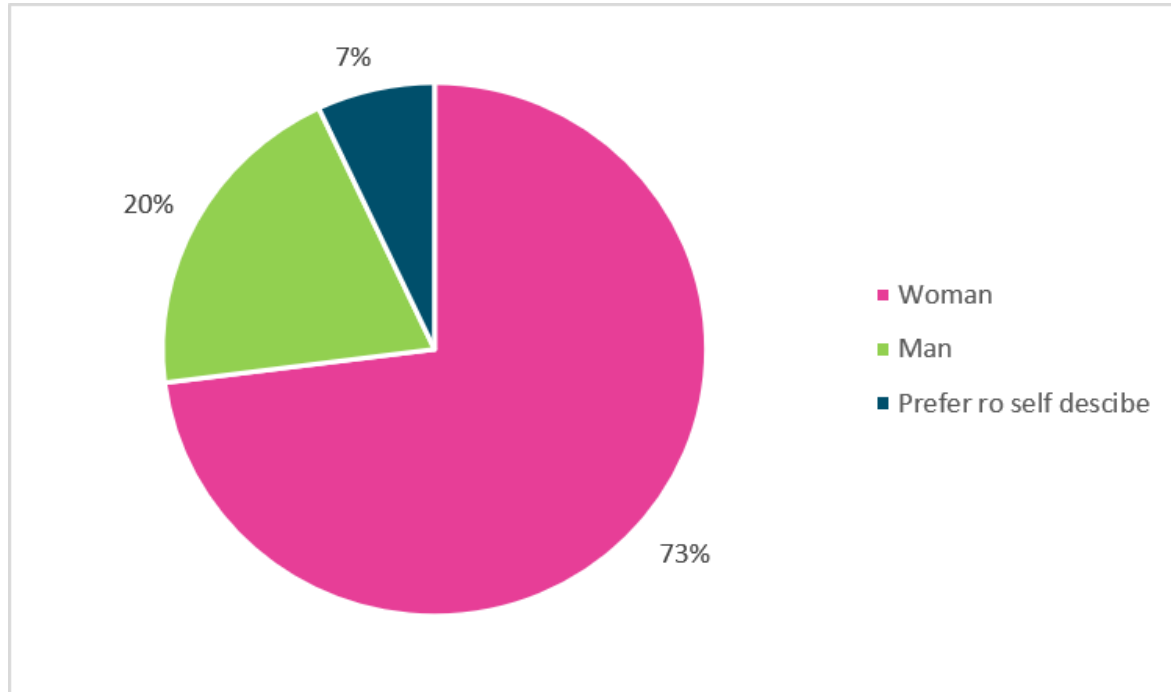
The dentist was very kind, listened, asked questions, made an assessment. He made me feel very confident when he explained what was going on and how to manage



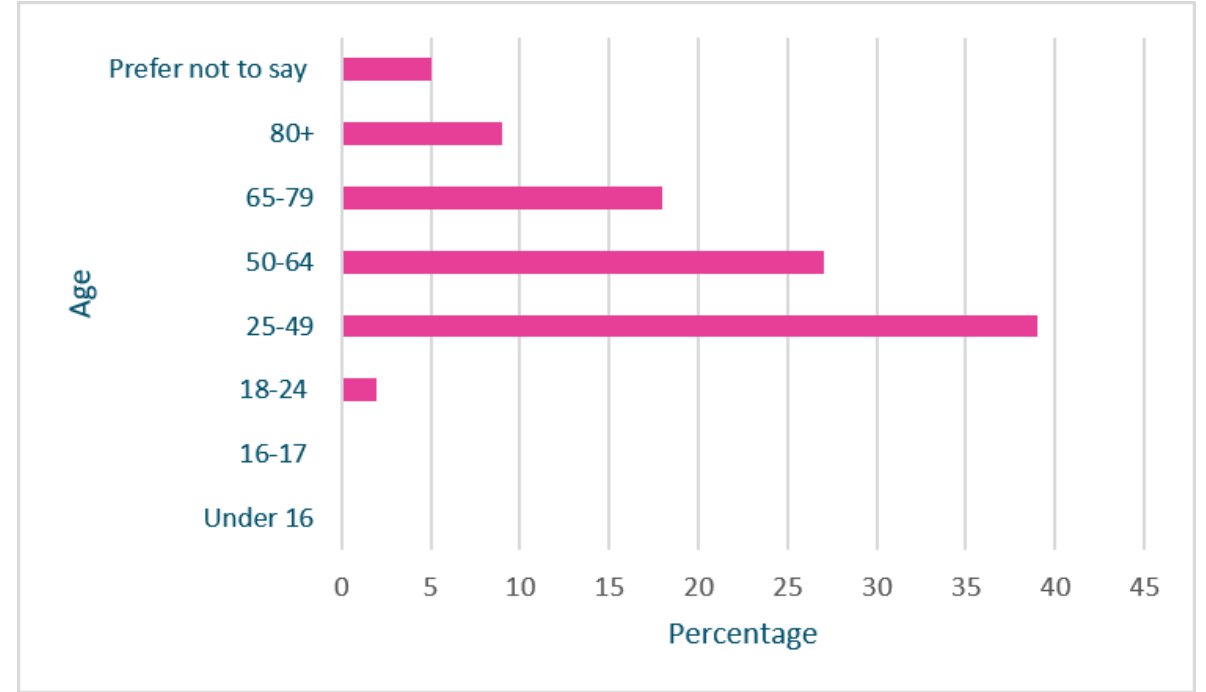
About the people

Demographic data

Gender



Age

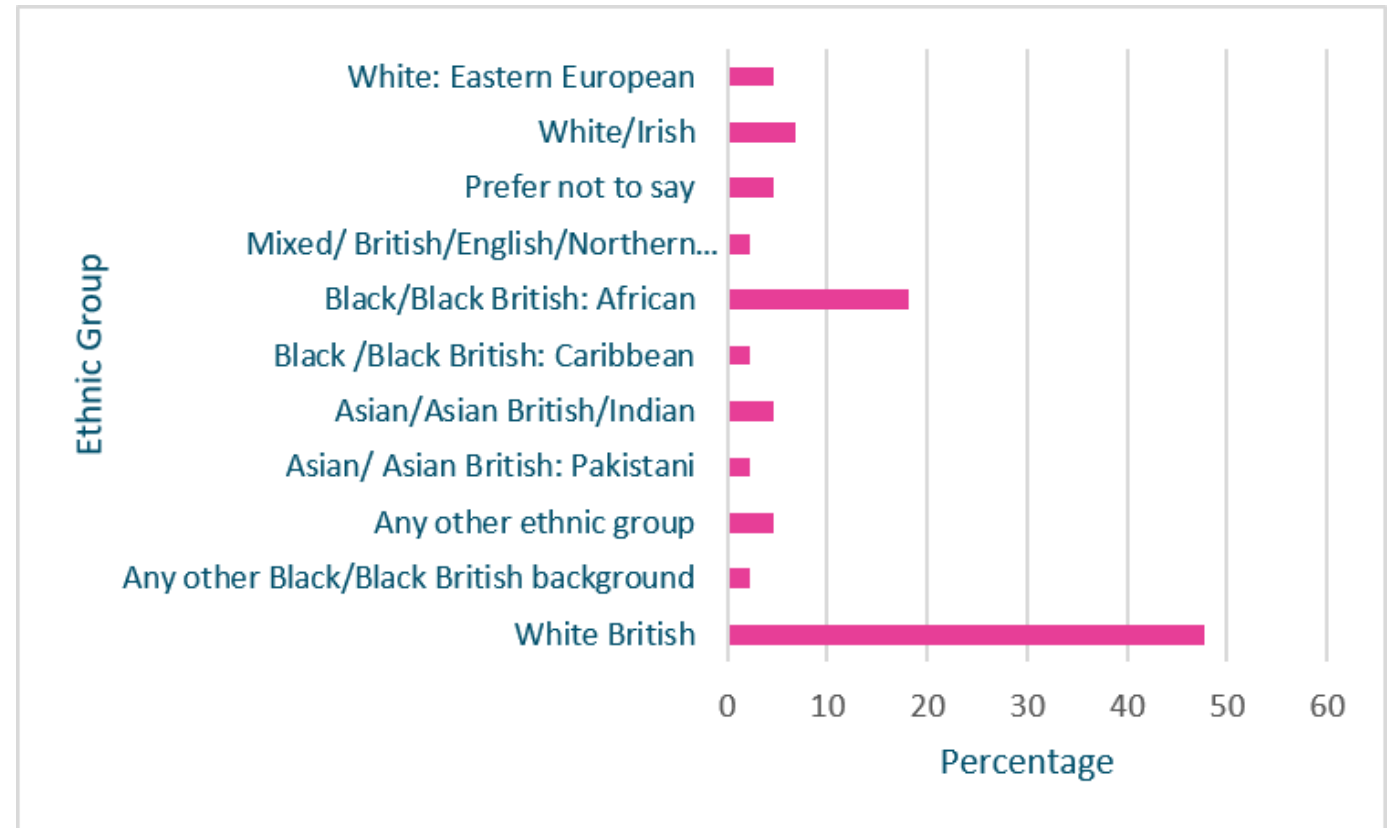


Demographic data

Ward area

Ward	Number
Bablake	0
Binley and Willenhall	1
Cheylesmore	1
Earlsdon	2
Foleshill	2
Henley	0
Holbrook	1
Longford	3
Lower Stoke	4
Radford	3
Shebourne	2
St Michaels	3
Upper Stoke	0
Wainbody	0
Westwood	1
Whoberley	4
Woodlands	0
Wyken	0
Unknown/Prefer not to say	13
Out of area	4

Ethnicity



Healthwatch Coventry
The Wheelhouse
Coventry City Council House
Earl Street
Coventry, CV1 5RR
www.healthwatchcoventry.co.uk
Telephone: 0300 012 0315
Email: yoursay@healthwatchcoventry.co.uk

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

Let's stay connected:

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