



**Outpatients at University Hospital  
Coventry and Warwickshire  
March to April 2026 (6 Weeks)**

**healthwatch**  
Coventry

# Purpose of the survey

Healthwatch Coventry wanted to find a way of getting a wider range of people's experiences of health and social care. Most people we have spoken to through our YourSay survey have identified their concerns around contacting their GP or A&E Department. Healthwatch Coventry wanted to hear different experiences, from patients using different services. This was agreed by the Steering Group to enable us to see what different information we could hear from patients. We attended the department 1 day a week for a period of 6 weeks. We spoke to the Associate Director of Quality Patient Experience and Lead nurse to ask if it would be of value to add any specific additional questions around the Outpatients Department it's self; they confirmed that they were happy with the current questions.

## Methodology

We set up a stall and spoke to people who were waiting in the Outpatients area. We explained who we were, what Healthwatch Coventry does and asked for their consent to participate in our survey. We used our Yoursay Survey to recorded people's responses. We also observed what was happening in the outpatient's area and what it looked and felt like to be a patient waiting there.

## Next steps

The findings and considerations will be included in this report and shared with University Hospital Coventry and Warwickshire. Additional information will be added to Healthwatch intelligence and may inform future work priorities.

# What we found



There are many services that people access in the outpatient's area, we spoke to people who were going to:

- **Respiratory**
- **Facial Maxillary**
- **Cardiology**
- **Ear nose and throat**
- **Audiology**
- **Fracture clinic**
- **Blood testing**
- **Dermatology**
- **Oncology**
- **Endocrinology**
- **Neurology**
- **Gastroenterology**
- **Renal**
- **Urology**
- **Post surgery support**

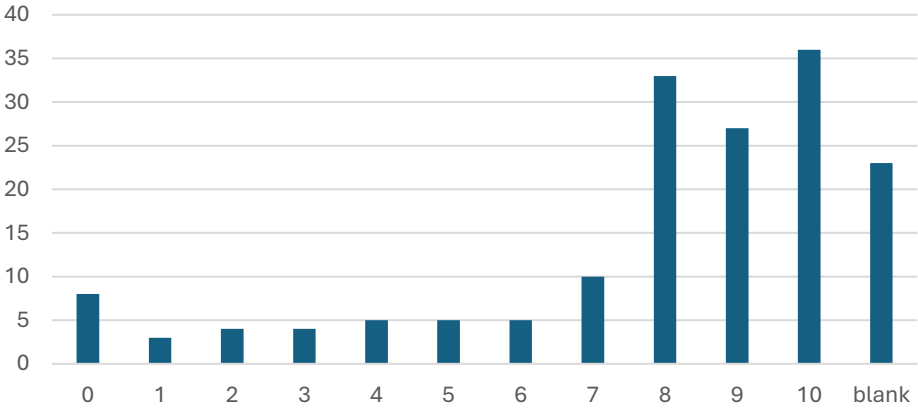
Outpatients  
University Hospital Coventry and  
Warwickshire



# What we found, how people rated the services they received

People were mainly positive about their experience of health services in Outpatients, In fact, **96** people said their experiences were between **8 and 10** out of **10**, and some patients cannot praise services enough but some people struggled due to lost appointments, cancelled appointments and not receiving the referral when they wanted it

On a scale of one to 10 how do you rate your experience of services today

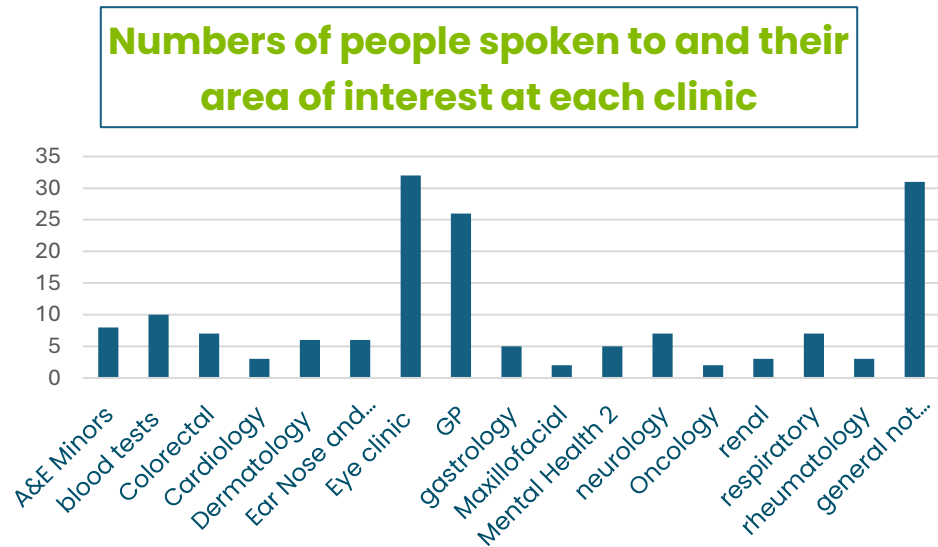


*“Son was lost on the system for over a year, only when I chased, I got the appointment today”*



# What we found:

## Numbers of people spoken to, by clinic, GP, other service



We gained most information about people's experiences of the eye clinic (**32**) And their GP (**26**) the other clinic are between 2 and 10 people spoken to. These were dependent on who would speak to us on the day.



The people we spoke to, told us about their experiences of outpatient's services , but also their experiences of their **GP**, the **Walk in Centre (City of Coventry Health Centre)** , the **Caludon Centre for mental health**. People also used more than one service at outpatients. There was a feeling that once you got to the services, they were good and helped. Waiting times, delays and cancelled appointments added to the pressure that people felt and the concern over their wellbeing.

# Observations

- The Outpatients is in a large bright area with a dome covering over a large space made it very warm and light on a hot day.
- There is an information help desk, but it was difficult for people to see, and some patients came over to our stand to ask for help and information or went to one of the clinic's reception areas.
- We noticed receptionists being patient, helpful and respectful of patients
- We observed one receptionist speak poorly to a patient
- There were water points where patients and friends could access water
- There was a café where people could buy tea and coffee
- The area was busy with staff and patients walking through
- There was a buzz of activity, which went quiet toward midday and started again at 12.45pm
- The space was wheelchair and trolley friendly; we saw lots of patients on scooters or with walking aids
- Most people were accompanied by a friend or relative. Some patients were having a day out going to the canteen for lunch



# We found these themes in what people said to us

Transport and Parking

Communication

Care and Treatment

Waiting times and delays

Time from referral to appointment

Accessing your GP

Accessing your appointment

Complaints

Exceptional services

# Speak to us – some of the stats we collected

**163** people completed our survey

**5** people said they were making a complaint or had made a complaint

**96** people thought the service was good or excellent

**8** people gave a rating of **0** out of 10

More than **30** people came from outside Coventry

We spoke to **353** people



# Communication: Patients Comments



*"Why can't patient or consultant access records when seeing a Dr. in UHCW, but lives out of the area"*

*"Good - teams receptive  
Very good comms"*

*"Communication: May be listen to patient's option to talk to NHS nurses about their worries"*

*"I would feel more comfortable if they had an interpreter to explain in more detail what is going on. It would be so much better for them, if they had an interpreter they could come by themselves"*

*"Only problem is they phone and I need to lip read. They need to send a text/email confirming what has and will happen - this should be standard"*

*"When the staff in outpatients are calling out for patients - they are not loud enough, if you have hearing issues you cant hear them with the background noise"*

*"Very good communication"*

# Care and treatment



*"The service at UHCW is outstanding"*

*"They are professional and quick, the treatment is good"*

*"The doctor listened to my concerns and asked questions related to what I had advised"*

*"The service is really good, and they are thorough, they make sure I get a follow up"*

*"Needed to see the consultant and he needed to check me and he did well, the care I received was great"*

*"They are professional and quick, only downside car parking charges, the treatment is good"*

*"I think the services should care more about their patients"*

*"I was treated in Birmingham – they didn't listen [they are] much better treatment in Coventry"*

# Waiting times and delays



*"Mums been waiting for over two years, for a referral to DVT clinic today and it has gotten worse due to the waiting time"*

*"The waiting list for the infusion is too long, normally drug lasts 7 weeks, so now I am in pain"*

*"One person said that the appointment was so delayed that they had become seriously unwell as a result"*

*"You wait for an appointment you wait for a doctor, you wait for some tests  
You just wait"*

*"Sometimes you have to wait a bit for appointments sometimes you could be waiting for further scans"*

*"6 for Pharmacy – Definitely the waiting times need improving, Improve the dropping and collecting of prescription lines. Make the process better people get annoyed"*

*"Appointment time was 9.30, had scan etc at 9.50am. Waiting until 12.33pm I keep going to the desk, to ask when will we be seen, the last time I asked was 20 minutes ago, my child has special needs, they've made no reasonable adjustment"*

# Accessing your health services – Including GP

## What we heard



*"The GP surgery is good since the appointment system has changed it is much better."*

*"We now have to fill out an online form to get appointment - going to give it a go but I have been told that if I struggle then I can call up and they will fill the form out with me over the phone"*

*"All good at GP practice can use Patient Access to get same day appointment"*

*"Text appointment does not come through correctly, I receive a telephone consultation when it should be a face-to-face appointment this happens quite a lot"*

*"Every two years I have a catch up with personal feedback, need to touch point more often, I have to dig through old letters to remember"*

*"Appointment system works well, never had a cancellation"*

*"I feel like it is taking too long, the appointments don't progress. I feel like I'm stuck - they haven't found out what is going on to help me. I'm told to keep trying some medicine. It doesn't do any good, it's been going on since September 25 when spoke to GP"*

# Accessing your health services – administration what we heard



*"How could they have lost my place for an operation; I was really devastated by this lost test. The quality of life goes downhill when pain goes uphill. Would be depressed if I didn't have friends to visit area Orthopaedics"*

*"FITT test made appointment as surgery suggested, GP said he hadn't received kit back. Made us go in, when it could have been a phone call. Left hand doesn't know what the right hand is doing"*

*"I've had forms posted, not very well designed the boxes should be readable"*

*"Appointment system works well never had a cancellation very good comms"*

*"I find Wisden Centre very confusing because they have rung me several times to ask about appointment date, but they said no its not due yet, they were annoying, you then can't get through to them. very hard to get hold of."*

*"Improve admin, they say they have sent appointment and they haven't. I have to constantly chase up appointments"*

# Transport and parking

## Where patients come from what people told us



**Where patients come from: Coventry, Warwickshire, and further afield to get treatment at UHCW**

*"Drove here - awful to get parking space, needs improvement, worrying about parking gives me anxiety"*

*"Even with a blue badge it is hard to park"*

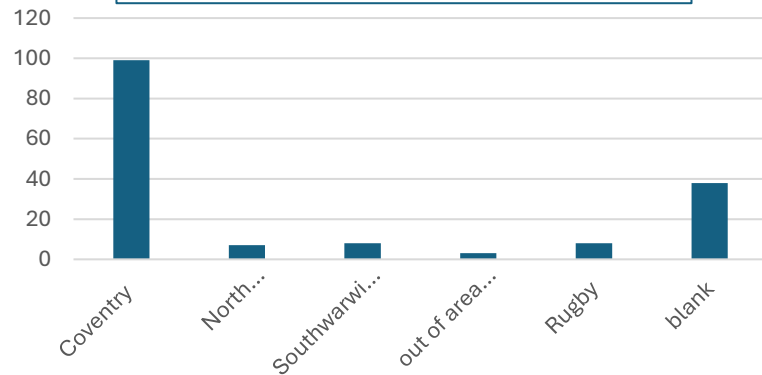
*"£50.00 in taxi from Rugby"*

*"Well organised called daughter to arrange hospital transport booked from home to UHCW"*

*"Its difficult for us, as we are older and it's going to get more difficult and it's hard to get to Coventry - daughter has brought us today"*

*"Last year it was in Rugby. Quicker for me to go to Rugby"*

**Where people have come from to attend Outpatients**



*"Only issue - it takes two buses to get from Earlsdon to UHCW on transport"*

# Patient stories

"I am seeing the **respiratory team** here I went to Wisden and endocrinology and go to the mental health team at Swanswell Point. GP is rubbish, can't get an appointment, but the nurse is amazing, when you have respiratory issue, you can't beat it (the nurse). So quick and on the ball, I go in once a month, Intensive care doc is amazing.

**Mental Health Services Caludon Centre** - was there last year- you go there to get better it takes longer sometimes. sent to Poppleton House - absolutely amazing, lady in there was so attentive, really positive. Caludon should have sorted it out - they then kept me longer, than they should have, I get meds sorted out.

**Swanswell Point** - it took a long time to get an appointment, but doctor is lovely "

"Had a fall at home a month ago, fractured arm. Went to **GP** and they did an urgent referral. Had **surgery** to fix 3 weeks ago, been in **physiotherapy** and I have another appointment next week. Here today for a **surgery review**. Dr has been **really good** with explaining what is happening and what **medication** is needed. Very good **support**"



A complex mixed variety of experiences of different care and treatment services which all come together in the patients visit to Outpatients

# Complaints: What we heard

Some people have shared that they feel worried about making a complaint, as they are concerned it may affect the care and support they receive. We spoke with five individuals who currently have complaints in progress; they are awaiting the outcomes before considering what they would like to do next.

Information was shared about the Independent Health Complaints Advocacy services, so they are aware of the support available to help them make informed choices and feel supported throughout the process.



## General pharmacy, records, A&E wait

*"Pharmacies, I don't understand why the GP send the prescription to the pharmacy, and you have to wait two to three days, when if you have a paper copy you can collect it straight away. Also, the last prescription I had to go to 4 chemists because it was out of stock, the 4th one held it (the meds)"*

*"Why can't patient or consultant access records when seeing a DR in UHCW, but live out of the area"*

*"Waiting for blood tests my heart rate was up, waiting for 12 hours in A&E it is too long. Only thing they gave me was some soup and sandwiches"*

# What patients told us could improve their experience

*"Less waiting times to see their consultant "*

*"Tell us what is happening"*

*"To be quicker in the clinic be seen on the day, you shouldn't come in and then be sent away and told to come back to be treated on the day"*

*"Communication is really necessary telling you what is going on"*

*"Every patient needs a care plan and to be explained to family"*

*"To have been able to get the support/investigations I require the first time these issues happened"*

*"Communicate a bit more. If they cancel appointment, give a new appointment straight away - enclose new appointment with cancellation letter"*

*"Quicker turn around between procedure and follow up not appointment time to see doctor sent next appointment available for me"*

*"No phone signal - I have some work I can do on my phone but I can't because there is no signal"*

# Summary of Key Themes

Theme	What People Told Us	What This Means
<b>Communication</b>	Communication is usually good, but not always clear or accessible. Some people struggle to hear their name being called, and others need different formats such as text or email.	Communication does not always meet everyone's needs. This can cause confusion, missed information, or anxiety.
<b>Waiting Times and Delays</b>	People reported waiting a long time for appointments and delays in clinics without updates. Some said waits had affected their health.	Long waits can impact wellbeing and may delay treatment. Not knowing how long the wait will be can increase stress.
<b>Administration and Coordination</b>	Some patients experienced lost referrals, incorrect appointments, or had to chase services for updates.	When systems are not well coordinated, this can delay care and create extra work for patients.
<b>Access and Transport</b>	Patients described difficulties with parking, travel, multiple bus routes and the cost of getting to appointments.	Travel challenges can make it harder for people to attend appointments and increase stress
<b>Care and Treatment</b>	Many people were positive about the care they received and felt staff were professional and supportive.	Care is often of a high quality once patients access services.
<b>Accessing GP and Other Services</b>	Experiences of GP services were mixed, with some people finding it easy and others struggling to get appointments.	Access to GP services can affect how quickly people get referred and receive care.
<b>Complaints and Concerns</b>	Some people felt worried about complaining and were unsure if it might affect their care.	People may not always feel confident raising concerns, which means issues may go unresolved.
<b>Inequalities and Accessibility</b>	Some people need additional support, such as interpreters or alternative communication formats.	Services do not always meet the needs of all groups, which may increase inequality in access.

# What Patients Said Would Improve Their Experience

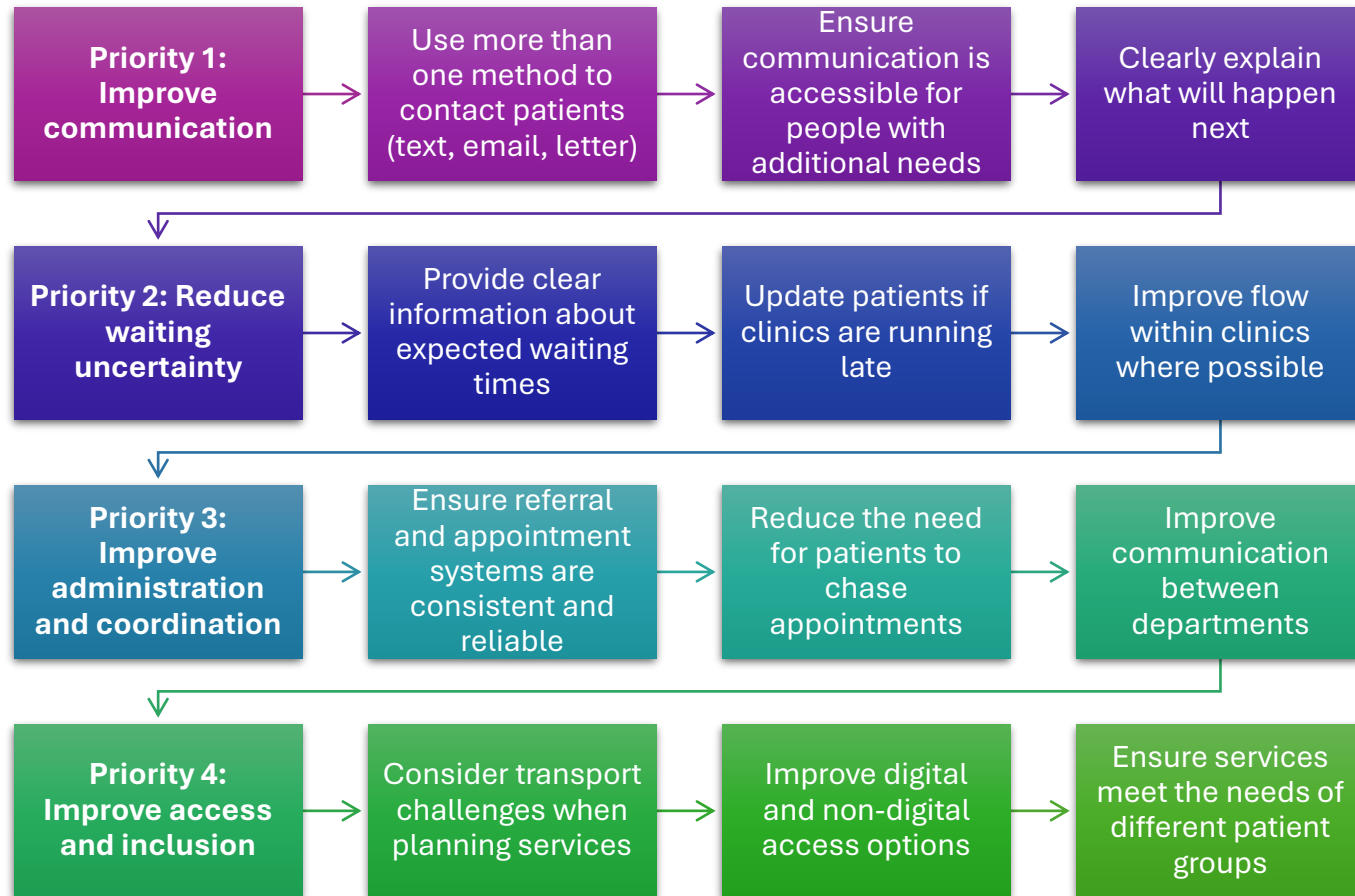
## People told us improvements could include:

- Clear updates about what is happening and waiting times
- Faster appointments and follow-ups
- Better communication when appointments are changed/cancelled
- More accessible communication options
- Improved coordination between services

## Environmental Feedback:

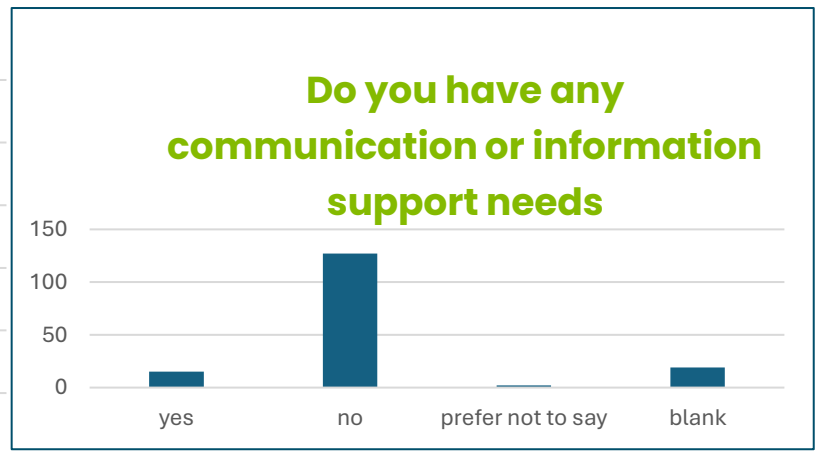
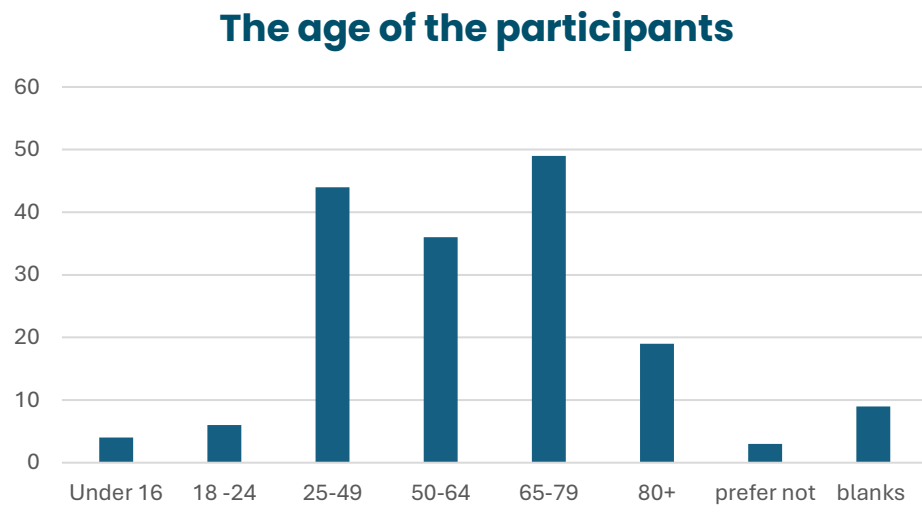
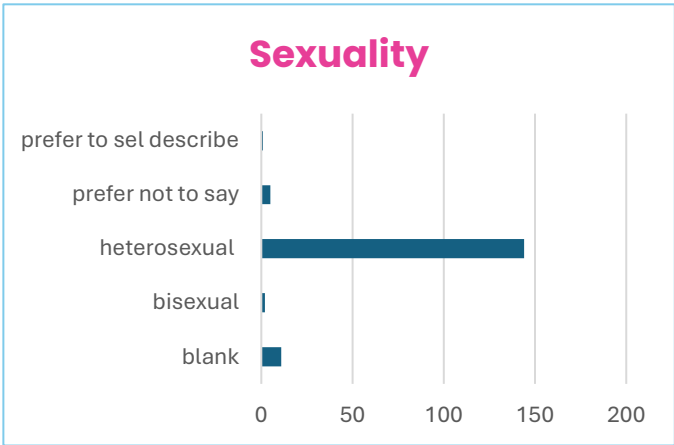
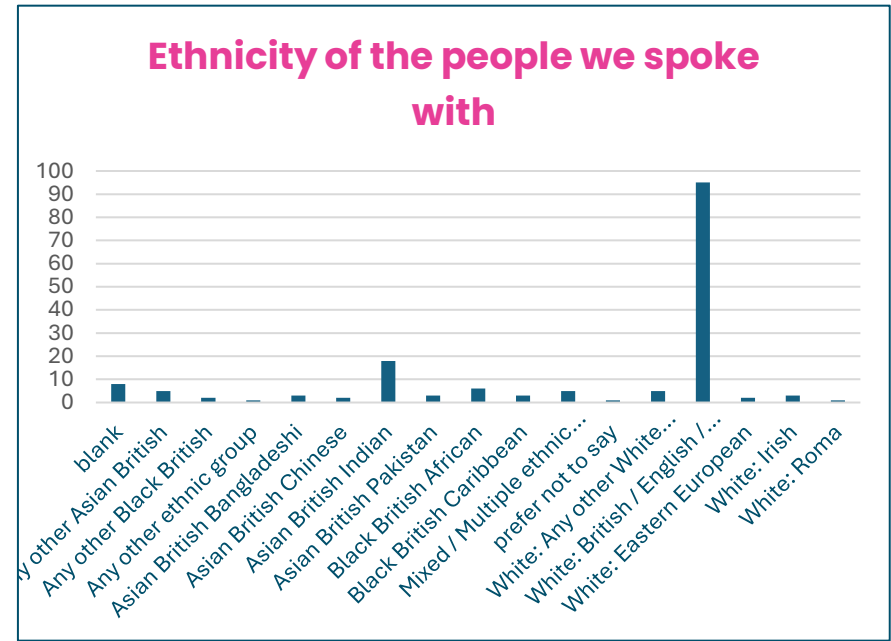
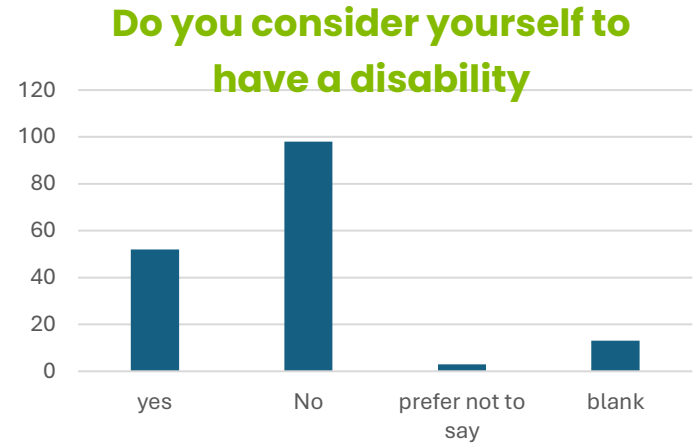
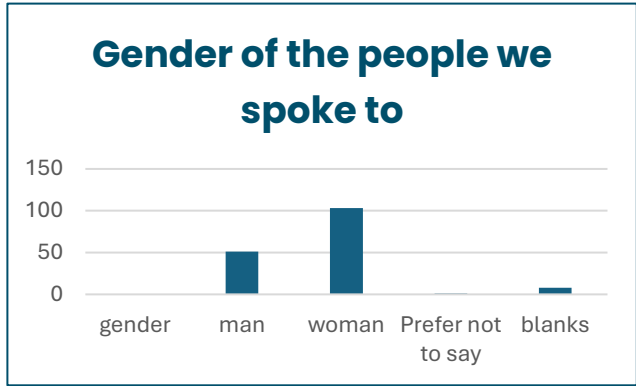
- Move the information stand in middle of outpatients more visible
- Waiting times – let people know how long they might wait e.g digital/update board with details on delays
- What appointments are available for booking on the internet for Outpatients
- Internet/Wifi availability in Outpatients

# Recommended Priorities



Patient information

# Demographic data



# Our Thanks

To everyone who took the time to complete our survey with us and speak to us, without your support, this report would not have been possible.

Thanks to the Senior Management Team, Clinical staff and reception staff at University Hospital Coventry and Warwickshire, who helped and supported us, to be able to speak to their service users.






A big thank you to the Healthwatch Coventry staff and volunteers who are crucial to make the work happen.



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