



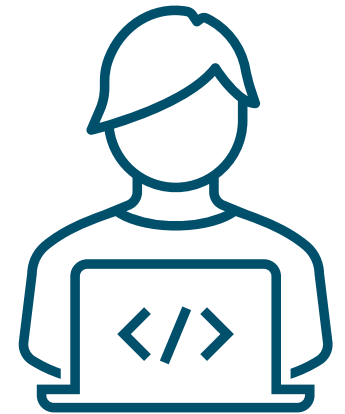
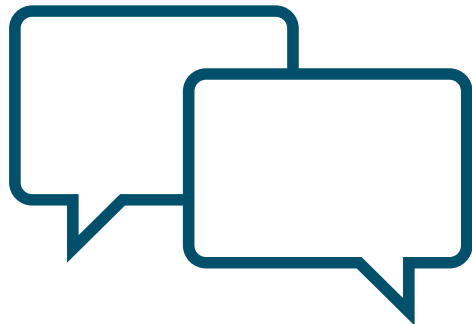
Listening to Coventry residents – August update 2026

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:

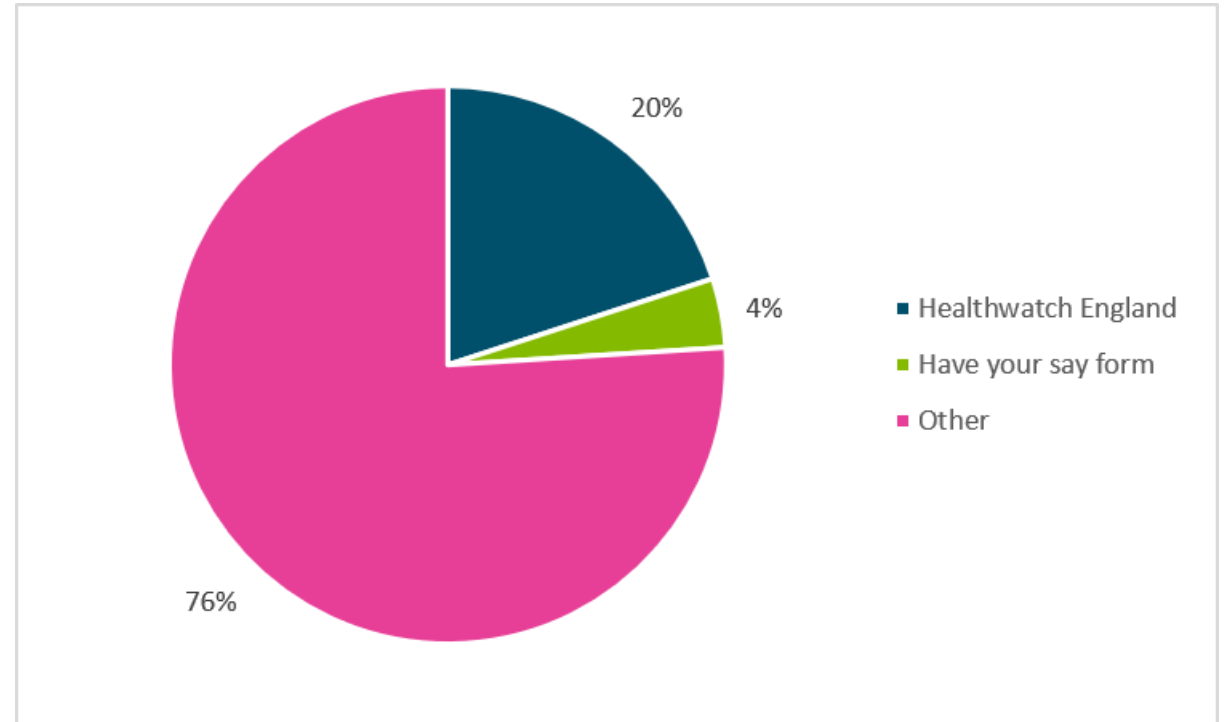
- Online form
- Events
- Outreach
- Telephone



Coventry residents sharing experiences

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

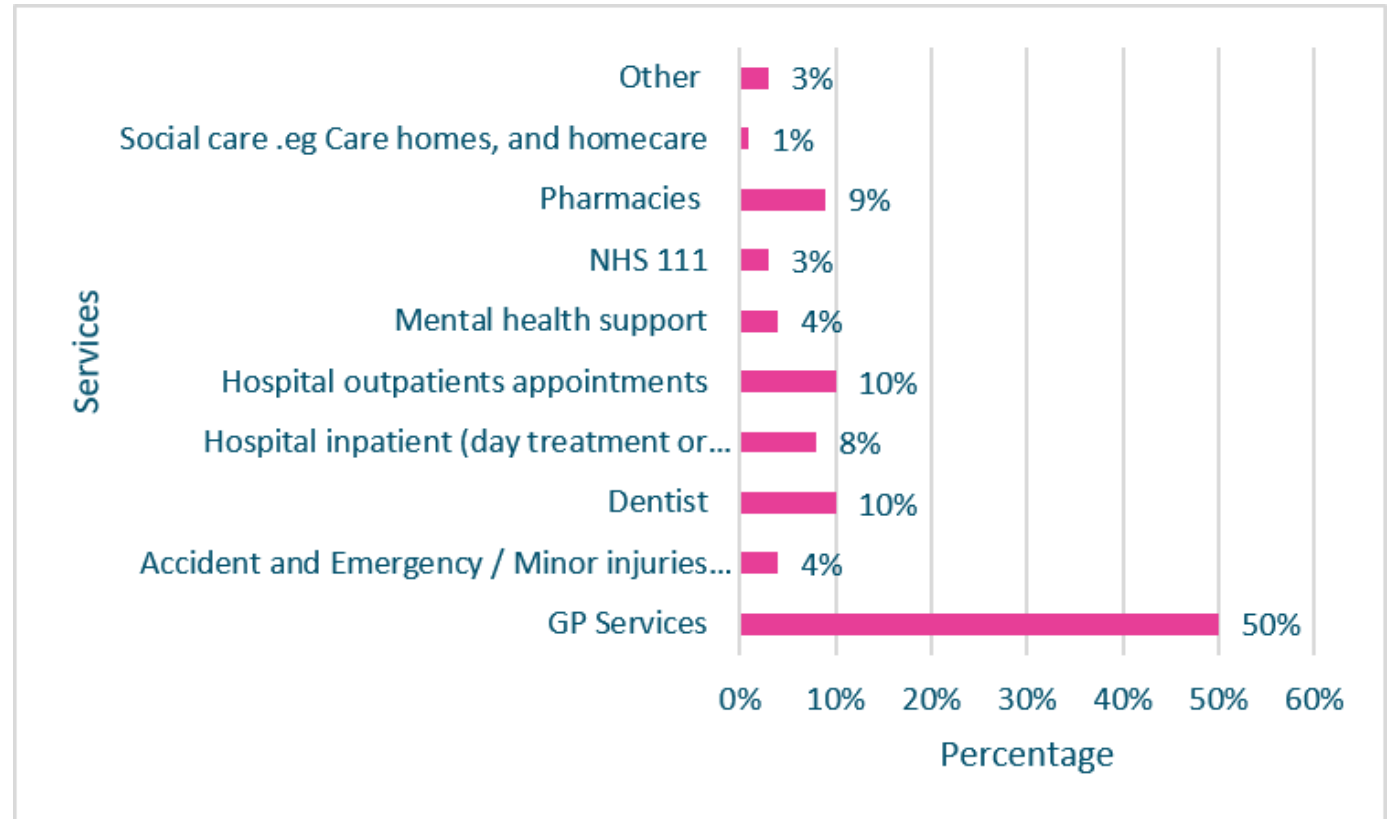
- Our regular visits to City Coventry Health Centre
- Our regular visits to Central Library
- Local events such as HillzFest, WATCH, Whoberley



Top 3 services

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

1. GP services
2. Hospital Outpatients / Dentists
3. Pharmacies



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 August:



1. Admin/booking system
and Appointment system



2. Access to service



3. Attitude and
communication

What people told us

Some of the experiences people shared with us:



They should do more testing on children as they gave too many antibiotics, - GP

Had a referral to mental health services, many months ago, not been sent an appointment

Letter i received did not say what appointment was for - Hospital

There is a delay in getting results as the GP does not contact the patient, the patient has to contact the GP.

Stop having treatments delayed for inpatients because of bank holidays.

GP appointments good. Usually within a few days but late appointments would be helpful. Same with hospital appointments

Consultant sent letter following appointment with him, copied to my GP. Said he was referring me to 2 other clinics but he didn't. After 5 months waiting I chased. He's now saying is responsibility of GP to refer but that was not what letter said

Usually reliable service, difficult to access at times

What people told us

Some of the experiences people shared with us:



Need more people, more communication, quicker appointments, longer wait times two weeks for two years

Gender clinics are underfunded and understaffed - large long waiting list

GP Reception staff not very informative and have only seen my GP once I am now 21 weeks pregnant
Hospital staff more friendly and informative

Generally the experience was good - physio, although it took 6 months to get an appointment.

Experience of getting an appointment is challenging will not prebook always have to ring on the day

Generally the experience was good - physio, although it took 6 months to get an appointment.

There is sometimes a lack of communication and you often have to chase up things yourselves.

My GP surgery have no idea regarding nutrient deficiency. Even when I take the relevant NICE guidelines to them they do not follow them.

What would you do to improve services?

See the diabetic nurse and the practice nurse, and physio, all at GP surgery

A GP should be well-versed in and apply current clinical guidelines (NICE), rather than proposing treatments that are outdated or potentially unsafe for the patient.

It is very difficult because I don't speak English, so it would be good to have something to help

Read patient test result and contact patient when required

Receptionists to be more friendly and helpful

To be able to book an appt at anytime no time restrictions - GP

To be able to prebook appointments preferable through NHS app

Quicker times and turnarounds for referrals



Positive
experiences

Positive experiences



17% of the information we gathered was a positive experience. Some of the comments are:

One struggled to find the vein, but she was very gentle with me.

Good surgery, you can normally get an appointment

The staff were friendly and knowledgeable - Hospital

I left feeling extremely confident of the service I had - GP

Good service from nurses and practitioners, good communication, good access

Excellent service - patient and understanding

Excellent service and helpful. Tend to go to them for minor issues - Pharmacy

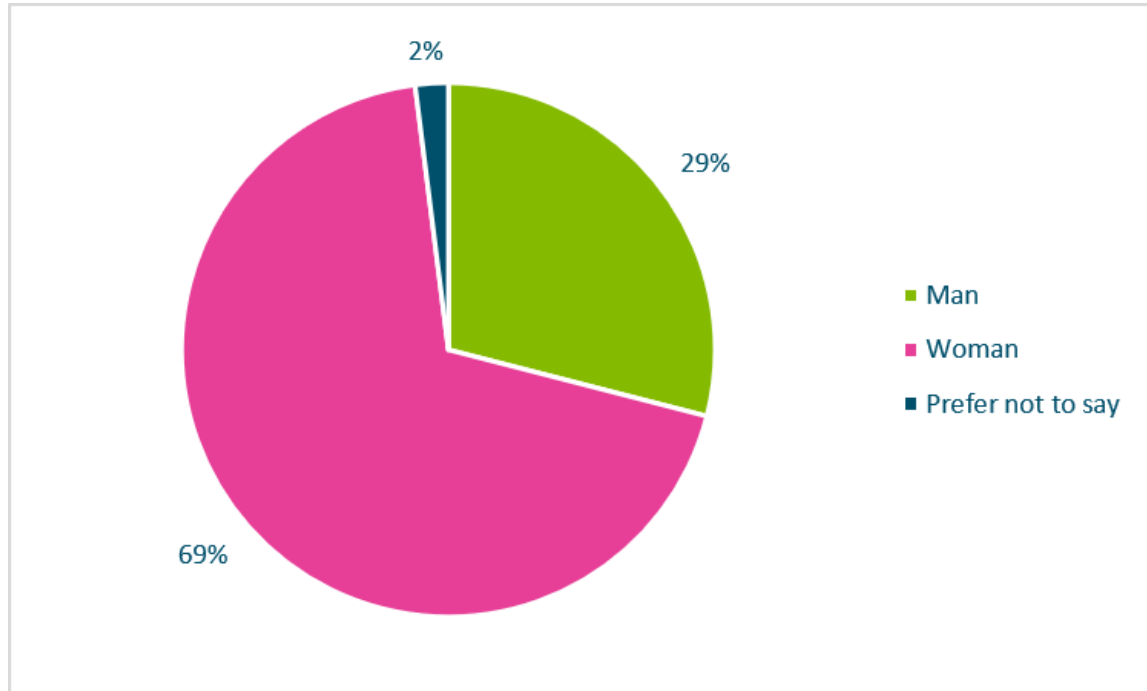
Have a broken tooth but i have a diagnosis of PTSD with needles being my trigger. Dentist were lovely and understanding. Trying to get referrals to help wit PTSD.



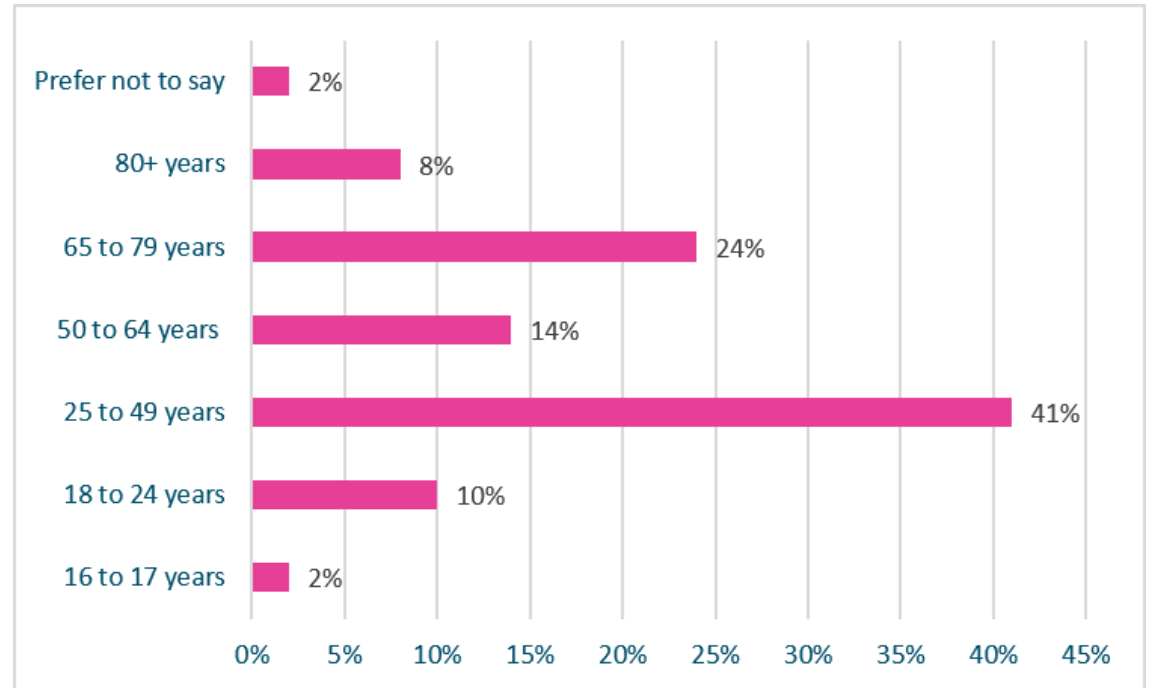
About the people

Demographic data

Gender



Age

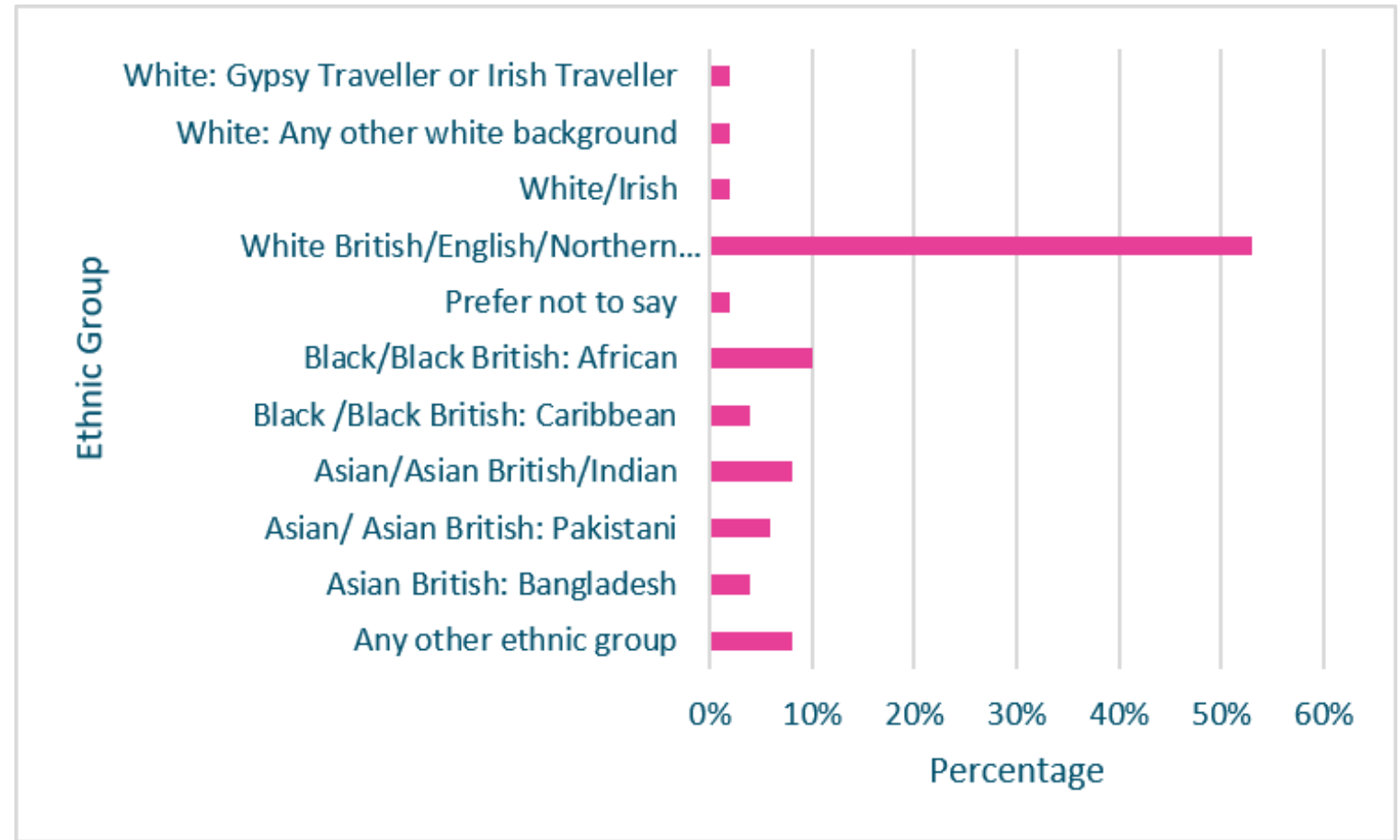


Demographic data

Ward area

Ward area	Number
Bablake	3
Binley and Willenhall	1
Cheylesmore	1
Earlsdon	1
Foleshill	2
Henley	3
Holbrook	3
Longford	2
Lower Stoke	2
Radford	1
Sherbourne	0
St Michael's	7
Tile Hill and Canley	0
Upper Stoke	0
Wainbody	1
Westwood	1
Whoberley	2
Woodlands	2
Wyken	2
Out of Area	2
Unknown/Prefer not to say	15
	51

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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