



# Speaking up for better care

**Healthwatch Coventry Annual Report  
2025/26**

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**Acting Chief Executive**  
Chris McCann

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“The NHS plays a vital role in our lives, and we know it faces real challenges. Listening to people’s thoughts about their care is one of the best ways to improve services. Every comment, concern, and compliment helps health and care professionals see what works and what needs to change, so care can be safer and better for everyone.

“We want to say a heartfelt thanks to all the local people who have taken the time to share their experiences, and to the health and social care professionals who have listened and acted on that feedback. Your commitment has helped make a real difference for our community.”

# A message from our chair

## Listening, Influencing, and Navigating Change for Coventry

Healthwatch Coventry continues to be the people's champion for health and social care. We gather the views of the people of Coventry through surveys, response to issues on social media, and by attending relevant venues, events, and local organisations.

Once collated, this information is shared with NHS, public health, and social care leaders and decision-makers. We follow up on that work through regular meetings and discussions. Healthwatch Coventry itself may be subject to change and, again, we await the precise detail from the Government of what that will mean.

Our small but diligent staff team have delivered a considerable amount of work, aided by our hugely supportive and enthusiastic volunteers without whom we would be unable to function.

Healthwatch Coventry is administered by Citizens Advice Mid-Mercia (CAMM), commissioned through Coventry City Council. CAMM has brought new and positive direction to our work. Among our volunteers, is the Healthwatch Coventry Steering Group, who oversee and review our work. All involved keenly wait to understand what the Government's future plans mean for us and for the people of Coventry for whom the health and social care services exist.



Chair  
Stuart Linnell MBE



**“In the last year, our work has faced many challenges, occasionally frustrating attempts to the secure improvements and positive change often called for by the public. There have also been alterations to the structure and processes within the health and social care system. Despite ongoing pressures across health and care services, we continued to ensure local people's voices shaped conversations about access, digital inclusion, carers' experiences, and Housing with Care.”**

# About us

Healthwatch Coventry is your local health and social care champion.

In Coventry, this means ensuring local people – particularly those less often heard – influence how services are designed and delivered. We ensure that NHS leaders and decision-makers hear your voice and use your feedback to improve care. We can also help you find reliable and trustworthy information and advice.



## Our vision

To bring closer the day when everyone gets the care they need.



## Our mission

To make sure that people's experiences help make health and care better.



## Our values are:

**Equity:** We're compassionate and inclusive. We build strong connections and empower the communities we serve.

**Collaboration:** We build internal and external relationships. We communicate clearly and work with partners to amplify our influence.

**Impact:** We're ambitious about creating change for people and communities. We're accountable to those we serve and hold others to account.

**Independence:** Our agenda is driven by the public. We are a purposeful, critical friend to decision-makers.

**Truth:** We work with integrity and honesty, and we speak truth to power.

# Our year in numbers

In 2025/2026 we supported more than 94,051 people to have their say and get information about their care. We employed 4 staff and, our work was supported by 14 volunteers.



**Reaching out: 3,936** people shared their experiences of health and social care services with us, helping to raise awareness of issues and improve care.

People came to us for clear advice and information on topics such as Access to Service and Attitude and Communication with Patient.

We received **37,142** website visits over the year, demonstrating strong interest in our services and information. Our social media activity reached **55,973** users, enabling us to connect with communities and amplify key messages



## Championing your voice:

"We published **17** reports amplified local voices on access, digital inclusion, family support and Housing with Care"

Our most influential report was **Experiences of Pharmacy First**, highlighting people's struggles in getting treatment from other healthcare settings in a timely manner .



## Statutory funding:

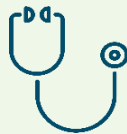
We're funded by Coventry City Council In 2025/26 we received £177,640.00.

# A year of making a difference

Over the year we've been out and about in the community listening to your stories, engaging with partners and working to improve care in Coventry. Here are a few highlights.

## Spring

The Pharmacy First Awareness report highlighted key issues that would improve awareness and referral paths to get the best use of the services. This contributed to service improvement conversations.



We sent our recommendations to Pharmacy Needs Assessment Steering Group to add to the Pharmacy Needs Assessment by Coventry City Council for consideration



## Summer

Our focus on promoting Healthwatch within all areas in the city, which increased visits to our website by 82% and awareness of what we do by 74% in communities.



"We promoted our Independent Advocacy service, increasing website visits by 69% and community awareness by 81%."



## Autumn

During Housing with Care Enter & View visits, we provided recommendations to improve facilities, emphasized mental health importance, and highlighted high onsite café meal costs. This informed discussions about Activities



Our insight on NHS app digital highlighted difficulties in inconsistencies across GPs and improvements that are needed. This contributed to service improvement conversations with the PCN.



## Winter

From Family Hub visits, we highlighted communication gaps, safety concerns, and inequalities, influencing improvements in awareness, mental health support, accessibility, and safer, inclusive, age-appropriate service environments



From monthly engagement, we highlighted access barriers, delays and appointment issues, influencing calls for improved communication, reduced waiting times, better systems, and more responsive, patient-centered services



# Working together for change

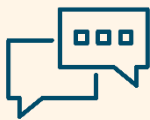
We have worked with neighboring groups The Carers Trust, & Healthy lifestyles to ensure people's experiences of health and care in Coventry are heard at the Integrated Care System (ICS) level, and they influence decisions made about services at ICS Coventry and Warwickshire. Shared intelligence around access and patient experience strengthened conversations at ICS level.

This year, we have worked with partners across Coventry and Warwickshire to achieve the following:



## A collaborative approach to improving care

We worked closely with partners including Healthy Lifestyles, Carers Trust and local community organisations to reach a diverse range of people across Coventry. By attending shared events, supporting engagement opportunities and working together to connect with underrepresented groups, we strengthened relationships and ensured more voices helped shape local health and care services.



## Listening to communities to drive improvement

Through focus groups, outreach and Enter and View activity, we gathered valuable insights into people's experiences of health and care. Our revisit to Ward 43 at University Hospital Coventry and Warwickshire found clear improvements in care, communication, and environment. Alongside wider community feedback, this evidence highlights what is working well and where services still need to improve.



## Working together to influence change

We continue to work collaboratively with system partners, including Healthwatch Warwickshire, to share insight and highlight key issues affecting local people. This partnership approach strengthens our ability to influence decision-makers across the Integrated Care System. By bringing together evidence and lived experience, we help ensure services become more inclusive, responsive and shaped by the people who use them

We have summarized some of our other outcomes achieved this year in the Statutory Statements section at the end of this report.

# Making a difference in the community

We bring people's experiences to healthcare professionals and decision-makers, using their feedback to shape services and improve care over time. Here are some examples of our work in Coventry this year:



## Creating empathy by bringing experiences to life

**Improving awareness of early years support through lived experiences**

Hearing directly from families helped decision-makers understand gaps in awareness and access to Start for Life services. Our engagement revealed that, while satisfaction was high, many parents were unaware of available support such as baby weighing and struggled with language barriers. We shared these insights with Family Hub leads, alongside safety concerns observed in sessions. As a result, actions were taken to improve communication, address safety risks, and strengthen support for infant feeding and parental mental health, benefiting local families.



## Getting services to involve the public

**By involving local people, services help improve care for everyone.**

Listening to local people supporting improvement helped services better understand how the NHS App works in practice. Our survey showed that while many residents found the app useful, they wanted clearer communication and more consistent features, including booking appointments and accessing records. We shared this feedback with system partners to highlight gaps and barriers. As a result, services are working to improve communication, standardise processes, and explore new features, helping people better access and manage their care digitally.



## Improving care over time

**Meaningful change takes time, and sustained engagement helps services better understand local experiences.**

By regularly visiting local groups, we are building a deeper understanding of people's lived experiences, particularly those less often heard. Through our "Out and About in Coventry" work, we gathered feedback from communities, highlighting challenges around communication, consent, and access to care. We continue to share these insights with partners to raise awareness and influence change. While progress takes time, this ongoing engagement is strengthening understanding and respond to the needs of diverse communities.

# Listening to your experiences

Services can't improve if they don't know what's wrong. Your experiences shine a light on issues that may otherwise go unnoticed.

Following sustained patient feedback, it is encouraging to see improvements in access to appointments and referrals within the NHS App.



# Harnessing patient insight to shape the NHS App as the front door to health services

## Last year, we championed the voices of our communities to shape NHS App features and improve access to hospital information

We engaged with patients and the public to understand their experiences and expectations of the NHS App as it becomes the main gateway to health services. Feedback highlighted the need for improved hospital information, particularly around appointments and referrals. We championed this insight, and it is now positive to see these features available within the app, showing the impact of patient voice on service development

### What did we do

We launched a survey to better understand how people are using the NHS App and what improvements they would like to see as it becomes the front door to health services. We also gathered feedback on what users valued and any challenges they experienced, using these insights to identify opportunities to enhance functionality and improve access to services, including appointments and referrals

### Key things we heard:



**90%**

**The communities in Coventry have a high awareness of the NHS App**

**62%**

**stated that they were somewhat satisfied.**

**16%**

**16% reported needing additional support to use the NHS App.**

Our work showed that inconsistent functionality, limited integration across services, and poor communication can make it difficult for people to fully access and benefit from the NHS App as the front door to healthcare

### What difference did this make?

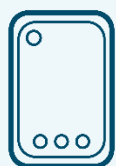
After gathering feedback from 246 residents, our insights have helped inform improvements to the NHS App. Key developments include the introduction of features allowing users to view hospital appointments and referrals, showing how patient voice is contributing to a more accessible and integrated digital health service

# Action on Housing with Care after residents share their experiences

## Residents highlight the need for better communication and more consistent support in Housing with Care

Residents across 11 Housing with Care schemes shared their experiences of living in these settings, highlighting what works well and where improvements are needed. We spoke to 109 tenants, alongside staff and family members, to understand day-to-day experiences of care and support.

### Key things we heard:



**80%**

**of residents rated their care and support as good or excellent.**

**75%**

**Take part in activities, but many want more variety and choice**



**“Sometimes staff tell me what is happening and sometimes they don’t.”**

Residents valued the care, independence, and sense of community, but told us that clearer communication, more varied activities, and better coordination across services would improve their everyday experience.

### What difference did this make?

Our findings and recommendations have been shared with providers and commissioners to drive improvements in communication, activities, food provision, and joined-up working. This is supporting ongoing action to make Housing with Care more consistent, inclusive, and responsive to residents’ needs. Our findings are informing ongoing discussions about service improvement.

# Hearing from all communities

We're here for all residents of Coventry. That's why, over the past year, we've worked hard to reach out to those communities whose voices may go unheard.

Every member of the community should have the chance to share their story and play a part in shaping services to meet their needs.

## **This year, we have reached different communities by:**

- Attending local events and collaborating with local organisations
- Making connections through networking
- Creating "Out and About in Coventry" blogs on our website to inform what we found out and influence change.



# Hearing migrant voices on health and care access

## Migrant experiences highlight barriers in accessing healthcare services

We met with an Inini support group to hear directly from migrants, including refugees and asylum seekers, about their experiences of health and care services. People spoke openly about feeling unheard, unsafe and confused by the system. Concerns included poor communication, lack of consent, language barriers and difficulty accessing GP, hospital and emergency services, leaving many feeling frustrated and overlooked.

### What difference did this make?

These experiences highlight the urgent need for more compassionate, person-centered and trauma-informed care. People described fear and lack of trust when accessing services, often linked to poor communication and not being fully informed or asked for consent. Confusion around NHS charging and entitlements is also preventing some from seeking care. By sharing these voices, we are calling for clearer communication, culturally appropriate support and more inclusive services so everyone feels safe, respected, and able to access the care they need.

# Carers share barriers to accessing health and support

## Carers share challenges navigating health and care systems

We met with the Milan Carers Group, supporting older carers from South India, many of whom speak English as a second language. Carers shared challenges using online systems, accessing GP appointments, and navigating services. People described feeling unheard, needing to repeat information, and struggling with cancelled appointments. Language barriers and reliance on digital tools made it harder to access care, adding pressure to already demanding caring roles.

### What difference did this make?

These experiences highlight the need for more flexible, carer-aware, and accessible services. Carers described the strain of balancing their responsibilities while navigating complex systems that do not always recognise their needs. Digital barriers and communication challenges can prevent timely access to care and support. There is a clear need for services to better identify carers, improve continuity of care and provide clearer, more inclusive communication. By sharing these insights, we are encouraging services to better understand and respond to the realities carers face

## Sustained improvements in care and culture on Ward 43

### We revisited patient experience and care on Ward 43

We revisited Ward 43 at University Hospital Coventry and Warwickshire to understand whether improvements required in previous visits had been sustained. We spoke to 15 patients, staff, and family members, and seen day-to-day care delivery. Our findings showed significant and sustained improvements in care, communication, and the ward environment, with patients reporting positive experiences and staff showing compassionate, person-centered care.

#### What difference did this make?

Our revisit showed that earlier concerns around ward culture, dignity and mealtime practices have been meaningfully addressed and embedded in practice. Patients described staff as caring and responsive, and we saw improved coordination of care, including dedicated support at mealtimes. While some areas for improvement remain—particularly communication from medical staff and discharge planning—the ward now provides a more positive, respectful, and well-organised environment for patients.

## Patient feedback highlights access and communication challenges in Outpatients

### We gathered patient experiences of care and access in Outpatients

We carried out outreach in Outpatients at University Hospital Coventry and Warwickshire over six weeks, speaking to 353 people and collecting 163 survey responses. Most patients reported positive experiences, with many rating services highly. However, people also shared challenges around waiting times, delayed or lost appointments, and communication, including difficulties accessing information and understanding what is happening with their care

#### What difference did this make?

Our findings have been shared with the Trust to highlight key areas for improvement, including communication, waiting times, and access to appointments. Patient feedback also showed the need for clearer information, better visibility of support services, and more inclusive communication for those with additional needs. This work will inform service improvements and future Healthwatch priorities, helping to ensure outpatient services are more responsive, accessible, and patient-centered.

# Information and signposting

When you're struggling to find an NHS dentist, looking for help about how to make a complaint, or need advice about a good care home for a loved one – we're your first port of call.

**This year 279 people have reached out to us for advice, support or help finding services. These conversations also help us to understand where, and how, your care can be made better.**

**This year, we've helped people by:**

- Providing up-to-date information people can trust
- Helping people access the services they need
- Supporting people to look after their health
- Signposting people to additional support services
- Our evidence helped shape discussions around service improvement



## Accessing x-ray results through GP services

**Fred experienced difficulties accessing his x-ray results due to unclear appointment systems and poor communication from his GP practice.**

Fred contacted Healthwatch after struggling to access the results of a recent x-ray. He was told to book a GP appointment but could not secure a suitable time and opted to wait two weeks.

At the appointment, he was told he had missed it, leaving without his results.

We supported Fred to contact the ICB and referred him to the Independent Health Complaints Advocacy service for help raising a formal complaint.



**“There needs to be a clearer way to get results without the stress of booking appointments that are difficult to access.”**

## Supporting access to services for a homeless resident

**Gary shared challenges accessing basic services due to homelessness and lack of phone access, preventing him from contacting support services independently**

We met Gary at a community outreach session where he described difficulties accessing facilities and contacting the Homelessness Team due to no phone.

Long wait times also prevented us from contacting the service on his behalf. Working with council staff at the library, we found that Gary could use a free phone on site.

Gary planned to return later that day to contact the Homelessness Team directly.



**“They were so patient and kind. It’s important that health and care professionals understand autism so that they can provide people with the proper care and support.”**

# Showcasing volunteer impact

Our fantastic volunteers have given 628 hours to support our work. Thanks to their dedication to improving care, we can better understand what is working and what needs improving in our community. Our volunteers enabled us to hear from communities we may otherwise not have reached.

## This year, volunteers:

- Visited communities to promote our work
- Dedicated **695** hours to Healthwatch to enable to hear the voices of Coventry
- Collected experiences and supported their communities to share their views
- Carried out enter and view visits to local services to help them improve



# At the heart of what we do

From finding out what residents think to helping raise awareness, our volunteers have championed community concerns to improve care.



Gillian

"I enjoy seeing how services are run, listening to the opinions of people who use them, and gathering feedback to help drive change."

Gillian volunteers alongside fellow Authorised Representatives, Healthwatch Coventry staff and volunteers, supporting Enter and View visits and outreach and engagement sessions.

"I enjoy carrying out Enter and Views to publicly funded Health and Social Care services, as well as supporting outreach and engagement sessions. Observing how services are run and listening to people using them is important. I find it motivating that the information we obtain drives change, ensuring services are planned around the people who use them."

"I came to build a skill. I stayed because I found a purpose."

Maryann Chioma Eze joined Healthwatch Coventry as a volunteer six months ago while studying for an MSc in Health Promotion and Public Health.

"If I am honest, my first motivation was practical. I wanted to develop my communication skills and engage with people from different walks of life. But once I was out in the community, listening to people's experiences of health and social care, I realised this was about something bigger. What keeps me coming back is the belief that everyone deserves to be heard, regardless of their background or ethnicity. Being part of an organisation that amplifies those voices and pushes for change feels genuinely meaningful to me."



Maryann

## Be part of the change.

if you've felt inspired by these stories, contact us today and find out how you can be part of the change.



[www.healthwatchcoventry.co.uk](http://www.healthwatchcoventry.co.uk)



0300 012 0315



[Yoursay@Healthwatchcoventry.co.uk](mailto:Yoursay@Healthwatchcoventry.co.uk)

# Finance and future priorities

We receive funding from Coventry City Council under the Health and Social Care Act 2012 to help us do our work.

## Our income and expenditure:

Income		Expenditure	
Annual grant from Government	£177,640	Expenditure on pay	£150,713.84
Additional income	£0	Non-pay expenditure	£9,000
		Office and management fee	£17,926.16
<b>Total income</b>	<b>£177,640</b>	<b>Total Expenditure</b>	<b>£177,640</b>

# Finance and future priorities

**Over the next year, we will keep reaching out to every part of society, especially people in the most deprived areas, so that those in power hear their views and experiences.**

We will also work together with partners and our local Integrated Care System to help develop an NHS culture where, at every level, staff strive to listen and learn from patients to make care better.

**Our top three priorities for the next year are:**

## **1. Expanding our reach to underrepresented communities**

Strengthen our engagement with groups whose voices are less frequently heard, ensuring their experiences shape service improvement and help address health inequalities across Coventry.

## **2. Strengthening our influence and visibility across the health and care system**

Proactively share insights and evidence from our work across key strategic forums and partnerships, enhancing Healthwatch Coventry's presence and ensuring the voice of local people informs decision-making at all levels.

## **3. Delivering high-quality, collaborative, and people-centred work**

Maintain a strong focus on quality over quantity by developing our volunteer base to extend our reach, and working more collaboratively with partners such as the ICB, NHS Trusts and local organisations to drive meaningful, person-centred improvements in services.

# Statutory statements

**Healthwatch Coventry, Coventry City Council House, The Wheelhouse, Earl Street, Coventry, CV1 5RR. Hosted by Citizens Advice Mid-Mercia, 114 Church Street, Church Gresley, Swadlincote, Derbyshire, DE11 9NR.**

Healthwatch Coventry uses the Healthwatch Trademark when undertaking our statutory activities as covered by the license agreement.

## The way we work

### **Involvement of volunteers and lay people in our governance and decision-making.**

Our Healthwatch Board consists of 8 members who work voluntarily to provide direction, oversight, and scrutiny of our activities.

Our Board ensures that decisions about priority areas of work reflect the concerns and interests of our diverse local community.

Throughout 2025/26, the Board met 6 times and made decisions on matters such as our Housing with Care Enter & View programme and NHS App survey project. We ensure wider public involvement in deciding our work priorities.

## Methods and systems used across the year to obtain people's experiences

We use a wide range of approaches to ensure that as many people as possible can provide us with insight into their experience of using services.

During 2025/26, we have been available by phone and email, provided a web form on our website and through social media, and attended meetings of community groups and forums.

We ensure that this annual report is made available to as many members of the public and partner organisations as possible. We will publish it on our website. .

# Statutory statements

## Responses to recommendations

We had 0 providers who did not respond to requests for information or recommendations. There were no issues or recommendations escalated by us to the Healthwatch England Committee, so there were no resulting reviews or investigations.

## Taking people's experiences to decision-makers

We ensure that people who can make decisions about services hear about the insights and experiences shared with us.

For example, in our local authority area, we take information to the Scrutiny Board and the Health & Wellbeing board. Sharing Our Enter & View findings on the 11 Housing with care schemes we visited and the feedback from community voices on the NHS App survey we completed.

We share insight with decision-makers across Coventry and Warwickshire, including NHS Trusts, the Integrated Care Board and local authority partners. For example, our Enter & View findings informed discussions around service quality, accessibility and patient experience. We also share our data with Healthwatch England to help address health and care issues at a national level.

## Healthwatch representatives

Healthwatch Coventry is represented on the Coventry Health and Wellbeing Board by Leigh-Anne Howat Service Manager & Stuart Linnell Chairman.

During 2025/26, our representative has effectively carried out this role by contributing to the health and social care framework and sharing feedback from local communities.

Healthwatch Coventry is represented on Coventry and Warwickshire Integrated Care Partnerships by Leigh-Anne Howat and Stuart Linnell.

# Statutory statements

## Enter and view

Location	Reason for visit	What you did as a result
Housing With Care – Alexandra House	To independently assess the quality of care and support provided, Including residents experience of daily life, health needs, activities, and personal choices, in order to identify strengths and areas for improvement	Developed a report outlining key findings and recommendations, with planned service follow-ups at 3 and 6 months to check progress and ensure implementation of the identified actions.
Housing with care- Henry Court (2x Visits)	To independently assess the quality of care and support provided, Including residents experience of daily life, health needs, activities, and personal choices, in order to identify strengths and areas for improvement	Developed a report outlining key findings and recommendations, with planned service follow-ups at 3 and 6 months to check progress and ensure implementation of the identified actions.
Housing with Care- Leofric Lodge	To independently assess the quality of care and support provided, Including residents experience of daily life, health needs, activities, and personal choices, in order to identify strengths and areas for improvement	Developed a report outlining key findings and recommendations, with planned service follow-ups at 3 and 6 months to check progress and ensure implementation of the identified actions.

# Statutory statements

## Enter and view

Location	Reason for visit	What you did as a result
Housing With Care – Humber Court	To independently assess the quality of care and support provided, Including residents experience of daily life, health needs, activities, and personal choices, in order to identify strengths and areas for improvement	Developed a report outlining key findings and recommendations, with planned service follow-ups at 3 and 6 months to check progress and ensure implementation of the identified actions.
Housing with care- Harry Caplan House	To independently assess the quality of care and support provided, Including residents experience of daily life, health needs, activities, and personal choices, in order to identify strengths and areas for improvement	Developed a report outlining key findings and recommendations, with planned service follow-ups at 3 and 6 months to check progress and ensure implementation of the identified actions.
Housing with Care- Copthorne Lodge	To independently assess the quality of care and support provided, Including residents experience of daily life, health needs, activities, and personal choices, in order to identify strengths and areas for improvement	Developed a report outlining key findings and recommendations, with planned service follow-ups at 3 and 6 months to check progress and ensure implementation of the identified actions.

# Statutory statements

## Enter and view

Location	Reason for visit	What you did as a result
Housing With Care – Knightlow Lodge	To independently assess the quality of care and support provided, Including residents experience of daily life, health needs, activities, and personal choices, in order to identify strengths and areas for improvement	Developed a report outlining key findings and recommendations, with planned service follow-ups at 3 and 6 months to check progress and ensure implementation of the identified actions.
Housing with Care- Quinton Lodge	To independently assess the quality of care and support provided, Including residents experience of daily life, health needs, activities, and personal choices, in order to identify strengths and areas for improvement	Developed a report outlining key findings and recommendations, with planned service follow-ups at 3 and 6 months to check progress and ensure implementation of the identified actions.
Housing with care- Elsie Jones House	To independently assess the quality of care and support provided, Including residents experience of daily life, health needs, activities, and personal choices, in order to identify strengths and areas for improvement	Developed a report outlining key findings and recommendations, with planned service follow-ups at 3 and 6 months to check progress and ensure implementation of the identified actions.

# Statutory statements

## Enter and view

Location	Reason for visit	What you did as a result
Housing With Care – Wyken Court	To independently assess the quality of care and support provided, including residents experience of daily life, health needs, activities, and personal choices, in order to identify strengths and areas for improvement	Developed a report outlining key findings and recommendations, with planned service follow-ups at 3 and 6 months to check progress and ensure implementation of the identified actions.
University Hospital Coventry & Warwickshire –Ward 43 Neurosurgery	To independently assess the quality of care and support provided, including residents experience of daily life, health needs, and personal choices, in order to identify strengths and areas for improvement and recommendations progress from our previous report	Developed a report outlining key findings and recommendations. A full plan from UHCW to address the recommendations was received and will have a six-month progress review has been scheduled to check implementation.

# Statutory statements

## 2025 – 2026 Outcomes

Project/activity	Outcomes achieved
NHS App Survey	<p>Engaged with a diverse range of residents across Coventry to gather 246 responses, highlighting key barriers such as access, registration challenges, and inconsistent functionality across GP practices. Findings and recommendations were shared with the ICB digital team to inform improvements to accessibility, usability, and the integration of services within the NHS App, with particular focus on supporting digitally excluded groups. These findings informed local digital inclusion discussions and planning.</p>
Family Hub Survey	<p>Engaged with families across Coventry Family Hubs to gather feedback on Start for Life services, highlighting high satisfaction levels alongside key issues such as communication barriers, awareness of services, and access to support.</p> <p>Findings and recommendations were shared with partners to improve communication, increase awareness of available services, and enhance support for parents, particularly those facing language barriers or additional vulnerabilities</p>
Milan Carers Group	<p>Engaged with a seldom-heard group of unpaid carers facing language and accessibility barriers, capturing insights into their experiences of primary care, digital access, and social care. Findings have increased awareness among partners of the challenges faced by carers with additional needs and are being used to inform future engagement, influence service improvements, and promote more inclusive, carer-aware approaches.</p>

# Statutory statements

## 2025 – 2026 Outcomes

Project/activity	Outcomes achieved
Inini Group	<p>Engaged with migrants, asylum seekers and refugees to capture lived experiences of accessing health and social care, highlighting significant barriers including communication challenges, understanding of the NHS system, fear of charges, and culturally appropriate care. Insights have been shared with partners to raise awareness of the needs of this vulnerable group and are being used to inform future engagement, promote more inclusive communication, and influence improvements in accessibility and person-centred care. Findings are helping partners better understand barriers faced by migrant communities.”</p>
Monthly Resident voices report	<p>Provided regular, real-time insight into residents’ experiences of health and care services, identifying key themes such as access to services, waiting times, and communication. These reports have been shared with system partners to highlight emerging trends, inform service improvement, and support more responsive, patient-centred decision-making across Coventry.</p>
Wellness Junction	<p>Engaged with a diverse community group to capture experiences of accessing health and social care services.</p> <p>Highlighting key issues including GP access, pharmacy availability, hospital waiting times, and concerns around complaints processes.</p> <p>These insights have strengthened understanding of barriers faced by older and more isolated residents and are being used to inform future work and influence improvements across primary care, acute services, and community support.</p>

# Statutory statements

## 2025 – 2026 Outcomes

Project/activity	Outcomes achieved
UHCW Outpatients Survey	Engaged with over 350 patients within the outpatient department to capture a wide range of experiences across multiple services, identifying key themes including waiting times, communication, administration, and access to appointments. Findings have been shared with UHCW to highlight both positive care experiences and areas for improvement, supporting service development around communication, coordination, and accessibility, and informing wider Healthwatch intelligence and future priorities. Findings are informing ongoing conversations with UHCW around communication and patient experience
Pharmacy First	Gathered feedback from 164 residents, community groups, and local pharmacies to understand awareness, experiences and uptake of the Pharmacy First service. Findings highlighted generally positive experiences alongside key issues around awareness, accessibility, and referral pathways between GPs and pharmacies. Insights have been shared with the Pharmacy Needs Assessment Steering Group to inform local planning, improve promotion of the service, and support better integration between primary care and pharmacy services. Recommendations are supporting local planning and awareness activity

**Healthwatch Coventry**  
**The Wheelhouse**  
**Coventry City Council House**  
**Earl Street, CV1 5RR**  
**Hosted by: Citizens Advice Mid-Mercia**  
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