



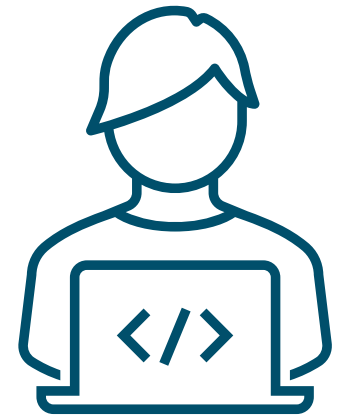
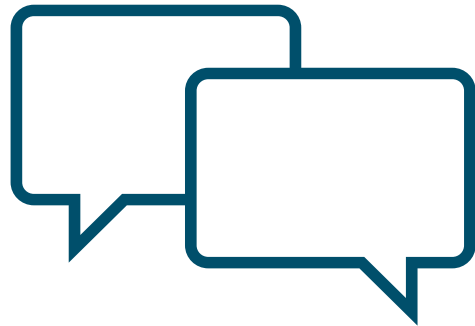
Listening to Coventry residents – July update 2026

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:

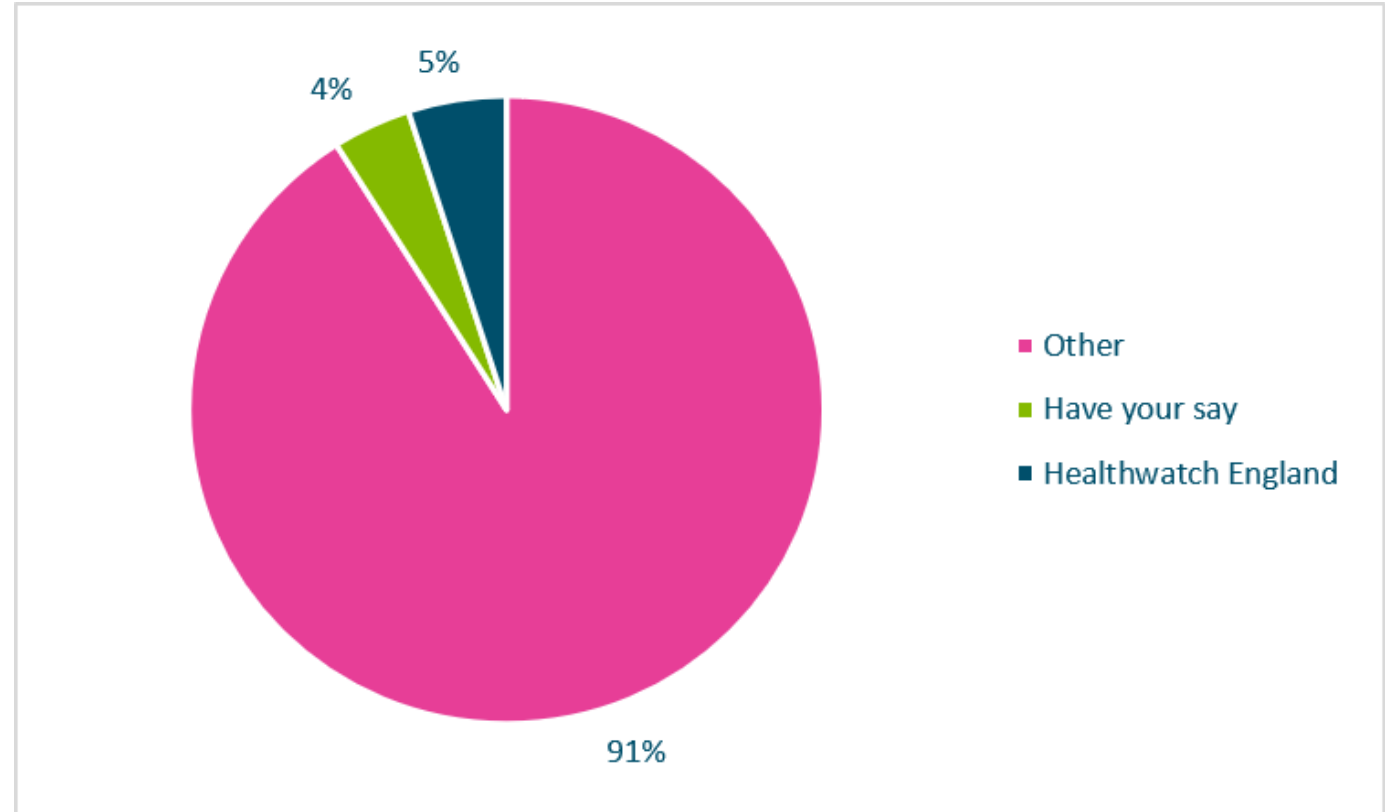
- Online form
- Events
- Outreach
- Telephone



Coventry residents sharing experiences

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

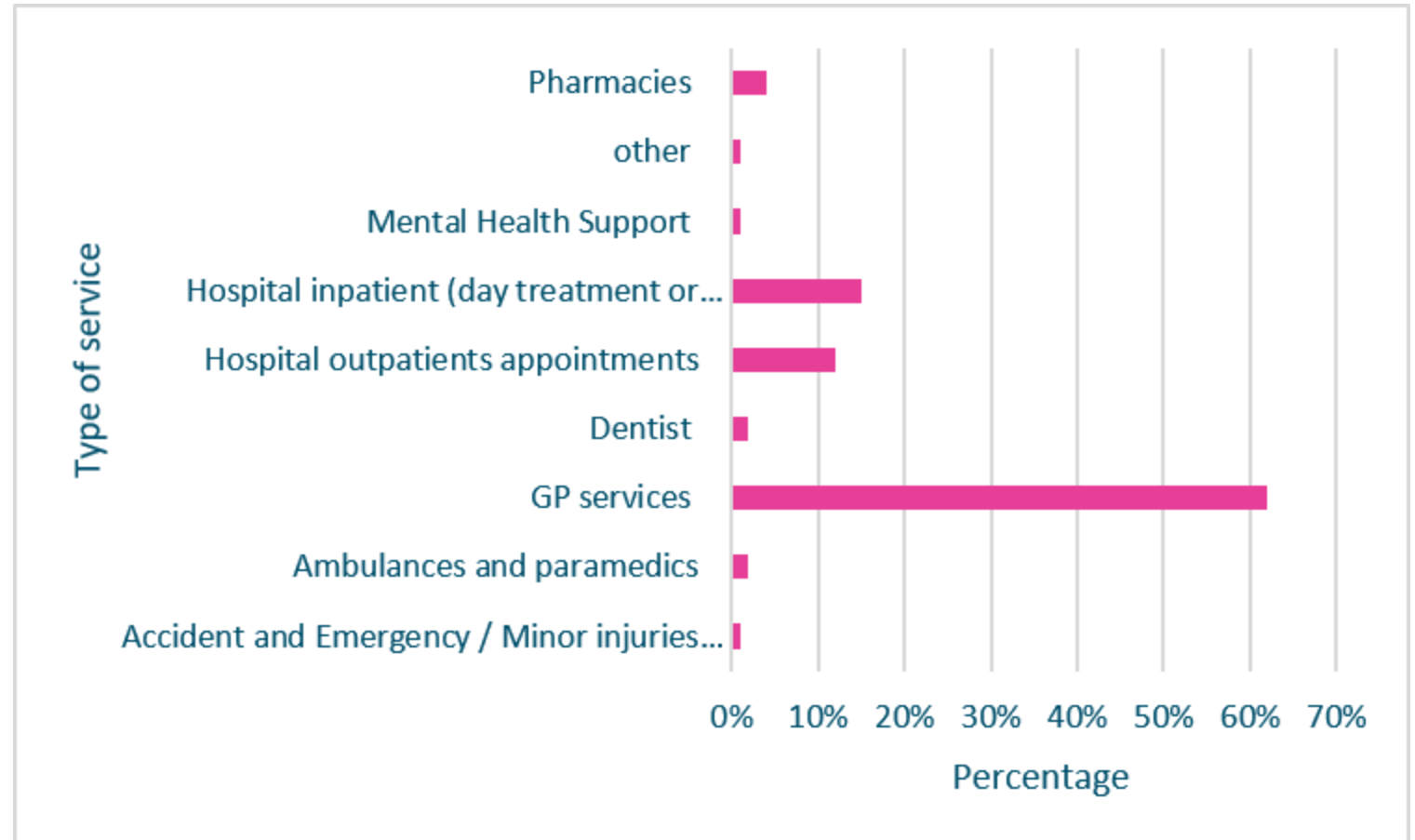
- Our regular visits to City Coventry Health Centre
- Our regular visits to Central Library
- Local events at Edgefest, Cannon Park shopping centre, Zeenat Mosque and Whoberley School event



Top 3 services

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

1. GP services
2. Hospital inpatients
3. Hospital outpatients



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 July:



1. Access to service

2. Waiting times/ punctuality and
queuing



3. Appointment system

What people told us

Some of the experiences people shared with us:



Felt very restrictive environment lot of patient's small space too congested. - Cauldon Centre Beechwood ward

When you see GP face to face, they listen but these appointments are hard to get. telephone - they barely give you two minutes to talk and don't listen

I prefer human contact instead of it all being electronic.- GP appointments

Need better communication between other services i.e perinatal mental health team GP

The occupational therapist visited at home, sorted out equipment. grab rails were excellent and had 2-3 weeks phone calls, it was a really good experience

Appointment letter stated I would be seeing a consultant anaesthetist, I saw an HCA and a nurse. I pointed out that the letter was misleading and the nurse said they've asked to get it changed but 'changes take a very long time'.

Gave me the wrong meds which made me sick having to go back there. - GP

It's lost that patient centredness - GP

What would you do to improve services?

Doctors need to be more available, need proper communication

Do not always see the same GP, lots of trainees

Frustrating that prescriptions for mental health are not shown on the NHS app

Waiting times for appointments

I was in pain; the waiting time was too long - Ambulance

More appointments that can be pre-booked - GP



Positive
experiences

Positive experiences

30% of the information we gathered was a positive experience. Some of the comments are:



I am very pleased, they have done all sorts of tests

Well organised, order prescriptions via telephone.

Mental Health services CPN in surgery were excellent,

I can use the NHS app to make appointments and request prescriptions, I see the same GP every time, appointment availability is good checks

My care was excellent from all staff - Hospital

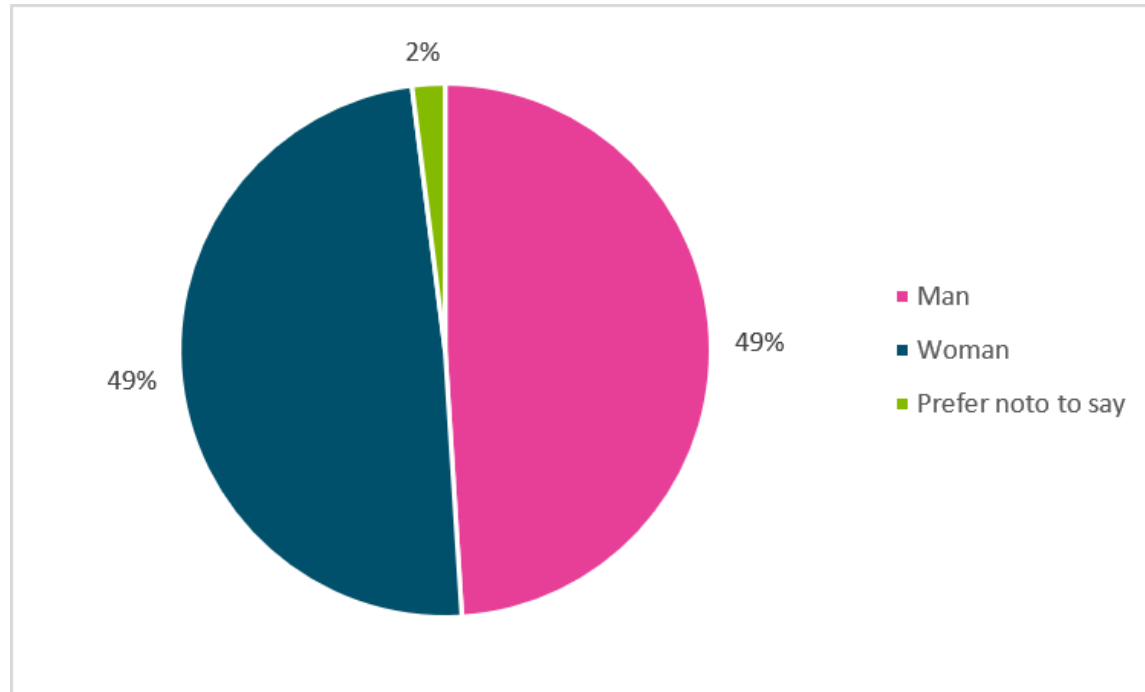
They are reasonable, pretty good really, they respond quite quickly, have emails to book in an appointment



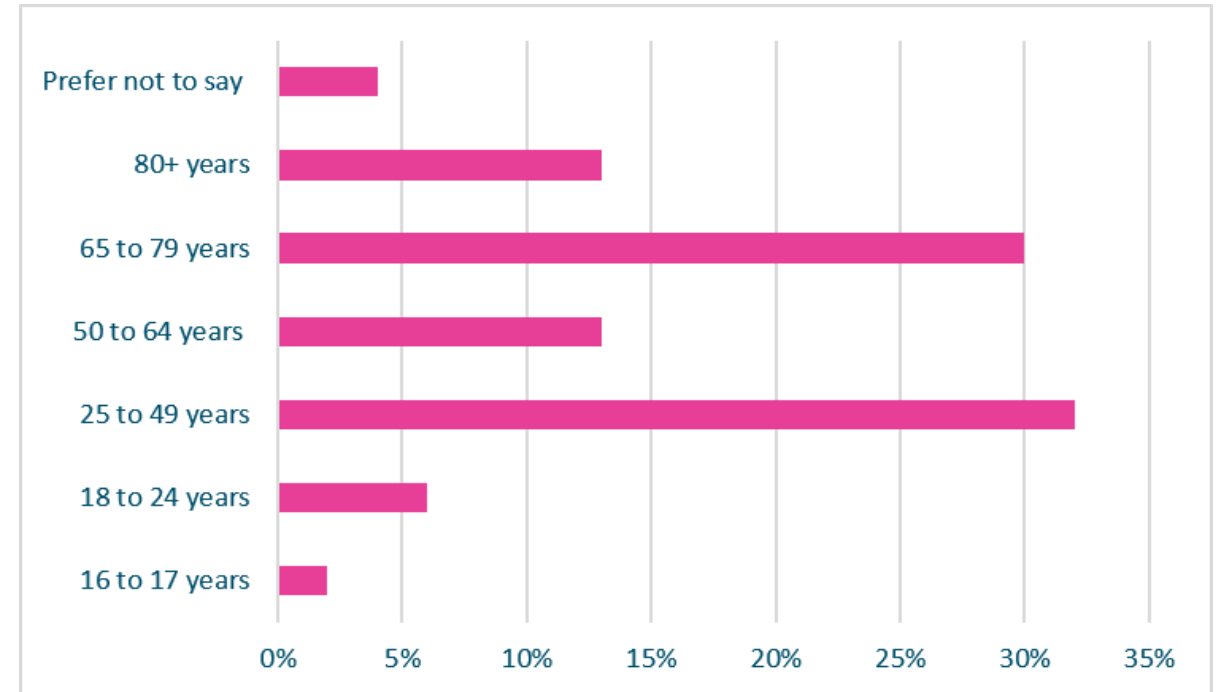
About the people

Demographic data

Gender



Age

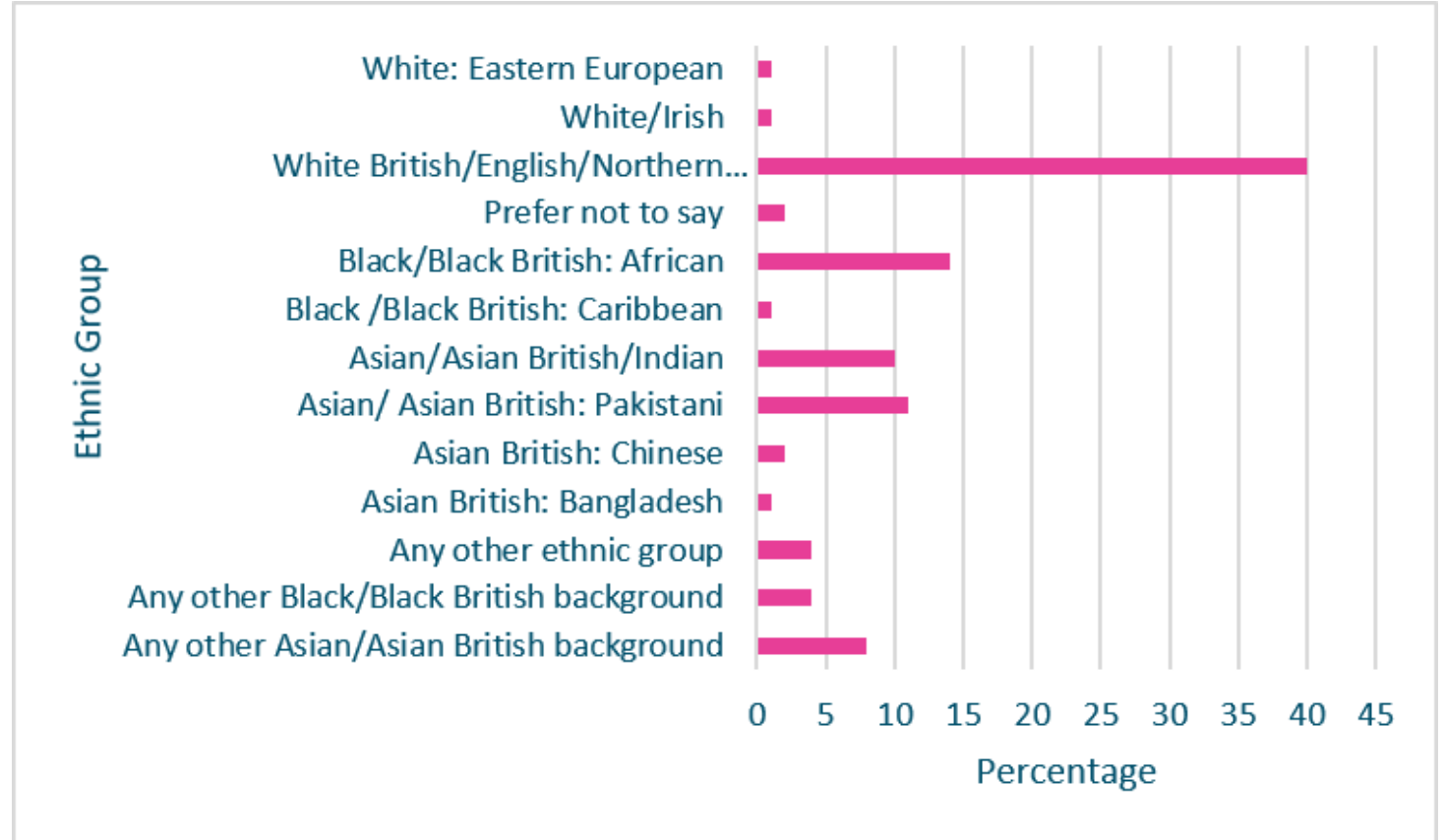


Demographic data

Ward area

Ward area	Number
Bablake	0
Binley and Willenhall	2
Cheylesmore	8
Earlsdon	4
Foleshill	8
Henley	5
Holbrook	3
Longford	1
Lower Stoke	1
Radford	2
Sherbourne	1
St Michael's	8
Tile Hill and Canley	0
Upper Stoke	0
Wainbody	3
Westwood	0
Whoberley	3
Woodlands	4
Wyken	2
Out of Area	6
Unknown/Prefer not to	23
	84

Ethnicity



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Let's stay connected:

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