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**To: Health and Social Care Scrutiny Board**

**Date: 25 February 2026**

**Subject: Healthwatch Coventry: Enter & View Overview Report & NHS App Survey Report**

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## 1 Purpose of the Note

- 1.1 To inform Members of Health and Social Care Scrutiny Board of updates from HealthWatch Coventry regarding their recent reports:
  - a) Overview of Enter & views that was completed in October-December 2025 (Appendix 1)
  - b) NHS survey results presentation (Appendix 2)
- 1.2 Representatives from HealthWatch Coventry will be sharing a presentation at the meeting.

## 2 Recommendations

- 2.1 The Health and Social Care Scrutiny Board is recommended to:
  - a) Note the update by HealthWatch Coventry relating to Overview of Enter & Views and NHS App Survey Report.
  - b) Support the recommendations identified by HealthWatch

## 3 Information and Background

### Overview of Enter and Views Report – Appendix 1

- 3.1 Healthwatch Coventry carried out Enter & View visits across 11 Housing with Care schemes in Coventry during late 2024–early 2025. The aim was to understand residents' experiences of living in Housing with Care—focusing on independence, safety, communication, wellbeing and the quality of care and environment.
- 3.2 Healthwatch Coventry undertook Enter & View visits across 11 Housing with Care schemes to understand residents' experiences and identify strengths and improvement areas. Overall, residents reported feeling safe, supported and able to maintain their independence, with many describing positive relationships with staff and a strong sense of home within their flats.

- 3.3 However, several system-wide issues emerged. Communication remains inconsistent, with some residents unable to access information easily or lacking accessible formats. Staffing continuity also affects confidence, particularly at night, and some residents are unsure how to express concerns or preferences. While many enjoy activities, the current offer does not consistently meet varied needs, contributing to isolation for residents with limited mobility.
- 3.4 Environmental challenges were noted, including reliance on single lifts, inconsistent building condition, and variation in the usability of communal and dining spaces. Food quality, availability, and affordability also varied significantly across schemes. Staff and managers highlighted increasing numbers of younger residents and people with complex mental health needs, which is placing new pressures on service models and staff capability.
- 3.5 Despite these challenges, the majority of residents remain broadly positive about their care. The findings point to important opportunities to strengthen communication, accessibility, activity provision, staff continuity, and support for mental health. Healthwatch will review progress at 3 and 6 months and seek provider responses to recommendations.

## **NHS App Report – Appendix 2**

- 3.6 The *NHS App Report 2025* presents the findings of a community-focused survey undertaken to understand how residents across Coventry use – or struggle to use – the NHS App. The App, available to anyone aged 13+ and registered with a GP, is promoted nationally as an easy way to manage healthcare tasks such as appointments, prescriptions, and health records. However, local experiences can vary significantly, especially depending on GP practice systems and digital confidence.
- 3.7 The NHS App Report 2025 summarises feedback from Coventry residents on their experiences using the NHS App. The survey explored how widely the app is used, how easy people find it, and what barriers or improvements are needed.
- 3.8 Data was collected between October and December 2025, using an online survey and extensive face-to-face outreach at community centres and foodbanks across Coventry. In total, 246 responses were gathered, with many participants receiving support to download or navigate the app.
- 3.9 The report highlights the growing importance of the NHS App in accessing healthcare and identifies key issues around usability, accessibility, digital confidence, and inconsistent features across GP practices. It aims to inform improvements and ensure residents can access digital healthcare fairly and effectively.
- 3.10 The survey aimed to explore several key questions:
  - Whether people in Coventry are using the NHS App
  - How easy they find it to use
  - Whether it helps them manage their healthcare needs
  - What improvements they feel are needed

- Why some residents may not use the app or struggle to access it

3.11 The goal is to better understand digital access to health services and highlight barriers that may prevent residents—particularly those in more disadvantaged communities—from fully benefiting from the App.

## 4 Health Inequalities Impact

### **Overview of Enter and Views Report (Appendix 1):**

- 4.1 Findings from the Enter & View visits indicate that several groups of residents may be disproportionately affected by health inequalities within Housing with Care settings. Residents with limited mobility, visual impairment, or limited English face barriers in accessing information, participating in activities, and communicating their needs, due to inaccessible noticeboards, lack of large-print materials, and reliance on staff or family for translation. Differences in activity provision, inconsistent staff continuity, and variable access to social spaces increase the risk of isolation, particularly for those unable to leave their flats.
- 4.2 Younger residents and those with complex mental health needs are an emerging group whose support requirements are not always fully met, with staff reporting limited time and training to respond effectively. Variability in food affordability and availability may further disadvantage residents on lower incomes, affecting nutrition and wellbeing. Together, these factors highlight areas where current service arrangements may unintentionally widen inequalities and where targeted improvements could help ensure more equitable access to care, information, and opportunities for wellbeing.

### **NHS App report (Appendix 2):**

- 4.3 The report shows that the NHS App can unintentionally widen health inequalities in Coventry. While most people are aware of the app and have a device, many still struggle due to low digital confidence, lack of photo ID, and limited support, particularly among residents reached through foodbanks and community centres.
- 4.4 Differences between GP practices mean that some patients can book appointments or access records while others cannot, creating unequal access based on practice systems. The app also lacks accessibility features needed by disabled users, people with low literacy, and carers managing dependants.
- 4.5 Families, carers and those with complex health needs face extra barriers because proxy access is inconsistent and hospital or maternity records are not always visible, leading to fragmented care.
- 4.6 Overall, the findings highlight that without improvements in accessibility, consistency, and support, digital healthcare risks excluding those already experiencing poorer health outcomes. The report provides clear evidence to guide changes that could help reduce, rather than deepen, local health inequalities.

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