
To: Health & Social Care Scrutiny Board (5)

Date: 3rd July 2026

Subject: Healthwatch Coventry Annual Report 2025/26

1 Purpose of the Note

To inform members of the Board of Healthwatch Coventry's Annual Report 2025/26, highlighting key activities, achievements, areas of influence, emerging themes from patient and public feedback, and priorities for the forthcoming year. The report demonstrates how Healthwatch Coventry has fulfilled its statutory role as the independent champion for health and social care consumers across Coventry.

2 Recommendations

2.1 The Health and Social Care Scrutiny Board is recommended to:

- 1) Note the contents of the Healthwatch Coventry Annual Report 2025/26 in Appendix 1.
- 2) Recognise the contribution of Healthwatch Coventry in gathering and representing the views of local residents regarding health and social care services.
- 3) Note the key issues identified through public engagement activities, including:
 - a. Access to services.
 - b. Communication between services and patients.
 - c. Digital inclusion and use of the NHS App.
 - d. Housing with Care provision.
 - e. Access challenges experienced by migrant communities and other seldom-heard groups.
- 4) Support continued collaboration between Healthwatch Coventry, Coventry City Council, NHS organisations, the Integrated Care Board and community partners to address identified issues and reduce health inequalities.
- 5) Identify any further relevant recommendations for partners or relevant Cabinet Members.

3 Information and Background

Healthwatch Coventry is the independent health and social care champion for Coventry residents and is commissioned by Coventry City Council. During 2025/26, the service was delivered by Citizens Advice Mid Mercia and supported by a team of 4 staff and 14 volunteers

4 Health Inequalities Impact

During 2025/26 Healthwatch Coventry:

- Engaged with over 94,051 people through direct engagement, information provision, website activity, and social media communications.
- Heard directly from 936 residents regarding their experiences of health and social care services.
- Produced 17 reports covering topics including Pharmacy First, NHS App functionality, Housing with Care, Family Hubs, carers' experiences and access to services.
- Received 37,142 website visits and reached 55,973 people through social media channels.
- Supported 279 people with information, advice and signposting services.

Appendix 1: Healthwatch Coventry Annual Report 2025/26

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