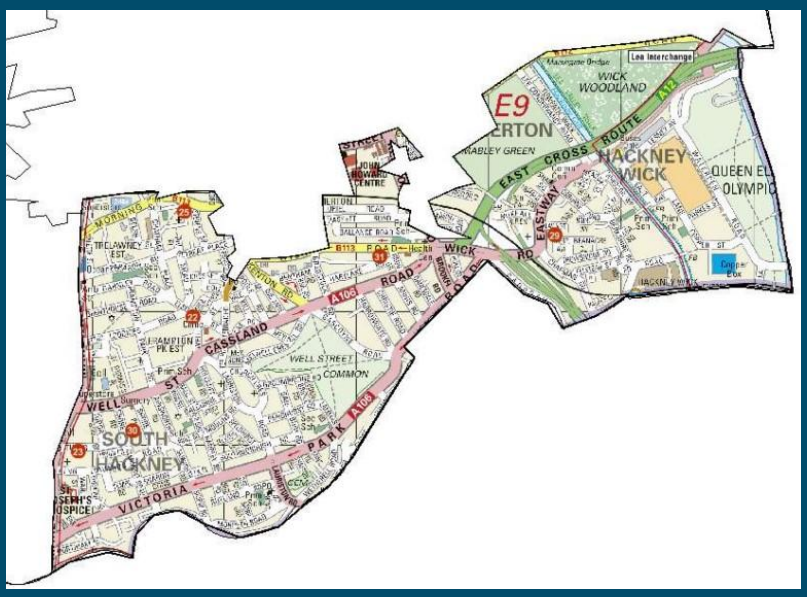
healthwatch Hackney

Neighbourhoods

Well Street Common Neighbourhood Insight Report 2025



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Healthwatch Hackney teams and volunteers
London Borough of Hackney: Various Teams
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Hackney CVS
Volunteer Centre Hackney
Well Street Common PCN
Well Street Common Neighbourhood Forum and Action Group Members
Social Prescribing (Family Action)
Citizens Advice Hackney
Al-Mubarak Ibrahim (University of Westminster)

Neighbourhoods way of working

The Neighbourhoods way of working brings together residents, health and care services, local authorities and community organisations to improve the health and well-being of people living in Hackney and the City of London. It ensures that services work for local people by putting residents at the heart of decision-making.

Each of the eight Neighbourhoods in City and Hackney has its own strengths and challenges. We listen to residents, gather insights and work with partners to shape health and care services around the needs of local people. By focusing on what matters most to communities, we can help tackle health inequalities and strengthen (hyper)-local support networks.

By bringing people and services together, we aim to foster practical changes that improve access to services and enhance residents' quality of life.

2025 Update: Neighbourhoods Staff Handbook

The City & Hackney Neighbourhood Staff Handbook has recently been launched as a new resource to support staff in understanding and implementing place-based working within the Northeast London Integrated Care System (NEL ICS). The handbook includes useful insights, practical toolkits, frameworks, case studies, and evidence-based research from pilots, surveys, and resident engagement.

The handbook's content is structured around the Three Pillars of Neighbourhood Working:

- **Resident at the Centre**
- **Working Together**
- **Knowing Your Neighbourhood**

For further information, please contact Angela Clarke (angela.clarke70@nhs.net).

Purpose of this Insight Report

Produced annually by Healthwatch Hackney, the Neighbourhoods Insight Reports highlight key health and care issues affecting residents across Hackney and the City of London.

Commissioned by the Central Neighbourhoods Team, these reports bring together quantitative data, qualitative insights and case studies of local residents' experiences to help build a better understanding of health and well-being at the Neighbourhood level.

By highlighting key challenges, strengths and opportunities for collaboration, these insights aim to support Neighbourhood teams, service providers and local decision-makers in shaping services that better meet residents' needs.

About Healthwatch Hackney

Healthwatch Hackney is part of a national network of local Healthwatch organisations across England, dedicated to amplifying the voices of residents and service users. We listen to people's experiences—both positive and negative—of health and social care services and ensure their feedback reaches those with the power to create meaningful change.

As an independent champion for Hackney residents, our mission is to improve health and social care services and outcomes. We achieve this by making sure the voices of local people are heard, influencing decision-makers and working collaboratively to shape better services for everyone in the borough.

Contents (select a title to jump to it)

Acknowledgements: **1**

Neighbourhoods way of working **1**

2025 Update: Neighbourhoods Staff Handbook 1

Purpose of this Insight Report **2**

About Healthwatch Hackney **2**

Contents **3**

Summary **5**

Glossary **6**

Introduction **7**

Who lives in Well Street Common? **7**

Summary of key Neighbourhood demographic statistics 8

Health outcomes in Well Street Common **10**

Long-Term Health Conditions in Well Street Common 10

Shared caseloads and high-intensity users 12

Confidence in managing long-term conditions 13

Contact with a health care professional 14

Support from local services 15

Conversations with health care professionals Vs perceived support for LTCs 15

Case Study – Living with LTCs and accessing disability support in Well Street Common 16

Health inequalities **17**

Children and young people 17

Case Study : Digital exclusion in Well Street Common 23

General population in Well Street Common 24

Language Barriers 28

Barriers to GP registration in Hackney 29

Citizen's Advice 30

Access to health services and support **32**
Access to mental health services 33
Well Street Common: Residents' mental health experiences 34
Availability of mental health services 35
Mental health service demand across Neighbourhoods 35
Barriers to mental health services access 36
Alternative routes to mental health support 37
Access to GP services 37
Barriers to GP access 38
Comparing datasets – IPSOS MORI Vs Healthwatch Hackney 41
Additional roles reimbursement scheme (ARRS) 41
Access to sexual and reproductive health services (SRH) 44
Young People's Access to SRH Services 46
Access to pharmacy services 50
Sexual Health Community Pharmacy Project 51
Access to Adult Social Care 51
Access to Community Rehabilitation Services 54
Multidisciplinary Team Meetings in City and Hackney 55
Neighbourhood Assets in Well Street Common **58**
Community hall hire 59
Community Health Champions 60
Social prescribing 61
Well Street Common VCS Services 64
Social Housing Providers in Well Street Common 68
Conclusion **69**
Neighbourhood Challenges and Opportunities **70**
Supporting Resident Engagement in City & Hackney Neighbourhoods 72

Summary

Hackney and the City of London are home to diverse and vibrant communities, each with distinct health and social care needs. At the Neighbourhood level, variations in demographic makeup, health outcomes and access to services are evident.

This report highlights key statistics and trends for Well Street Common Neighbourhood, drawing attention to differences compared to other Neighbourhoods. It integrates quantitative data from various sources, as well as insights from local Neighbourhood teams and feedback from Healthwatch Hackney's engagement with residents.

In addition to service data and resident experiences, the report also explores local assets, focusing on the role of voluntary and community sector (VCS) organisations in addressing health inequalities and supporting residents. By combining data with lived experience, this Insight Report aims to inform service planning, policy decisions and community-driven solutions to improve health and well-being in Well Street Common.

Glossary

Acronym	Title	Description
ASC	Adult Social Care	Support provided by different organisations to help people stay independent, safe and well.
ASQ	Ages and Stages Questionnaire	A developmental and social-emotional screening for children between birth and age 6.
BMI	Body Mass Index	A measure of body weight compared to height.
GP	General practitioner	GPs treat common medical conditions and refer patients to hospitals and other medical services for urgent and specialist treatment.
MDM	Multi-disciplinary meetings	Regular meetings between different health care professionals to discuss individual patients.
NEET	Not in education, employment or training	Young people aged 16 to 24 years who are not education, employment or training.
NEL	North-East London	NEL covers eight local authorities in London: Barking & Dagenham, City of London, Hackney, Havering, Newham, Redbridge, Tower Hamlets and Waltham Forest.
NHS	National Health Service	The publicly funded healthcare systems of the United Kingdom.
PCN	Primary care network	Group of GP practices, community, mental health, social care, pharmacy, hospital and voluntary services in a geographical area. There is one PCN in each Neighbourhood.
VCS	Voluntary and community sector	The VCS also referred to as the third sector includes organisations such as charities, social enterprises, not-for-profit organisations and voluntary and community organisation whose primary purpose is not profit driven.
PMI	Patient Master Index	A dataset that records information on patients registered at GP practices, including demographic details and diagnosed conditions, particularly in Primary Care. It provides insights into population health trends and service usage within a specific area.

Introduction

The London Borough of Hackney and the City of London form a single NHS health and care system, made up of eight Primary Care Networks (PCNs). Each area has its own characteristics and health needs. The eight Neighbourhoods in City & Hackney share their names and geographical boundaries with these PCNs. While structurally aligned, each Neighbourhood has distinct demographic profiles, health outcomes and levels of access to services.

In this report, the term *Neighbourhood* (with a capital 'N') refers not only to a geographical area but also to the wider network of voluntary and community sector (VCS) organisations, resident groups and professionals working together to improve local health and well-being.

It is hoped that the insights in this report will help Neighbourhood teams identify key characteristics of each City and Hackney Neighbourhood. This will support efforts to ensure that services and priorities better reflect the needs of local residents.

In this report, we look at the Well Street Common Neighbourhood, its population profile, health outcomes and inequalities, access to services and key Neighbourhood assets. We end with recommendations for how Neighbourhood working could improve population health in Well Street Common.

Who lives in Well Street Common?

Well Street Common Neighbourhood, located in south-east Hackney, encompasses the vibrant communities of Well Street, Wick, Gascoyne, Frampton Park and Trowbridge. The area is renowned for its rich diversity, with a significant proportion of residents identifying as Black (25%) and Asian (14%), while just over half (51%) describe their ethnicity as White.

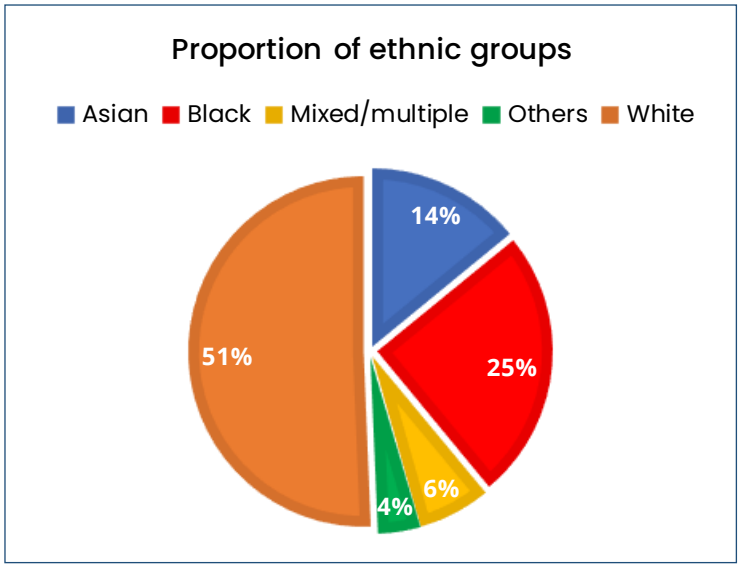
The Neighbourhood is characterised by a youthful demographic, with 35% of the population aged between 25 and 39 years and 18% under 18 years old. A notable 54% of residents live in social rented accommodation[1], the highest percentage among Hackney's eight Neighbourhoods. Additionally, digital participation varies, with 36% of residents identified as rare or infrequent internet users (see below table and graphs).

[1] https://cityandhackneyneighbourhoods.org.uk/neighbourhoods/well-street-common

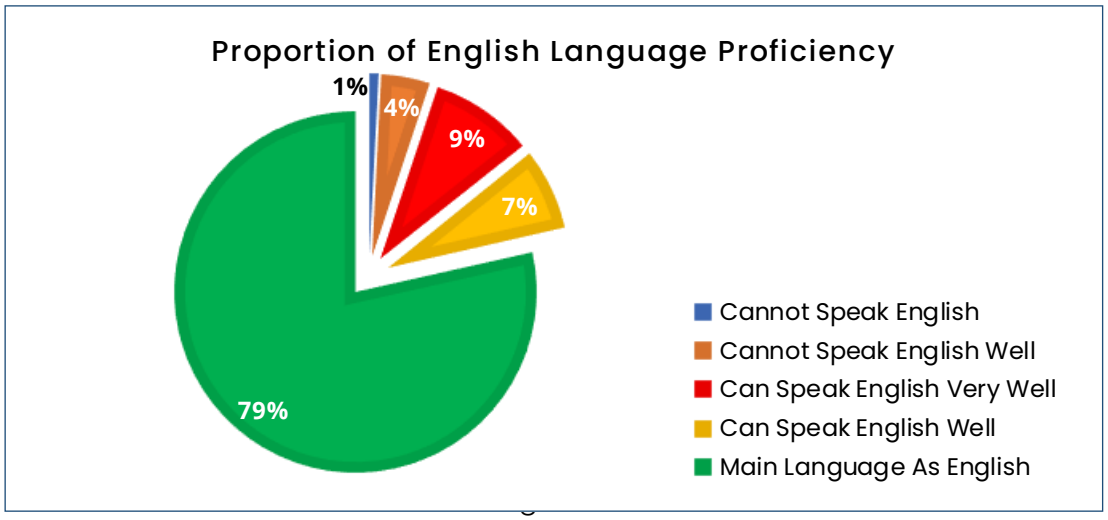
Summary of key Neighbourhood demographic statistics

The Neighbourhood has a high percentage of young adults aged under 40 years old. Similar to many other Neighbourhoods.	35% of the Neighbourhood population is aged 25 – 39 years old.
The percentage of children aged under 18 is slightly higher than in most other Neighbourhoods.	18% of the population is aged under 18 years old.
Neighbourhood has a percentage of older people similar to other 8 Neighbourhoods.	6% of the population is aged over 65 years old.
Digital inequalities are likely to be higher here than in the other Neighbourhoods.	36% of residents are likely to be rare or infrequent users of the internet.
Lower level of English proficiency in Neighbourhood compared to Hackney average.	79% of residents speak English as their main language.
	5% of residents cannot speak English or cannot speak English well.

Source: NEL Health and Care Partnership, Baseline Needs Assessment (Aug 2022)

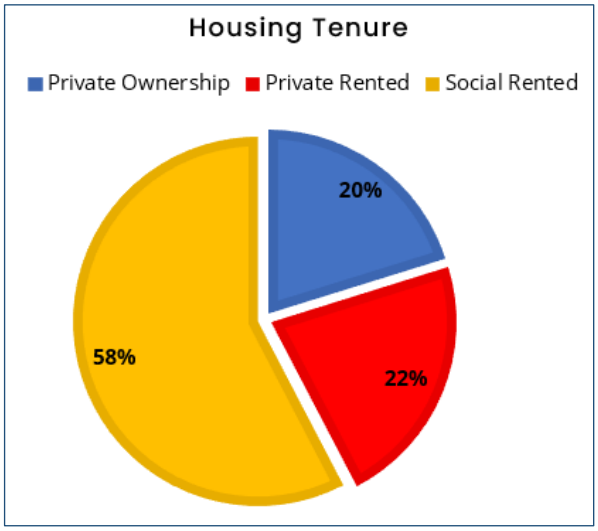


Source: Breakdown of Ethnicity in the Neighbourhood, NEL Health and Care Partnership, Baseline Needs Assessment (August 2022)



Source: English Proficiency in the Neighbourhood, NEL Health and Care Partnership, Baseline Needs Assessment (August 2022)

In Well Street Common Neighbourhood, 79% of residents stated that their main language was English, while 5% reported having limited proficiency in English, either not speaking it at all or not speaking it well. This is in line with the Hackney average, where 80.1% of people speak English as their main language and 4.8% report limited proficiency (ONS, 2021).



Source: Housing Tenure in the Neighbourhood, NEL Health and Care Partnership, Baseline Needs Assessment (August 2022)

More than half (58%) of residents in Well Street Common live in social rented accommodation, the highest proportion among Hackney's eight Neighbourhoods. Research consistently links poor-quality housing to adverse health outcomes.

Several factors contribute to health inequalities for people living in poor-quality housing in London, including high housing costs contributing to poverty, fuel poverty, overcrowding, disrepair, safety hazards, a lack of accessible accommodation, damp and mould, energy inefficiency and a high proportion of residents in temporary housing. Beyond these physical conditions, residents have also highlighted the significant psychological toll of struggling to secure suitable housing.

At a Together Better coffee morning, run by Volunteer Centre Hackney (VCH) at Elsdale Street Surgery, patients shared experiences of housing issues affecting their mental health, with many describing encounters with *"rude and unhelpful staff"* in the housing sector leaving them feeling *"unheard, agitated, stressed, or worse, angry."* Among the 28 patients in attendance, over half reported experiencing mould, damp, vermin, or sewage problems in their accommodation.

The Health and Housing Impact Network addresses the link between poor housing and health inequalities, supporting professionals through place-based and Neighbourhood-level approaches. More details are available on the Future of London website.

Health outcomes in Well Street Common

Long-Term Health Conditions in Well Street Common

About 15 million people in England have a long-term condition (LTC). Long-term conditions or chronic diseases are conditions for which there is currently no cure and which are managed with drugs and other treatments.

LTCs are more prevalent in older people (58% of people over 60 compared to 14% under 40) and in more deprived groups (people in the poorest social class have a 60% higher prevalence than those in the richest social class with 30% more severe disease).

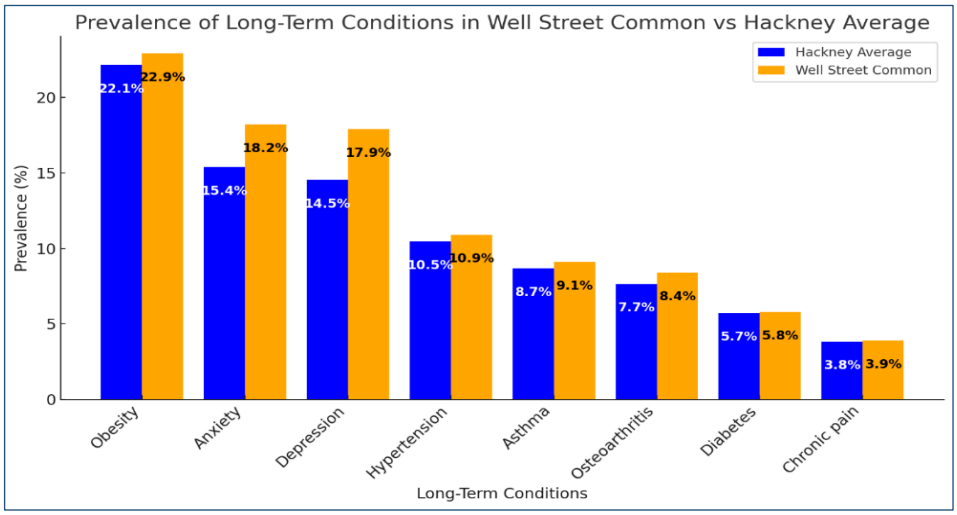
Existing evidence suggests that the number of people with at least one long-term condition as well as those with multiple long-term conditions is increasing nationally. This might further increase pressures on the health and care sector, as treatment and care for people with LTCs is already estimated to take up around £7 in every £10 of total health and social care expenditure.[2]

Compared to the Hackney average, Well Street Common scores higher for anxiety and depression. Other LTCs are broadly in line with Hackney averages.

According to the NHS Quality and Outcomes Framework (QOF) - 2024-25, the prevalence of these conditions in Well Street Common Neighbourhood is:

1) **Obesity** – 22.9% 2) **Anxiety** – 18.2% 3) **Depression** – 17.9% 4) **Hypertension** – 10.9%	5) **Asthma** – 9.1% 6) **Osteoarthritis** – 8.4% 7) **Diabetes** – 5.8% 8) **Chronic** Pain – 3.9%

[2] https://cityhackneyhealth.org.uk/health-outcomes/long-term-conditions



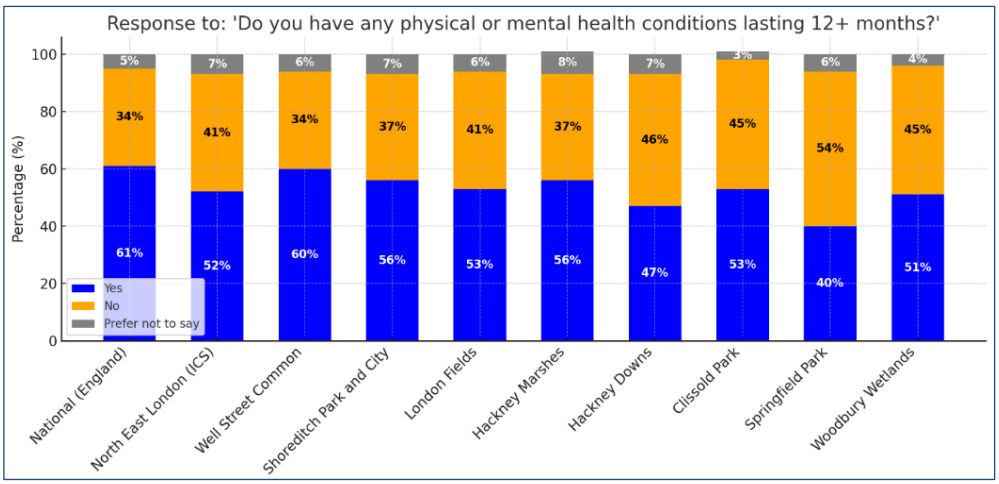
Source: NHS NEL Intelligence & Insights Team (Dec 2024)

Notably, two of the top three most prevalent conditions across all Neighbourhoods, anxiety and depression, are mental health related. This highlights the need for mental health support, which will be explored in more detail in a later section of this report.

IPSOS MORI GP Survey

The IPSOS MORI GP Patient Survey (2024) is an independent annual survey conducted by IPSOS on behalf of NHS England, covering access to GP services, appointment experiences, quality of care and support for managing LTCs.

In Well Street Common, 60% of respondents reported having at least one long-term condition. This is higher than most of the other Neighbourhoods and above the NEL average of 52%.



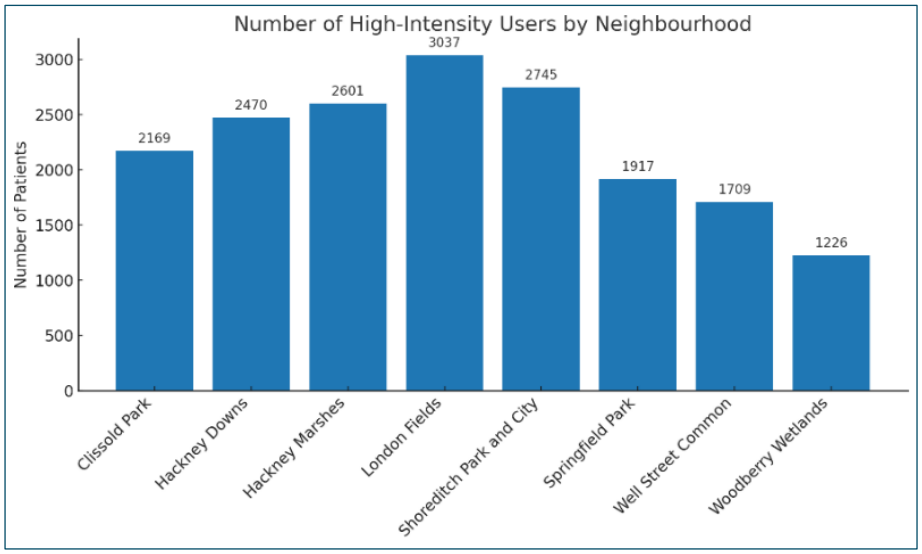
Source: Patients with Long-term Conditions by Neighbourhood (IPSOS GP Survey 2024)

Shared caseloads and high-intensity users

The following analysis focuses on people referred to community therapy, community nursing, mental health services and adult social care between July 2022 and June 2024. It helps identify people with multiple service needs and frequent use of health and care services.

High Intensity GP Users Across Neighbourhoods

High-intensity users are those with the most frequent GP appointments over the two-year period. This group is of particular interest due to their more complex health and care needs:



Source: City & Hackney Intelligence & Insights Team (Sept 2024)

While Well Street Common had the second-lowest number of high-intensity users (1,709), it showed the highest level of deprivation among this group. Overall, a third of high-intensity users were aged 60 or over and nearly half lived in the most deprived quintiles across City and Hackney.

Spotlight on Well Street Common

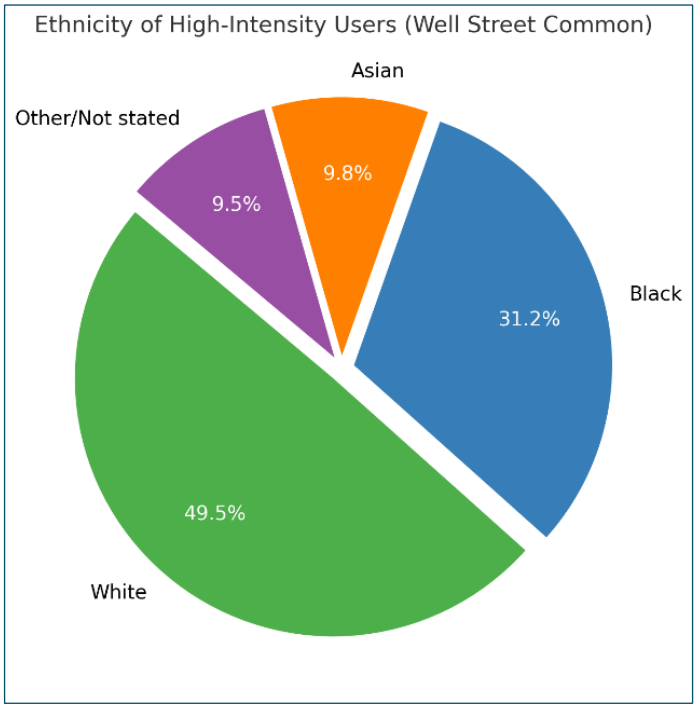
In Well Street Common, 1,709 residents were identified as high-intensity users:

- 66.2% live in the most deprived quintile
- 8.4% are housebound
- 31.5% have three or more long-term conditions

The most common conditions include:

- **Hypertension** (30.4%)
- **Obesity** (24.6%)
- **Diabetes** (19.4%)

These figures point to a concentration of health inequalities and complex care needs in the Neighbourhood, reinforcing the importance of joined up working between services to better support the residents who use them most.

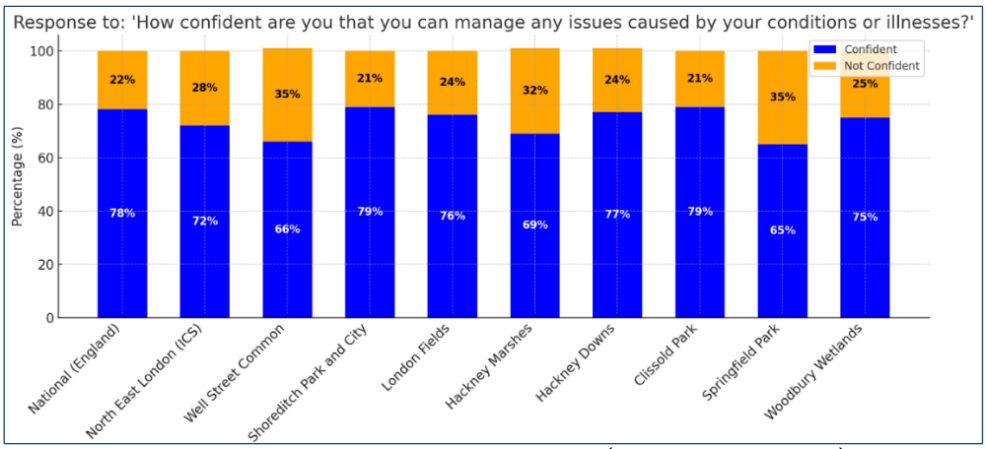


Source: City & Hackney Intelligence & Insights Team (Sept 2024)

The ethnic breakdown shows that nearly half of high-intensity users in Well Street Common were White, with over 30% identifying as Black. Smaller proportions identified as Asian or Other/Not stated.

Confidence in managing long-term conditions

Well Street Common residents were asked how confident they felt in managing any issues caused by their conditions or illnesses. 66% of respondents reported feeling confident, while 35% said they did not, lower than the City and Hackney average (71%).



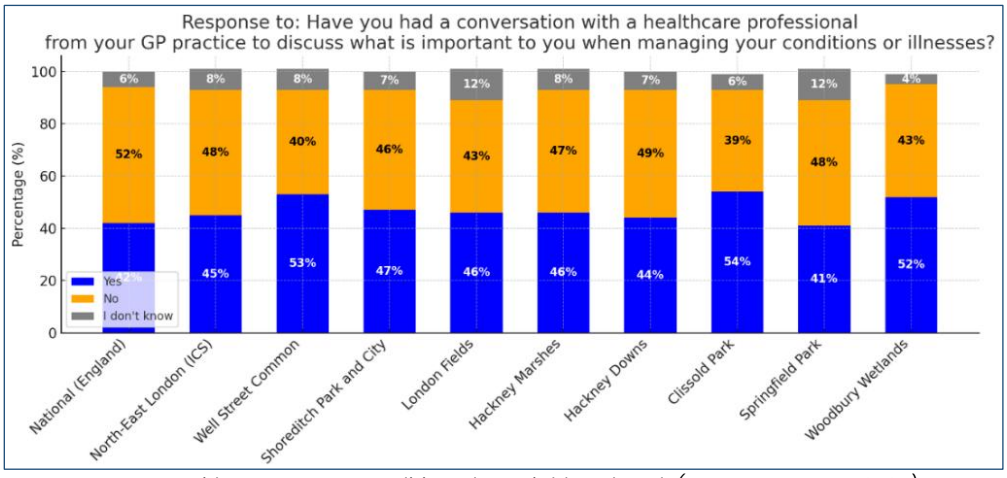
Source: Confidence to manage LTCs by Neighbourhood (IPSOS GP Survey 2024)

Contact with a health care professional

Well Street Common patients were asked if they had discussed what matters most to them in managing their health with a healthcare professional from their GP practice.

53% of respondents said they had, which is higher than the City and Hackney average (46%). This suggests that patients in Well Street Common may be more likely to have these important discussions with their GP practice than those in other local Neighbourhoods.

However, 40% of respondents said they had not had this conversation, while 8% were unsure. This highlights that, while Well Street Common is doing relatively well locally, there is still room for improvement to ensure more residents can discuss their health needs.



Source: Support with Long-term Conditions by Neighbourhood (IPSOS GP Survey 2024)

Patients shared (with Healthwatch Hackney) their positive experiences of contact with healthcare professionals in GP surgery across Well Street Common Neighbourhood, highlighting the impact of compassionate care:

"During my recent blood test, [the nurse's] kindness and gentle demeanour made the entire procedure ***a remarkably positive experience****. From the moment I entered the room, she greeted me with a warm smile and took the time to explain the procedure in detail, ensuring I was completely comfortable and informed. Her* ***positive attitude and genuine care*** *were evident throughout the entire encounter. This exceptional care has left a lasting positive impression."*
-Patient from Trowbridge Surgery

"The wait on the phone wasn't long and the receptionist was fine. ***I feel listened to*** *and the doctors seem to be competent. They are also* ***supportive****."*
-Patient from The Wick Centre

"I am going through a trying time at the moment and needed some medical support. [My GP] was ***kind, supportive, positive and informative****. She quickly booked me in for a second meeting. She went above and beyond in helping me. She was positive and I am so grateful. Such a wonderful practice with amazing* ***caring doctors****."*

-Patient from Elsdale Street Surgery

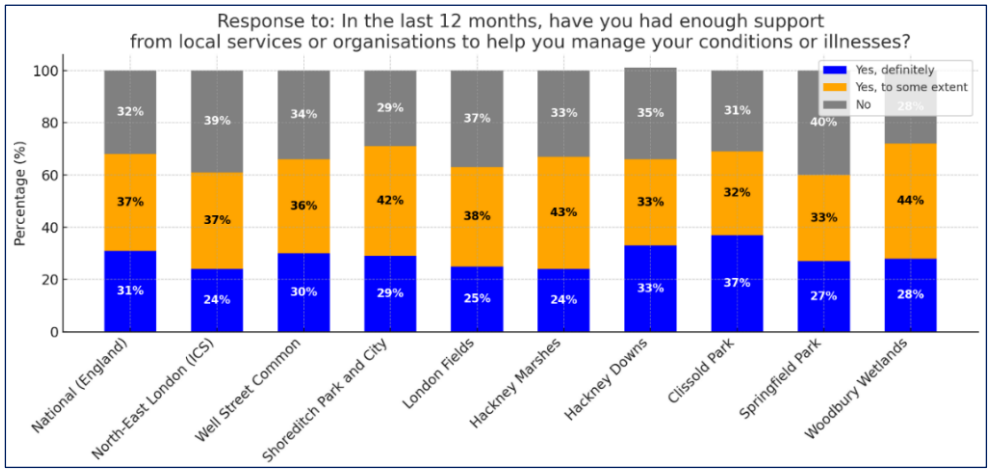
"I have had the good fortune to receive outstanding care from an incredibly thorough, caring doctor and also the triage doctor, whose ***support and advice*** *I valued. I have been* ***really impressed with the level of care****."*
-Patient from Well Street Surgery

Support from local services

Well Street Common residents were asked whether they had received enough support from local services or organisations to help them manage their conditions or illnesses over the past 12 months.

30% of respondents said they had definitely received enough support, while 36% felt they had received some support, but not fully. However, 34% of respondents said they had not received enough support.

While this suggests that some residents in Well Street Common are benefiting from local service support, over a third felt unsupported.



Source: Support with Long-term Conditions by Neighbourhood (IPSOS GP Survey 2024)

"[The receptionist] was really ***helpful, kind*** *and gave me extra information about the stop smoking campaign and point me to the right direction for a referral."*
-Smoker from Trowbridge Surgery

Conversations with health care professionals Vs perceived support for LTCs

In Well Street Common, over half of residents (53%) said they had spoken with a healthcare professional about what matters to them when managing their conditions. However, only 30% said they had definitely received enough support from local services, and 34% felt they had not.

This suggests that while these conversations with health professionals are important, they may not be the only factor influencing how supported residents feel. Other services, such as social prescribing, support from the VCS, peer groups and accessible health information, are also likely to shape residents' experiences of managing their LTCs.

> *"When I felt like the world was falling apart, **I felt like someone genuinely cared**. I felt like I could trust them and genuinely find out what my options are."*
> ***-Family Action Social Prescribing service user***

Case Study – Living with LTCs and accessing disability support in Well Street Common

Multiple LTCs

Nadia (name changed to maintain confidentiality) lives with multiple LTCs, including fibromyalgia, chronic fatigue, osteo and rheumatoid arthritis, IBS, sciatica, and Meniere's Syndrome. She also experiences depression and anxiety, impacting day-to-day functioning. Despite receiving some support from her GP and the voluntary sector, she describes feeling unheard and unsupported by the health and welfare systems.

Motivation for seeking support

Nadia described the impact of her health on mobility, mental wellbeing and day-to-day life:

> *"**It's hard** to get somewhere **when you have multiple health issues** you have to think about all the time, it's exhausting."*

Frustrated by a lack of referrals, inconsistent GP support and loss of financial assistance following DWP assessments:

> *"**They didn't believe me**. They said I didn't need mobility payments, even though I can't walk far and have to stay indoors most of the time. **No one helped me** with the forms."*

Challenges encountered

Nadia felt dismissed by some GPs and assessment professionals. She felt decisions about benefits were made based on how she looked, rather than her lived experience of disability:

> *"They said I looked well because I wore earrings and smelled nice. That's how **they dismissed everything**."*

Despite her GP making an initial referral for Meniere's, she was later told this wasn't justified, by a different doctor:

> *"The hospital even sent a letter, but it was ignored. **No one followed up**."*

She reported that the constant switching between GPs and lack of continuity left her feeling unseen:

> *"Some GPs are great, but others don't listen. It depends who you get on the day."*

Benefits and areas for improvement

Nadia says local charity support and word of mouth are vital for accessing services like free acupuncture and osteopathy:

> *"A health advisor told me about free treatments – not my GP.* ***There's so much out there, but no one tells you about it****."*

Support with talking therapies and group sessions helped reduce anxiety but much of this had to be self-initiated:

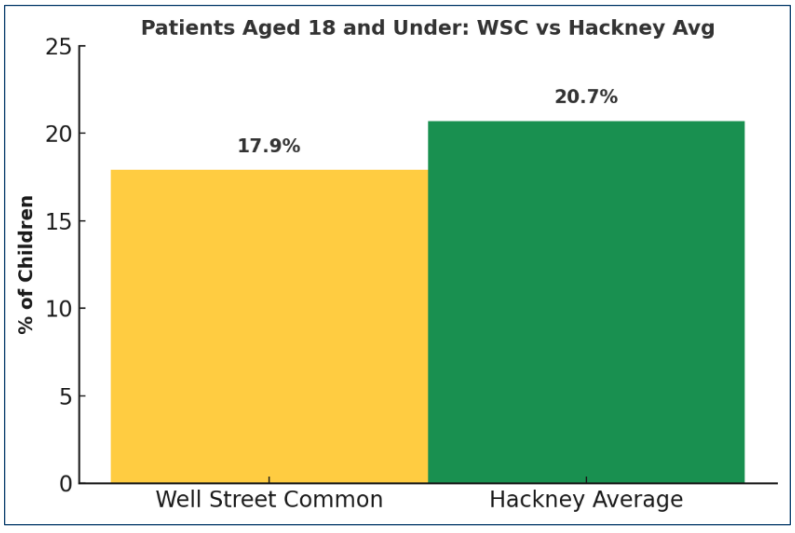
> *"If I hadn't* ***found some of this support myself****, my anxiety would've spiralled."*

Health inequalities

Health inequalities are avoidable and unfair differences in health between groups of people. They can show up in life expectancy, long-term conditions or access to healthcare. These inequalities are shaped by wider factors like income, housing, education, work and local environments (also known as the *wider determinants of health*).[3][4]

Children and young people

This section explores health inequalities affecting children and young people in Well Street Common Neighbourhood, focusing on key indicators that influence early-life health outcomes. According to Patient Master Index (PMI) data, 17.9% of patients in Well Street Common are aged 18 and under.



Source: NEL Intelligence & Insights Team, PMI Data (Dec 2024)

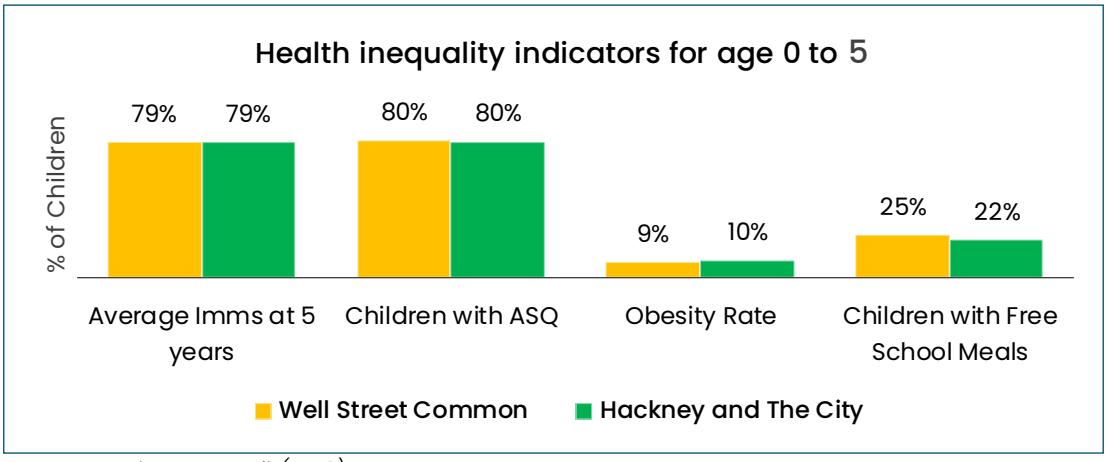
[3] What are healthcare inequalities? – NHS England

[4] National Healthcare Inequalities Improvement Programme – NHS England

The next graph illustrates the percentage of children who:

- Have received all recommended immunisations by age 5
- Have met developmental milestones, as assessed by the Ages and Stages Questionnaire (ASQ)
- Are classified as obese based on their Body Mass Index (BMI)
- Are eligible for free school meals, a common indicator of socioeconomic disadvantage

These factors provide insight into early childhood health disparities and the broader social determinants influencing wellbeing in Well Street Common.

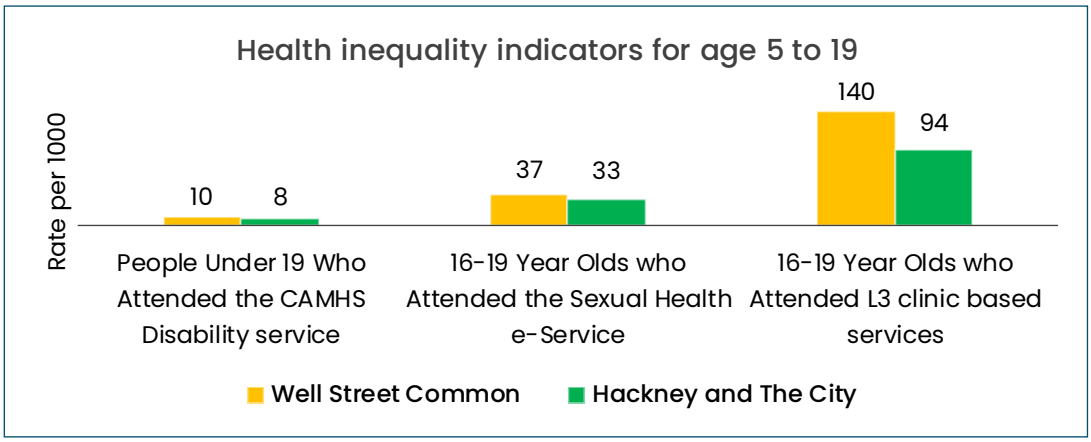


Source: Hackney Council (2023)

Health outcomes for under 5s in Well Street Common are broadly similar to the City and Hackney average. However, a slightly higher proportion of children in the Neighbourhood are eligible for means-tested free school meals, highlighting economic disparities.

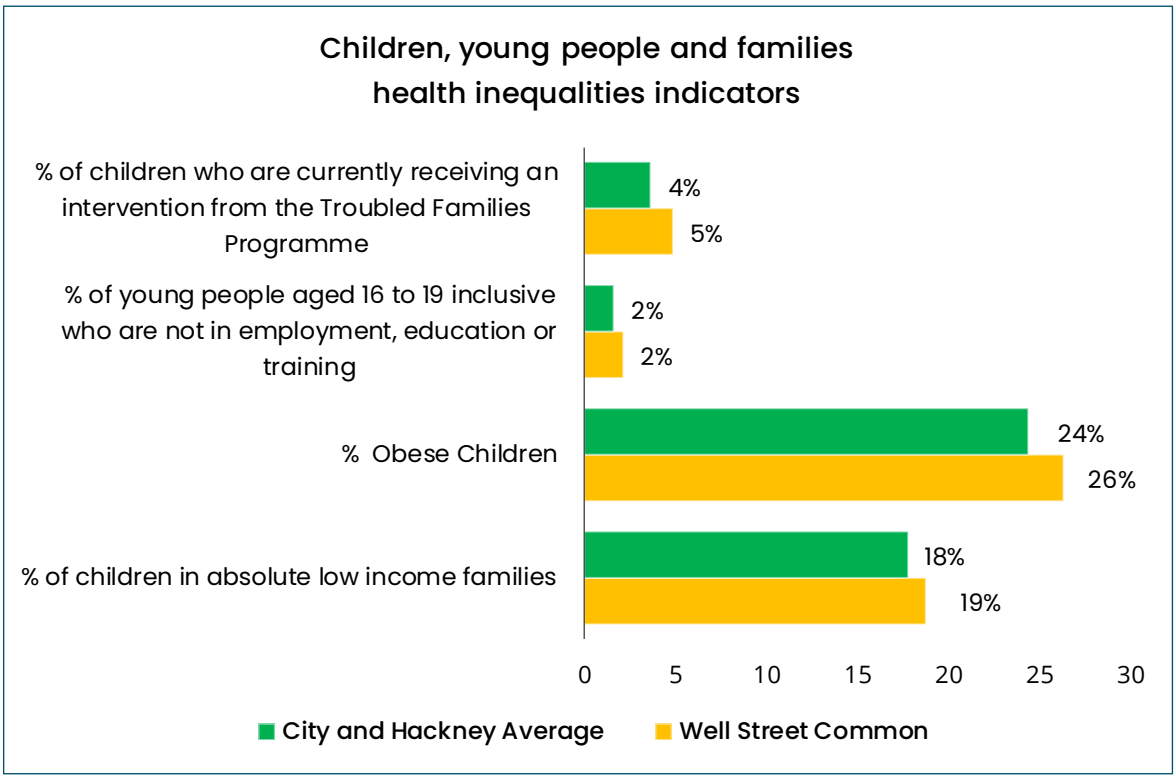
By the time children in Well Street Common reach Year 6 (ages 10–11), 43.2% are either overweight or obese, the highest rate in City and Hackney. Childhood immunisation rates are below national targets, in common with other Neighbourhoods.

We see from the next chart that young people from Well Street Common were overrepresented in attendance at the L3 Sexual Health Clinic, suggesting a high level of sexual health needs. We will explore this issue further by examining the latest sexual health data for young people in City & Hackney.



Source: Hackney Council (2023)

Children, young people and families in Well Street Common Neighbourhood face challenges across several key health inequality indicators, as the next graph shows.



Source: Hackney Council (2023)

Children, young people and families in Well Street Common are more likely than those across City and Hackney to be receiving interventions from the Troubled Families Programme (5% vs. 4%), to experience childhood obesity (26% vs. 24%) and to be living in absolute low-income households (19% vs. 18%). The proportion of young people aged 16–19 who are not in education, employment, or training (NEET) is in line the City and Hackney average at 2%.

These figures indicate that economic hardship and health inequalities continue to affect families in this Neighbourhood, reinforcing the importance of early intervention and support services.

Neurodiversity among young people in Well Street Common

In January 2025, a Neighbourhood 'Action Group', led by HCVS and made up of local residents and professionals, discussed a perceived rise in the number of young people who appear to be neurodiverse.

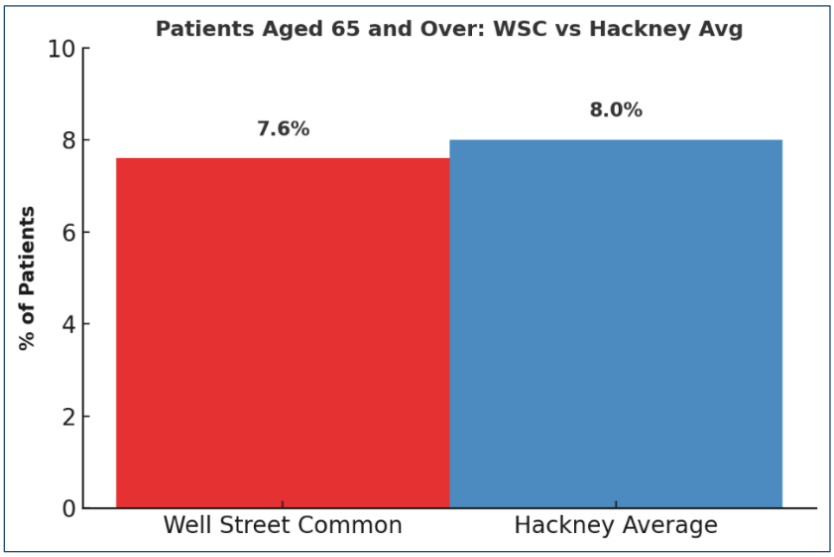
A key initiative supporting neurodivergent young people in Hackney is the Targeted Health Outreach (THO) service. This service provides group activities and one-to-one casework for young people aged 14–19 (up to 25 in the over-18s group) with Special Educational Needs and/or disabilities (SEND) and neurodiversity, who are not eligible for adult disability services.

The service includes a Nature Connection Group, specifically designed for young people with autism or those on the neurodevelopmental pathway. These nature-based activities allow young people to participate at their own pace. Parents are welcome to attend and referrals can be made by CAMHS, schools, Hackney Education, parents, or young people themselves.

Older people in Well Street Common

Ageing is not a uniform experience, older people's health and wellbeing are shaped by a lifetime of social, economic and environmental factors. According to Hackney Council's Ageing Well Strategy 2020-2025, factors such as socio-economic status, ethnicity, gender and the environments in which people live all contribute to how well individuals age.

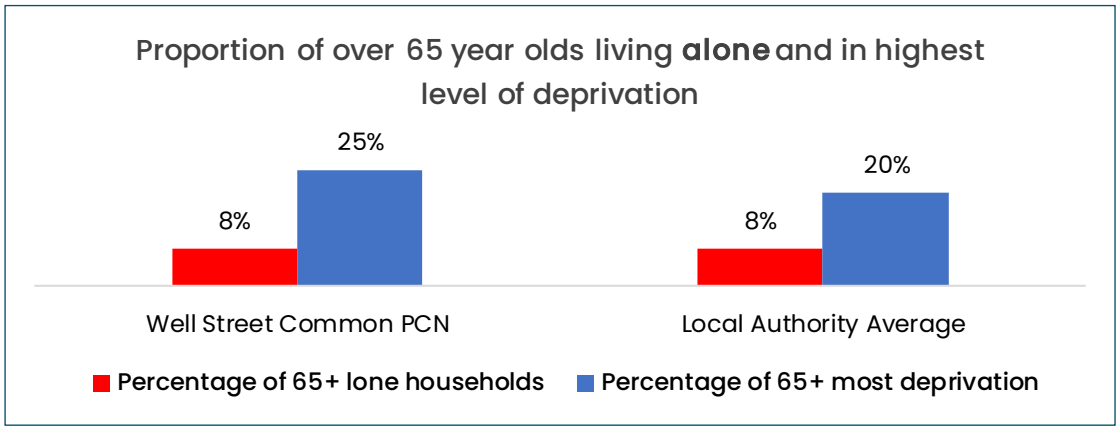
Older patients make up a smaller proportion of the Well Street Common population compared to the Hackney average. According to PMI data, 7.6% of patients in Well Street Common are aged 65 and over.



Source: NEL Intelligence & Insights Team, PMI Data (Dec

While this data provides insight into the proportion of older patients in Well Street Common, it does not capture the full extent of health inequalities faced by this group. Earlier data highlights two key indicators of inequality among older residents:

- A higher proportion of over-65s live alone, increasing the risk of social isolation and mental health challenges.
- A greater proportion live in the most deprived areas, where financial hardship and barriers to accessing healthcare and services can further impact health and wellbeing.



Source: Summary of Key Statistics from NEL Health and Care Partnership, Baseline Needs Assessment (August 2022)

Hackney Council's Ageing Well Strategy 2020-2025 highlights the importance of recognising older people as a diverse and vital part of the community:

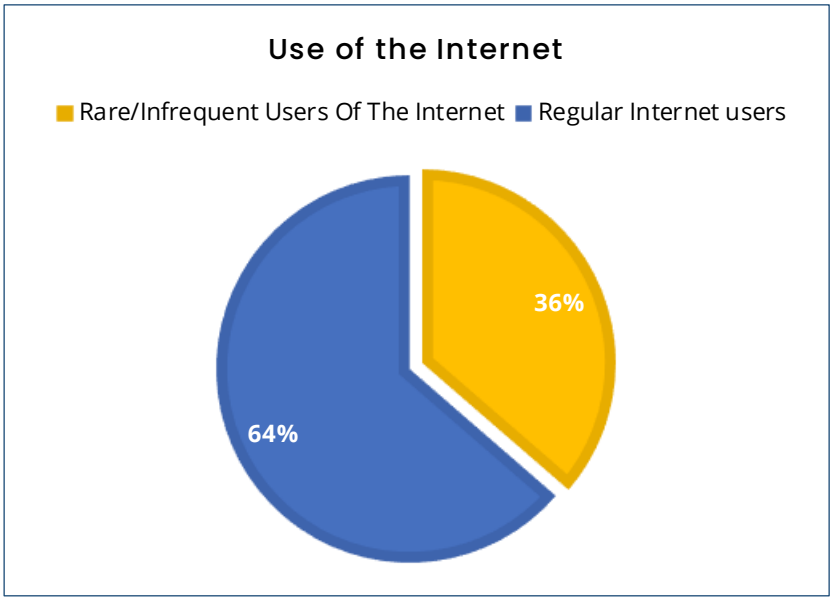
> *"The diversity that exists in Hackney is one of our borough's greatest strengths and recognising that this diversity still exists as people age is essential (…) Part of changing the narrative is greater recognition that older people continue to give back to their communities and are supported in varied and different ways.* ***One of our greatest community assets are our older residents*** *(…) Challenges exist because of the way that society is run and organised. There is work happening all over the world to make places more age-friendly and to create cultural shifts in how older people are perceived, engaged, involved and treated."*
> ***Cllrs Chris Kennedy & Yvonne Maxwell***

Digital Exclusion - Impact on health

Older people are disproportionately affected by digital exclusion, which can further deepen health inequalities. This digital divide means that many older residents struggle to book GP appointments online, use NHS services such as the NHS App, or access important health and financial resources.

> *"I haven't been able to get a follow up appointment for nearly 2 months and have no idea about the outcome of certain exams because I have not been able to see my doctor. They have now this*

*e-consult and self-referral service that **isn't user friendly for most patients, specially when they're older…**"*
Older Hackney resident



Source: Internet usage, NEL Health and Care Partnership, Baseline Needs Assessment (August 2022)

Digital exclusion is a significant issue in the Neighbourhood, with over a third of residents being rare or infrequent internet users. Those who lack digital literacy are also at greater risk of fraud, misinformation and financial exploitation, which can contribute to stress, anxiety and worsening health outcomes.

*"Overall happy with the treatment and care at [my] practice. Receptionists are kind, doctors listen. However, **booking an appointment can be frustrating** as can only happen by calling at 8am."*
-Older Well Street Common resident

Local digital inclusion support: IT classes at Marie Lloyd Centre

To help bridge this gap, local initiatives such as the digital inclusion IT classes at the Marie Lloyd Centre on Queensbridge Road offer free support to older residents who want to develop their digital skills. These sessions cover online safety, using the NHS app and online banking and finance.

Case Study : Digital exclusion in Well Street Common

This case study from Volunteer Centre Hackney (VCH) highlights one of the two priority areas identified by the Well Street Common Neighbourhood Action Group, facilitated by the Hackney CVS Neighbourhoods Team.

Following discussions in Neighbourhood Forums, the action groups selected access to health and wellbeing services and community navigation and digital inclusion as key priorities of focus over the past year.

As services increasingly shift online, some residents struggle to access healthcare, book appointments and navigate digital platforms with confidence. This case study illustrates the real challenges posed by digital exclusion.

Jade – 65 years old

Jade (name changed to maintain confidentiality) has lived in Hackney her entire life. Due to multiple health conditions, mornings can be difficult and she finds booking appointments online frustrating. She misses being able to call her GP and speak directly to someone about her concerns.

Post pandemic conditions

Jade feels the pandemic has made it harder to access services, with more interactions now pushed online. As more services transition to digital platforms and apps, she wishes things would *"go back to how they were."* While she finds phone calls for prescriptions manageable, she only feels comfortable using apps if they're simple and not overloaded with links or steps.

Victim of financial fraud

About a year ago, Jade fell victim to financial fraud after clicking a link in a text message. Since then, she has become wary of anything digital, feeling that her lack of knowledge leaves her vulnerable to being taken advantage of.

One upsetting incident involved a dental video appointment: without clear instructions, the link unexpectedly activated her camera, which caught her off guard. She now prefers face-to-face contact and stresses the need for clear, step-by-step guidance for online services.

Value of trust and familiarity

This experience reinforced her preference for in-person appointments. She also highlighted the importance of familiarity with services, companies and organisations, as knowing them beforehand helps build trust.

Jade feels more confident when her daughter helps her navigate digital services. She noted:

> *"**Younger people have it easy** when dealing with things online"*

Whereas older people struggle due to a lack of digital skills and often don't receive the time or support needed to adapt.

Community matters

Finally, she spoke about the importance of community connections, emphasising that Hackney has a lot to offer in terms of in-person engagement. She believes that while

digital access is necessary for some services, it cannot replace face-to-face interactions. Striking a balance between online accessibility and in-person community engagement is essential.

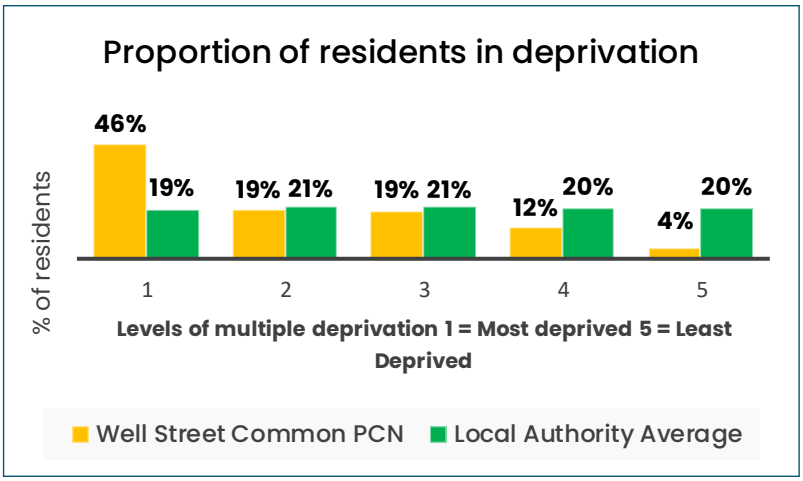
General population in Well Street Common

Deprivation

Well Street Common is the most socioeconomically deprived Neighbourhood, with all GP practices in the area reporting higher deprivation scores than the City & Hackney average. The Indices of Multiple Deprivation (IMD) measure deprivation across various factors, including income, education, housing and crime.

Deprivation is particularly concentrated in Well Street Common, with:

- 46% of residents living in the most deprived category (Level 1).
- A similar proportion in Levels 2 and 3 (19% each).
- Fewer residents in Levels 4 and 5, with only 4% in the least deprived category (Level 5).



Source: NEL Baseline Needs Assessment, Primary Care Networks (2022)

These figures indicate that deprivation is more widespread and concentrated in Well Street Common Neighbourhood compared to the wider borough. High levels of deprivation are linked to poorer health outcomes, reduced access to services and increased financial hardship, which can all contribute to widening health inequalities.

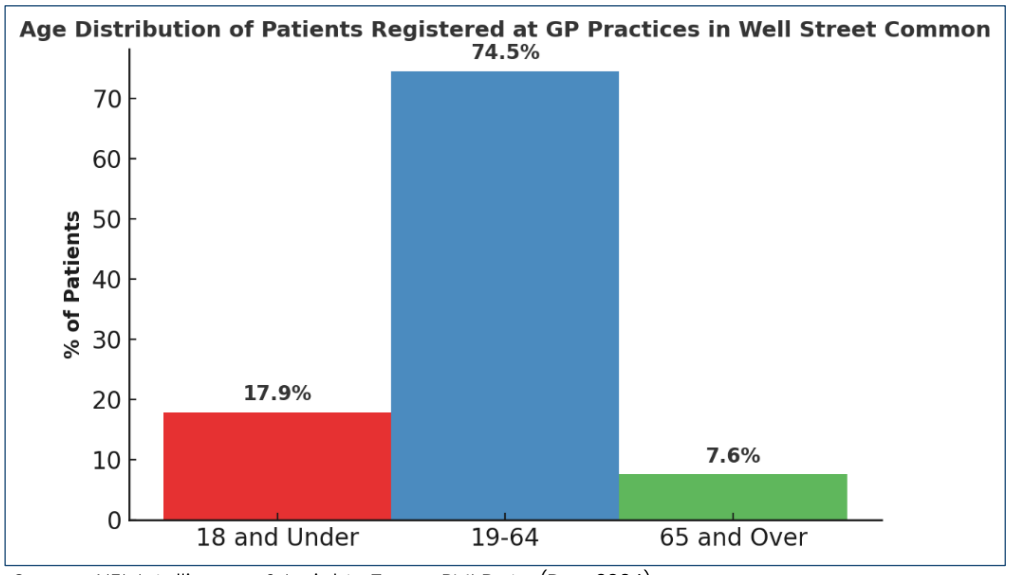
Beyond deprivation levels, the demographic profile of patients registered at GP practices in Well Street Common provides further insight into health inequalities in the area.

Age distribution of registered patients

The age breakdown of patients registered with GP practices in Well Street Common highlights the dominance of the working-age population:

- 17.9% of patients are aged 18 and under
- 74.5% are aged 19-64
- 7.6% are aged 65 and over

Well Street Common has a lower proportion of older patients compared to other Neighbourhoods, with a much larger working-age population.

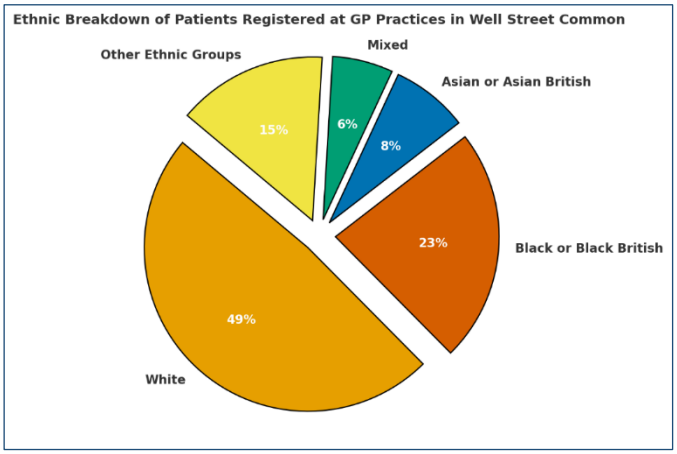


Source: NEL Intelligence & Insights Team, PMI Data (Dec 2024)

Ethnic breakdown of registered patients

PMI data for Well Street Common shows the following ethnic breakdown among registered patients:

- White – **47.8%**
- Black or Black British – **22.7%**
- Asian or Asian British – **7.5%**
- Mixed Ethnic Background – **5.9%**
- Other Ethnic Groups – **14.6%**



Source: NEL Intelligence & Insights Team, PMI Data (Dec 2024)

Compared to the wider City & Hackney population, Well Street Common has a higher proportion of Black and Other Ethnic Groups.

This is significant as:

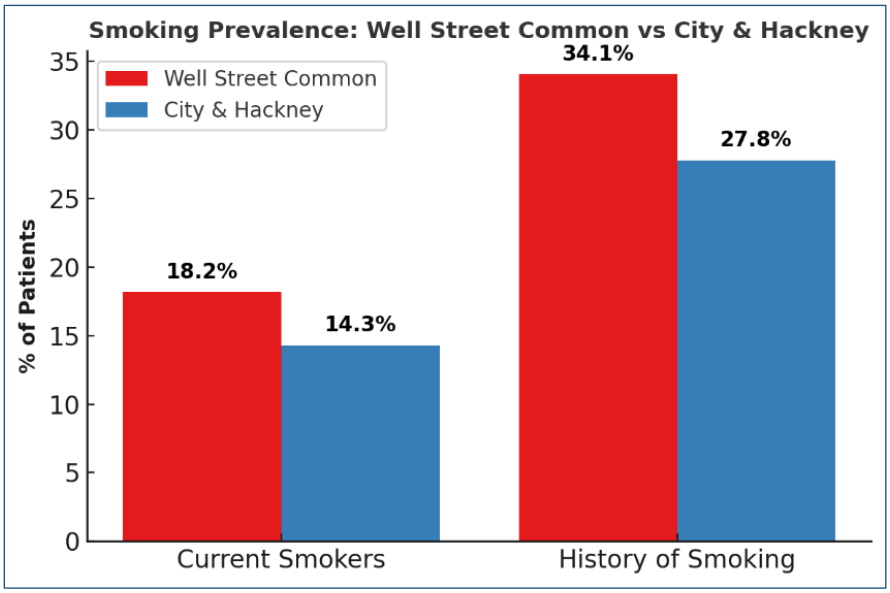
- Certain health conditions, such as hypertension, diabetes and cardiovascular disease, are more prevalent in some ethnic groups, requiring targeted prevention and early intervention.
- Barriers to healthcare access, including language, cultural differences and trust in services, can contribute to lower uptake of preventive care and later diagnoses.
- Higher deprivation levels in these communities further widen health inequalities, making access to tailored healthcare services essential.

Smoking and health risks

Smoking remains one of the biggest causes of preventable illness and death in City & Hackney, contributing to significant health inequalities. According to the Tobacco Needs Assessment for City & Hackney 2024, smoking prevalence varies widely across the borough, with between 14% and 21% of adults in Hackney estimated to be smokers and 10% to 11% in the City of London. This equates to up to 51,700 adult smokers in Hackney and 900 in the City.

Smoking rates are highest among men (27% in Hackney, 13% in the City) and are particularly elevated in specific ethnic groups, including Bangladeshi, Black Caribbean, Turkish/Kurdish/Cypriot men. Residents in more deprived areas are disproportionately affected, both in terms of smoking prevalence and the associated financial burden.

Encouragingly, 32% of those who successfully quit smoking through local cessation services are from the most deprived areas.



Source: NEL Intelligence & Insights Team, PMI Data (Dec 2024)

The health impact is stark. Smoking-related deaths and lung cancer rates in Hackney exceed London averages and smoking costs Hackney an estimated £101.9 million per year. Around 3,000 local households are pushed into poverty due to tobacco expenditure.

Efforts to reduce smoking include the Gloji SmokeFree City & Hackney Service, which has seen 60% of people quitting at four weeks and 64% of those who quit at four weeks and were followed up remaining smoke-free at 12 weeks. However, young adults, men and some ethnic groups are underrepresented in cessation programmes, highlighting the need for better-targeted outreach.

In January 2025, the Gloji SmokeFree City & Hackney Service reported that:

- 60% of those who set a quit date successfully stopped smoking after 4 weeks (exceeding the 50% target).
- 64% of those followed up after a successful 4-week quit remained smoke-free at 12 weeks, showing the impact of targeted cessation.
- 32% of those quitting are from the most deprived areas (which aligns with Well Street Common's status as one of the most deprived Neighbourhoods).

Residents who accessed the Gloji SmokeFree service from October to December 2024 highlighted the challenges of quitting but praised the support available:

> *"The lady we had (…) was amazing, very encouraging and praised our journey. She was very friendly and kept checking in with us.* ***Completed the journey without a relapse—1st time ever*** *as I had tried giving up several times."*
>
> *"I'd tried to quit smoking several times previously by myself but failed. This time your support has been giving me* ***more confidence and determination*** *(…) My adviser is very friendly and weekly, biweekly calls are very enjoyable and nice to hear praises when I am progressing…"*
>
> *"Victor was incredible!* ***I'm smoke free for 130 days now!*** *Can't believe it"*
>
> *"I was so happy with the help I was given."*
>
> *"Can I just say what a* ***brilliant service****. It has been such a* ***tremendous help with stopping*** *to smoke. Very* ***much appreciated*** *all the support given. Thank you."*
>
> *"Very good support throughout"*

December 2024 PMI data reveals that smoking rates in Well Street Common (18.2%) exceed the City & Hackney Neighbourhood average (14.3%). Ensuring that accessible cessation services continue to reach residents is therefore vital for improving local health outcomes.

Dedicated clinics in the Neighbourhood, such as those at Turning Point, St Mungo's, and Elsdale Street Surgery, provide crucial support for residents looking to quit smoking (see below weekly schedule of clinics).

Gloji SmokeFree City & Hackney Clinics - Q3 Report 2024-25						
Neighbourhood	**Venue**	**Address**	**Postcode**	**Clinic Day**	**Start Time**	**End Time**
Clissold Park	St Mungo's	16 Neville Rd	N16 8SR	Wednesday	14:00	17:00
Clissold Park	Somerford Grove GP	Somerford Grove	N16 7UA	Friday	9:30	17:30
Hackney Downs	Clapton Library	Northwold Rd	E5 8RA	Monday	10:00	12:00
Hackney Marshes	Homerton Library	Homerton High Street	E9 6AS	Tuesday	10:30	13:00
London Fields	St Mungo's	144 Lansdown Drive	E8 4NF	Wednesday	14:00	16:30
London Fields	Sandringham Practice	1a Madinah Rd	E8 1PG	Thursday	13:30	16:00
London Fields	Forest Road Youth Hub	29 Forest Road	E8 3BY	Friday	15:00	18:00
Shoreditch Park & City	Shoreditch Park Surgery	8-10 Rushton Street	EC4A 3JR	Monday	9:00	12:00
Shoreditch Park & City	Shoreditch Library	80 Hoxton St, London	N1 6LP	Monday	12:30	14:00
Shoreditch Park & City	Shoe Lane Library	Hill Hse, 1 Little New St	N1 5DR	Wednesday	12:00	15:00
Well Street Common	Turning Point	102 Mare Street	E8 3SG	Monday	13:00	16:00
Well Street Common	St Mungo's	146 Mare Street	E8 3SG	Wednesday	11:00	13:00
Well Street Common	Elsdale Street Surgery	28 Elsdale street	E9 6QY	Friday	9:00	12:00
Woodberry Wetlands	Allerton Road Surgery	34a Allerton Road	N16 5UF	Tuesday	13:00	16:00
Woodberry Wetlands	Statham Grove Surgery	Statham Grove	N16 9DP	Tuesday	14:00	17:00
Woodberry Wetlands	The Heron Practice	Green Lanes	N4 2NU	Friday	9:00	12:00
Woodberry Wetlands / Clissold Park	St Mungo's	136 Church Walk	N16 8QQ	Wednesday	14:00	16:30

Source: Gloji SmokeFree, City & Hackney Q3 Report (2024)

Language Barriers

Language barriers are a significant factor contributing to health inequalities in Well Street Common, particularly among ethnic minority communities. Findings from Healthwatch England's 'Lost for Words' report highlight that people with limited or no English face difficulties at every stage of their healthcare journey, including:

Registering with a GP

Many non-English speakers struggle to complete registration forms or communicate with reception staff, leading to delays in accessing primary care (see below for Healthwatch Hackney's 4th review of GP registration in Hackney).

Understanding medical advice

Patients may not fully comprehend their diagnosis, prescribed medications, or treatment plans, increasing the risk of poor health outcomes.

Access to interpreters

Many residents do not know that NHS interpreter services exist or find it difficult to request one. Even when interpreters are available, they may not speak the correct dialect or provide clear medical translations.

Emergency care navigation

Language barriers can make it harder for individuals to explain their symptoms during urgent care visits, leading to misdiagnoses or delayed treatment.

The inequality of language can significantly impact access to GP services, as illustrated by one Well Street Common Spanish-speaking patient:

> *"It is absolutely different with an interpreter because then I can fully express myself understand everything I am told and be able to follow instructions better. But when there is no interpreter then it is really difficult. And although all doctors are good and caring, some will allow me more time while others will rush a bit to see the next patient. One time I called in to book an appointment and I spoke to one receptionist who struggled to understand me. Then another one took over and she also struggled. Finally, one of the doctors took the phone and it was very difficult for him to understand me too, so I wasn't able to book an appointment. I had to call back again a couple of days later and try again."*
> ***-Spanish speaking Well Street Common patient***

Barriers to GP registration in Hackney

A 2024 Healthwatch Hackney review of GP registration accessibility[5] found that barriers persisted, despite NHS policies ensuring universal access. While some receptionists displayed warmth, reassurance and a clear understanding of NHS registration policies, others insisted on proof of address or ID when this is not required by NHS guidelines:

> *"She picked up on my anxiety about not having documents and she was reassuring and compassionate. She told me, 'don't worry, we don't want to see any papers'."*
> ***-Mystery shopper, on the phone***
>
> *"The receptionist was nice and warm, she even laughed with me when I told her I forgot my postcode as I have just moved in."*
> ***-Mystery shopper, in-person visit***
>
> *"When I asked for a paper form, she told me to "go next door, they take paper registrations, we don't"."*
> ***-Mystery shopper, in-person visit***

[5] GP registration in Hackney - The right to access healthcare (4th review) (2024)

"She told me I must record the exact date I entered the UK. She said it was very important and my application would be refused without this information."
-Mystery shopper, on the phone

Since the report was published, Healthwatch Hackney has carried out follow-up work with GP surgeries previously identified as not following NHS registration guidelines. A subsequent round of targeted mystery shopping revealed a marked improvement: all GP practices in Hackney are now compliant and no longer request proof of ID or address.

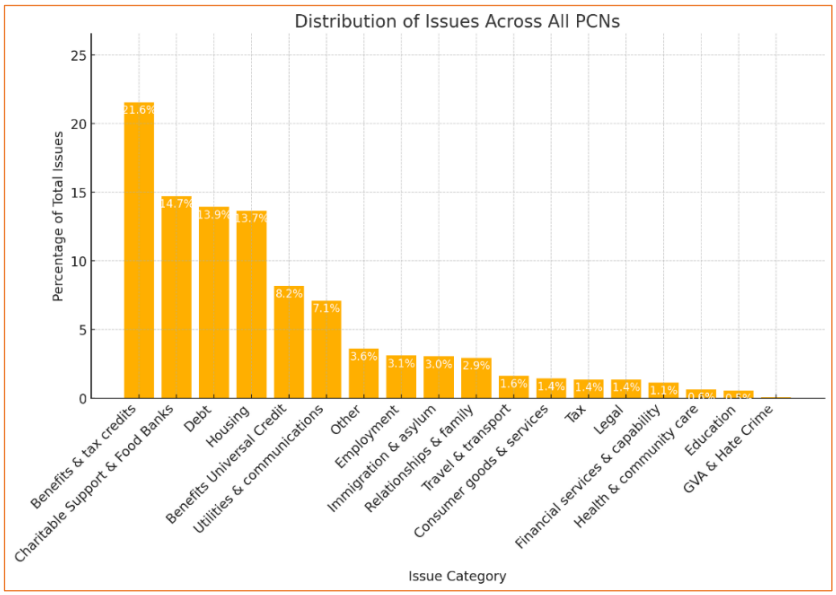
However, we remain concerned that the NHS's increasing emphasis on digitalisation may create new barriers to registration for patients who are digitally excluded or experiencing data poverty.

Citizens Advice

Citizens Advice Hackney provides support to residents across the borough, assisting with a range of social and economic issues. Many of these, such as housing insecurity, financial hardship, employment difficulties and legal challenges, relate directly to the wider determinants of health, influencing residents' well-being beyond medical care.

The data from Citizens Advice covers only the borough of Hackney and not the City of London. We will therefore refer to PCNs rather than Neighbourhoods to analyse this dataset. While this does not account for demand in the City, it still provides valuable insight into the level and nature of demand for Citizens Advice services across Hackney and within Well Street Common Neighbourhood.

Issues raised across Hackney PCNs



Source: Citizens Advice Hackney, 2025

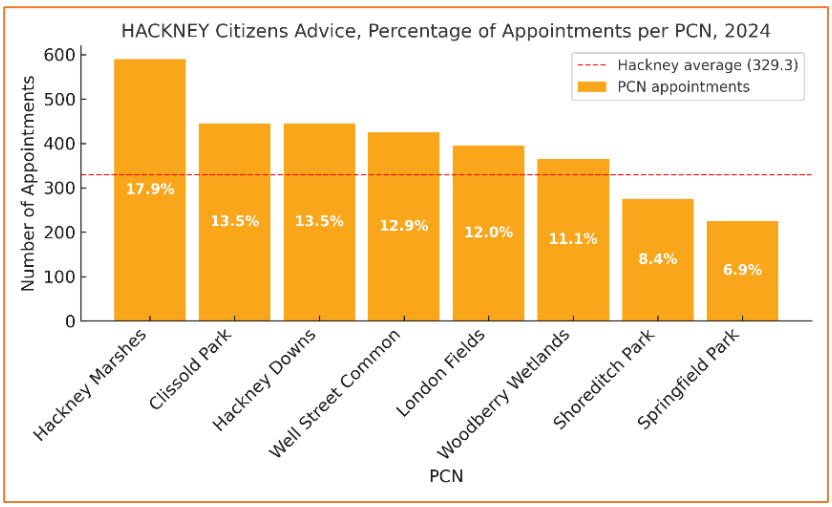
Benefits & Tax Credits (21.6%) is the most frequently raised concern across Hackney, followed by Charitable Support & Food Banks (14.7%) and then Debt (13.9%). These trends suggest financial insecurity is a major driver of residents seeking advice, with many requiring support for benefits and even food assistance.

This aligns with insights shared by Family Action regarding the top referral issues to social prescribers (see below). In the years since the Covid-19 pandemic, housing, financial challenges and mental health have been the three most common concerns among those referred for support, with many residents struggling with rent arrears and financial distress.

This trend is supported by data from Citizens Advice, which identifies financial insecurity as a key reason residents seek support. Family Action has also reported that demand for help with these issues exceeds service capacity across City & Hackney, indicating that some individuals using social prescribing services may also be turning to Citizens Advice for additional support.

Appointments by PCN

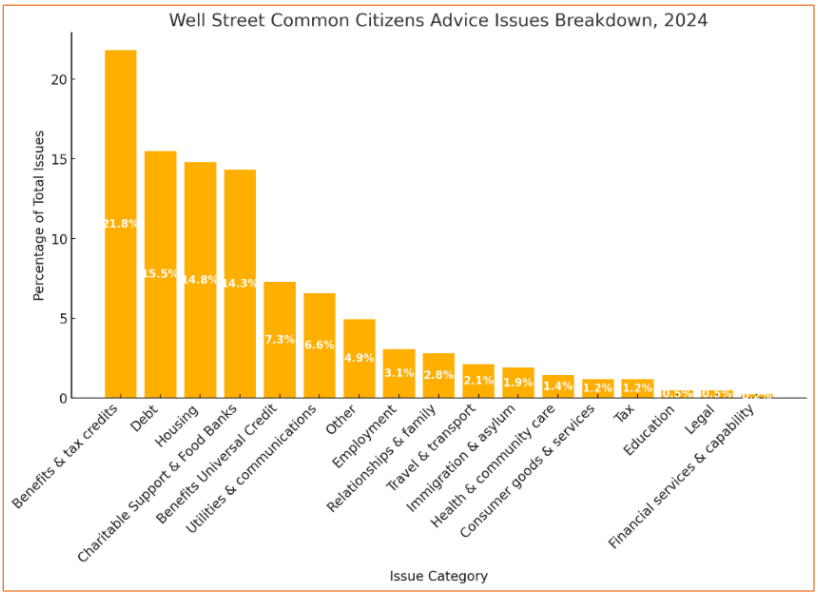
The next graph compares the number of appointments booked per PCN, giving insight into the demand for the Citizens Advice service across Hackney. Well Street Common had a moderate number of appointments, making up 12.9% of the total for Hackney.



Source: Citizens Advice Hackney (2025)

Issues raised in Well Street Common

The next graph details the breakdown of issues raised in Well Street Common. The most common concerns raised were Benefits & Tax Credits (21.8%), Debt (15.5%), Housing (14.8%) and Charitable Support & Food Banks (14.3%).



Source: Citizens Advice Hackney (2025)

Debt and Housing concerns appear to be slightly more prominent in Well Street Common, indicating a strong financial strain in managing housing costs and personal debt.

This data clearly highlights that financial hardship remains a serious concern for many residents in Well Street Common. Issues such as benefits, debt, housing insecurity and reliance on charitable support indicate the economic distress faced by many residents. These financial pressures directly impact on residents' physical and mental health.

Access to health services and support

We now explore how local residents access key health care and support services, focussing on the following services:

- Mental Health Services
- GP Services
- Sexual Health Services
- Pharmacy Services
- Adult Social Care
- Adult Community Rehabilitation Services
- Multidisciplinary Team Meetings (MDMs)

Access to mental health services

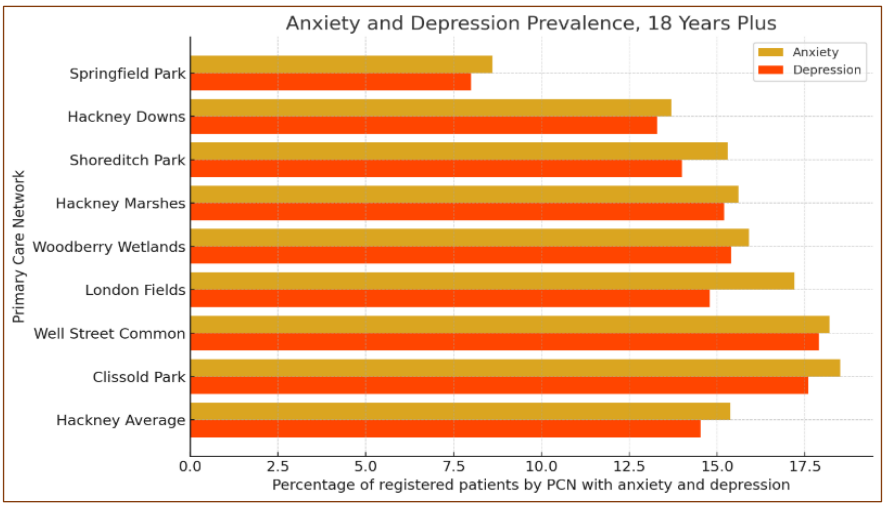
One in four people in England experience a mental health problem each year.[6][7] Mixed anxiety and depression is Britain's most common mental disorder, with 7.8% of people meeting the criteria for diagnosis.[8]

Anxiety and depression rank as the second and third most prevalent LTCs in City & Hackney, underscoring the widespread impact of mental health challenges across the Neighbourhoods.

Groups disproportionately affected by mental health issues:

- **Black/Black British individuals:** More likely to experience severe mental health problems and face barriers to accessing appropriate care.[9]
- **People living in high levels of deprivation:** Economic hardship linked to increased mental health issues, with structural inequalities exacerbating.[10]
- **Disabled individuals:** Higher rates of mental health problems due to social isolation and discrimination.[11]
- **LGBTQIA+ community:** Faces unique stressors, including discrimination and stigma.
- **Young women aged 16-24:** Demographic has seen rising mental health concerns.

The following graph illustrates the prevalence of diagnosed depression among residents aged 18 and over, highlighting the need for mental health support in Hackney:



Source: NHS Quality and outcomes Framework (QOF - Dec 2024)

[6] Priory Group - Mental health statistics UK 2025
[7] University of Oxford - Mental illnesses reduce life expectancy more than heavy smoking
[8] NICE (2011). Common mental health disorders | Guidance and guidelines | NICE
[9] Understanding ethnic inequalities in mental healthcare in the UK: A meta-ethnography – PubMed - 2022
[10] Structural racism leading to stark health inequalities in London, report shows – The Gurdian Oct 2024
[11] Mental Health Foundation - The most common diagnosed mental health problems: statistics

Well Street Common: Residents' mental health experiences

Mental health remains a significant concern in Well Street Common Neighbourhood, with high recorded rates of diagnosed depression among residents aged 18 and over.

Historically, Hackney residents have expressed frustration with long waiting lists for CAMHS. Families share experiences of delays in referrals and uncertainty over treatment timelines, often leaving them feeling unsupported:

> *"Holding out for a referral just made my son worse. We learnt that **it's no use asking for help** because you won't get it."*
> ***-Hackney parent***

> *"CBT was offered, but we don't know when. It felt like **we were put on hold** until he ages out of the system."*
> ***-Hackney parent***

> *"I think my GP was trying to warn me it would be a long wait and that services were very pushed. It seemed that **unless she was actually suicidal, there would be no help**."*
> ***-Hackney parent***

Despite challenges, when residents manage to access mental health support many have positive experiences with compassionate professionals:

> *"Dr. O. **showed great empathy and understanding** towards my emotions. I really needed that chat today and I have left my appointment feeling like a weight has been lifted off my shoulders."*
> ***— Patient in Well Street Common Neighbourhood***

However, many residents remain unaware of alternative ways to access mental health support beyond GP referrals (see below for the 111 – 'option 2' service). Concerns have also been raised about specialist mental health services, with some reporting poor communication and a lack of empathy.

Residents highlight the need for a more preventative approach:

> *"I **felt like I knew about everything too late**. It was only after a crisis that I found out what services were available."*
> ***-Patient at Together Better Coffee Morning***

Availability of mental health services

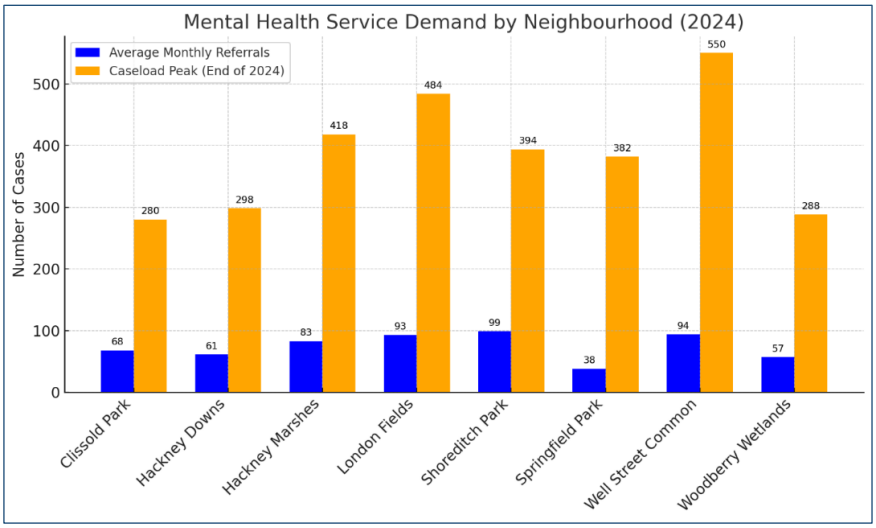
Residents in Well Street Common can access a range of mental health services, including GP-led mental health support, talking therapies, crisis intervention teams and specialist secondary care services.

Local services include:

- **GP Services** – Often the first point of contact for individuals experiencing mental health difficulties, with options for referrals to specialist care. PCN-level options include Wellbeing Practitioners, Together Better social engagement groups, clinical psychologists and Hackney Well Family plus.
- **Hackney NHS Talking Therapies** (IAPT – Improving Access to Psychological Therapies) – Providing CBT, counselling and guided self-help for common conditions like anxiety and depression.
- **City and Hackney Crisis Assessment Hub (Walk-in)** Providing immediate support, guidance and care. A trained crisis assessment team offers a safe, compassionate environment, assessments and referrals to further services.
- **Specialist Mental Health Services** – The East London NHS Foundation Trust (ELFT) delivers specialist care for individuals with complex or severe mental health needs through Community Mental Health Teams and psychiatric inpatient services.
  - Demand for mental health support in Well Street Common has been steadily rising, with an average of 94 referrals per month in 2024 (see below graph)
  - Caseloads in the neighbourhood peaked at 550 by the end of 2024.
  - Neighbourhood teams collectively handle an average of 593 referrals per month.
- **VCS Support** – Charities and local organisations offer peer support, social prescribing and advocacy for mental health service users (see City & Hackney Wellbeing Network).

Mental health service demand across Neighbourhoods

In 2024, Well Street Common recorded the highest caseload across the Neighbourhoods, peaking at 550 individuals, indicating a high demand for mental health services. The Neighbourhood also saw an average of 94 new referrals per month, reinforcing the ongoing pressures on local mental health services.



Source: East London Foundation Trust (2025)

> *"I am here to see the therapist. I visit every two weeks.* ***I feel listened to and that the therapy is working****. The team here is good, all are very supportive. The doctors and nurses are also great. I am able to book quick appointments. I had a very quick referral to the hospital recently."*
> ***-Patient from The Wick Centre***

Barriers to mental health services access

Despite availability of services, many residents face challenges in accessing timely and appropriate mental health care.

Common barriers include:

- **Long waiting times** – Delays reported in accessing therapy and specialist mental health care, often waiting several months.
- **GP appointment difficulties** – Challenges in securing timely GP appointments can delay referrals.
- **Digital exclusion** – Increased reliance on online mental health services and virtual therapy can be a barrier for residents without reliable internet access or digital literacy.
- **Stigma and cultural barriers** – Some residents, particularly from ethnic minority communities, report stigma surrounding mental health that discourages from seeking help.
- **Limited crisis support** – Out-of-hours crisis services not always accessible when urgently needed.

Alternative routes to mental health support

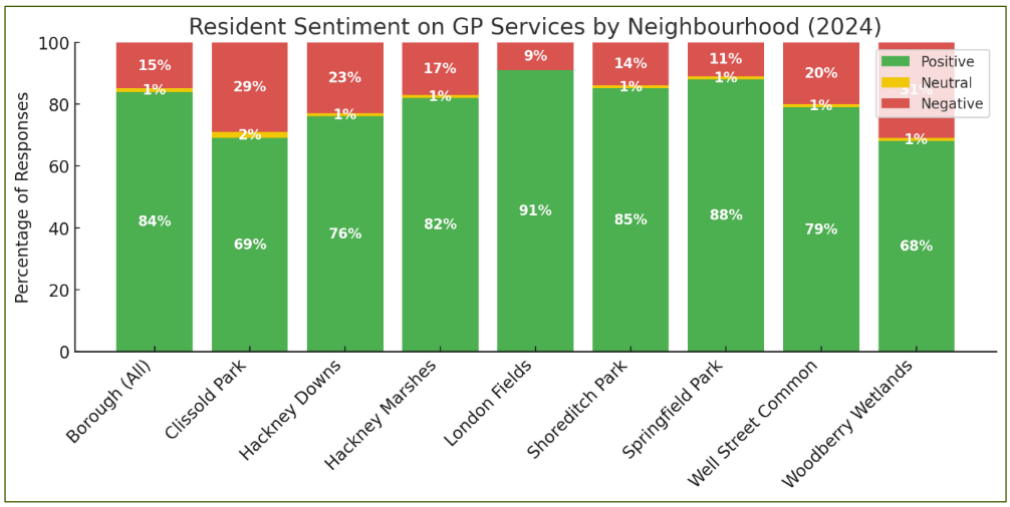
111 Mental Health Crisis – 'Option 2' Service

In 2024, NHS 111's mental health crisis option was introduced. Residents experiencing a mental health crisis can now select **'option 2'** when calling 111, connecting them directly to local mental health services without needing a GP referral. Hopefully this will address some of the barriers to seeking help with a mental health crisis.

Access to GP services

Healthwatch Hackney compiles resident and GP patient feedback gathered through outreach, surveys, NHS Choices, Care Opinion and across social media.

Healthwatch Hackney's 2024 GP Experience Report highlights a range of resident experiences in Well Street Common. While feedback varies, many reviews continue to express appreciation for the quality of care received. The report also reflects ongoing challenges in accessing services.



Source: Overall Patient Sentiment: Healthwatch Hackney GP Experience Report (2024)

Some patients in Well Street Common reported difficulties accessing GP appointments. Booking systems were at times described as confusing or inconsistent. Telephone-only booking remains a barrier for some people in poor health, those with non-traditional working hours, caring responsibilities or living with mental health conditions or neurodiverse needs.

Many commented on positive interactions with staff and the quality of care received:

> *"Nurse did great! It was a **really positive experience**. I get a bit nervous with needles and have fainted in the past and she was excellent and found my vein first try with zero pain. Thank you very much (…) I also would say the doctor I saw last week was excellent, she was thorough and **listened more than any doctor I've had before!**"*

Patient from Elsdale Street Surgery

"Brilliant service. Reception staff are incredibly helpful."
Patient from Green House Health

"Best GP practise I've ever been registered with. ***Systems work well, staff are kind****, knowledgeable and helpful and I've always been able to get an appointment when I've needed one."*
Patient from The Wick Health Centre

"Best GP! And all the other front reception staff are just amazing! Honestly I have a ***positive experience every time****. Thank for looking after me since 1990."*
Patient from Trowbridge Surgery

"Submitted an online consultation this morning and was seen at 12 for a consultation. She was very thorough and informative, thus putting my concerns at ease. The reception team were ***polite and professional****. Keep up the good work!"*
Patient from Well Street Surgery

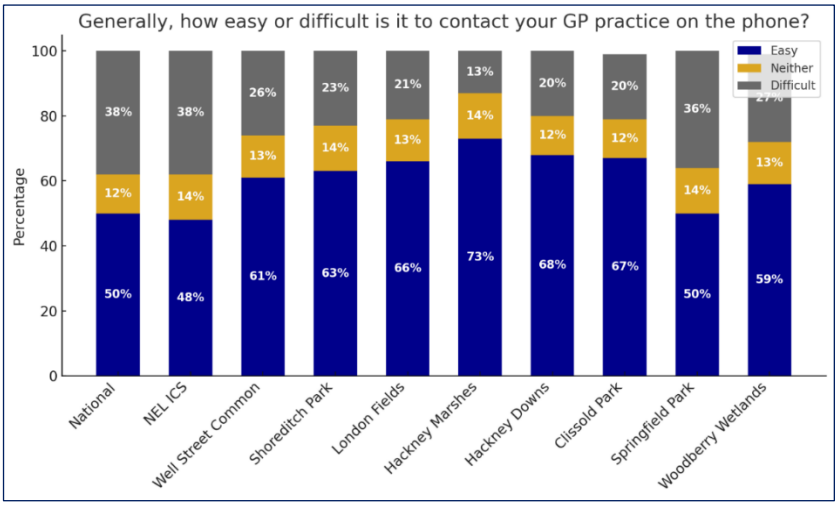
Barriers to GP access

Feedback collected by Healthwatch Hackney indicates that most residents are satisfied with the care they receive from healthcare professionals at their GP practice. However, access remains a key challenge, with many residents reporting difficulties in contacting their practice, making this a widespread and persistent issue.

The IPSOS MORI GP Patient Survey (2024) begins by assessing patients' ability to contact their GP practice. It asked patients three key questions on accessing their GP:

- Via telephone
- Via the practice website
- Using the NHS app

Question 1: GP Access via telephone



Source: Contact with GP practice by phone (IPSOS GP Survey 2024)

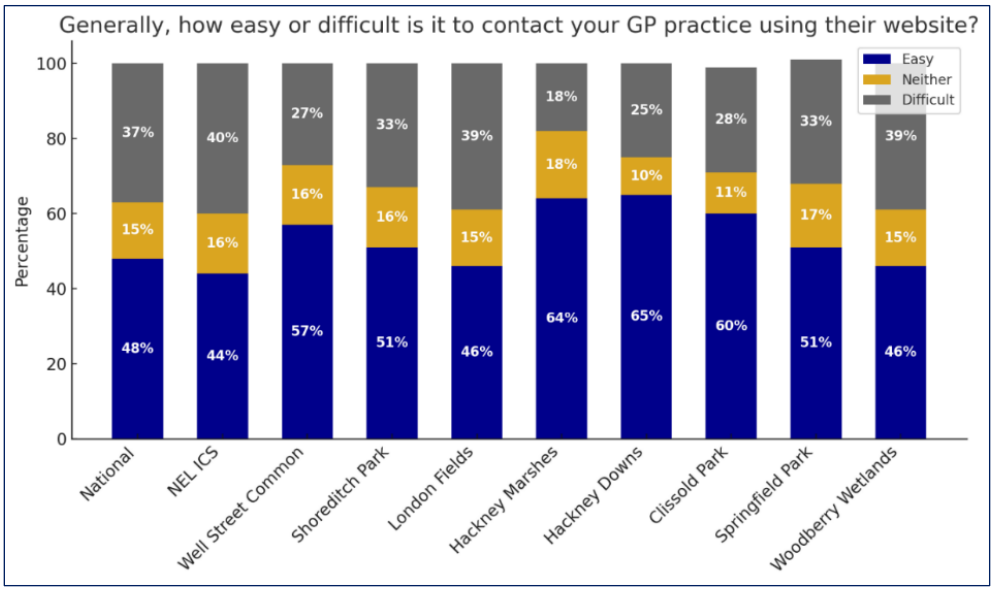
In Well Street Common, 61% of respondents said it was easy to contact their GP practice by phone. However, access by phone remained a challenge for around one in four residents (26%), highlighting persistent barriers to GP access. This suggests there is still room to improve telephone booking systems:

> *"I tried several times to call this morning after 8am and **could not get through by phone**. In addition, their **app is not working**. So I walked to the surgery to get an appointment."*
> ***-Well Street Common resident***

> *"**Extremely hard to get an appointment**. I was asked a few times to write a message in app instead to explain my issue or request blood test, never got back to me."*
> ***-Well Street Common resident***

> *"You are advised to call, which I just did, but after 5 minutes of recorded messages they say there are too many calls for them to deal with and you have to hang up. I **don't know what I'm supposed to do**."*
> ***-Well Street Common resident***

Question 2: GP Access via practice website



Source: Contact with GP practice via website (IPSOS GP Survey 2024)

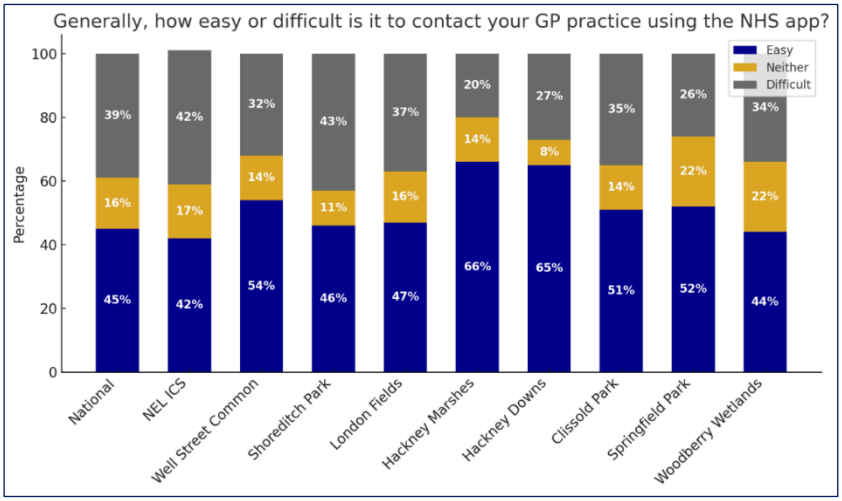
In Well Street Common, 57% of respondents said it was easy to contact their GP practice online. However, 27% still reported difficulties with online access, pointing to ongoing issues with digital exclusion and website navigation. Further improvements are therefore needed to ensure everyone can confidently use these digital access routes.

> *"**Good experience**. Quick and easy."*
> ***-Trowbridge surgery patient***

*"**Easy to get** a face-to-face **appointment** and very knowledgeable doctors with great bedside manner"*
-Latimer Health Centre

*"Absolutely impossible to go in-person because **they send you away**, also online consultation is impossible always full, basically no point…"*
-Well Street Common resident

Question 3: GP access via NHS app



Source: Contact with GP practice using NHS App (IPSOS GP Survey 2024)

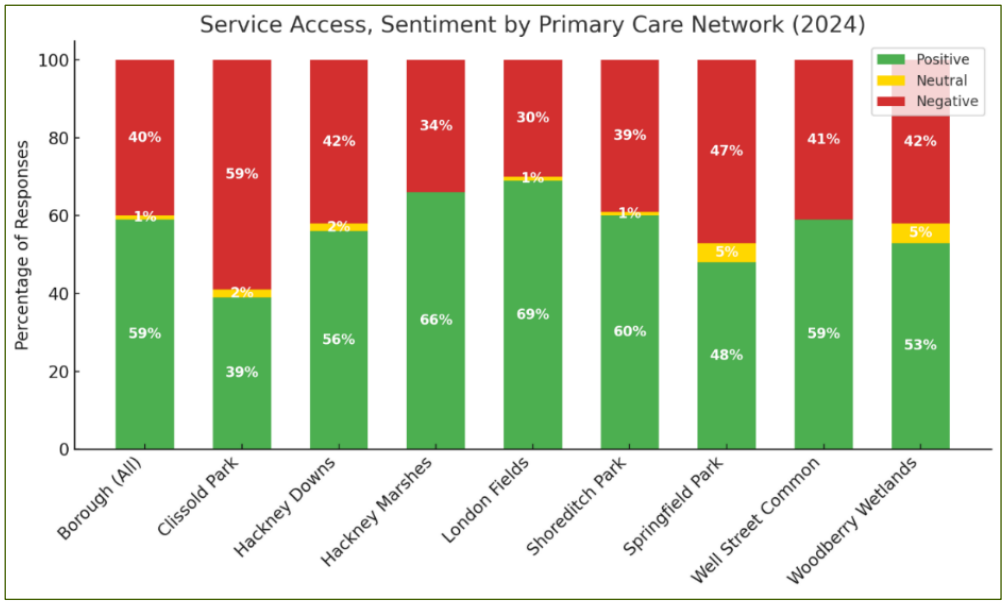
54% of respondents in Well Street Common found it easy to contact their GP practice via the NHS app. However, around a third (32%) still faced difficulties using the app, highlighting ongoing digital barriers, particularly for residents with limited digital skills or access to technology.

Taken together, the findings on telephone, website and NHS app access suggest that most residents in Well Street Common can contact their GP practice without major difficulties.

However, a significant minority still report challenges across all three methods, particularly when accessing services online. These findings highlight the need for ongoing improvements to ensure that digital and telephone systems are accessible and reliable for everyone.

Healthwatch Hackney feedback on GP access

In 2024, feedback collected by Healthwatch Hackney showed 59% of respondents from Well Street Common felt positively about their GP access, while 41% shared negative experiences. This reflects a mixed, though generally favourable, view.



Source: Overall GP Access Sentiment: Healthwatch Hackney GP Experience Report (2024)

Comparing datasets – IPSOS MORI Vs Healthwatch Hackney

The 2024 IPSOS MORI GP survey and Healthwatch Hackney GP feedback largely align in assessing GP access across City & Hackney. Both indicate that while many residents find access relatively easy, experiences vary by Neighbourhood.

For Well Street Common, the two data sets show strong alignment. The IPSOS survey reports that 61% of residents found it easy to contact their GP by phone, 57% via the website and 54% via the NHS app.

Similarly, Healthwatch Hackney feedback shows that 59% of those who shared their experiences reported a positive experience of accessing GP services, reinforcing that GP access is generally well-regarded. However, challenges persist, particularly with online services (approx. 40% negative sentiment).

Additional roles reimbursement scheme (ARRS)

The Additional Roles Reimbursement Scheme (ARRS) has enabled practices to recruit a broader range of healthcare professionals, such as pharmacists, physiotherapists, mental health practitioners and social prescribers. The aim is to improve patient access to care, alleviate pressure on GPs and provide a more holistic, multidisciplinary approach to healthcare.

In January 2025, Healthwatch Hackney interviewed the Family Action 'Children, Young People and Families' Social Prescribing Lead for Well Street Common, highlighting the value of last year's Insight Report in shaping their work. They used the report to present key findings (at national level) to their employer, responsible for delivering social prescribing across City & Hackney:

> *"I used that as part of a presentation about why, in particular, there is a need for a children, young people and families prescribing service in Well Street Common, as opposed to other Neighbourhoods."*

The social prescribing service in Well Street Common, made possible through the Additional Roles Reimbursement Scheme (ARRS), helps families access community-based support:

> *"There was one mum in particular, whom I worked with, a mum and daughter. The daughter had recently transitioned. She now identified as female and had also recently been diagnosed with autism as well. And Mum was struggling with all these new things. Very supportive, very accepting, but it was throwing up challenges. So I worked with both of them, connecting the young person with LGBTQ+ groups and made sure she could join other things. She has started an art group at the library (…) When I last saw her and Mum, I'd heard that adult talking therapies were prioritising parents whose children were under CAMHS, which this child was because she had just had an ASD assessment. It meant that* ***Mum was able to be fast-tracked to get her own therapy****. She was getting therapeutic support to help manage some of the things she was dealing with and having them both have places to deal with the challenges that were thrown up together overall really helped."*
>
> ***Well Street Common Children and Families Social Prescribing Lead (Jan 2025)***

The ARRS workforce in Well Street Common has been developed with a focus on local population health needs and health equity. Roles have been introduced based on identified service gaps. Some staff are directly employed by the PCN, while others are integrated through partnerships with third-party providers, fostering a flexible approach to care.

ARRS profile for Well Street Common PCN:

Role	Description	FTE
Social Prescriber Link Workers	Use a personalised care support planning approach to connect people to community groups and agencies for practical, social, and emotional support. Provides an average of 1000	2
Health and Wellbeing Coaches	Guide and support people with long-term conditions to reach self-identified health and wellbeing goals. Provides an average of	0.9
First Contact Physiotherapists	Their role is to be the first point of contact for patients with musculoskeletal (muscles, bone, and joint) issues. Supports quick diagnosis and reduces chances of conditions becoming more	1.2
Care Coordinators (Practice-based)	Proactively identify and work with people to support their personalised care requirements, providing coordination and	2.8
Community Engagement Care Coordinator	Engage, support, and enable residents to deliver local volunteering services for themselves. The approach enables people to build confidence and connects people to their	1.2
Physician Associates	PAs are healthcare professionals with a generalist medical education who work alongside GPs in a complementary role as an integral part of the multidisciplinary team.	2
Mental Health Practitioner	Provides accessible specialist mental health knowledge and support for patients via a brief intervention service in collaboration with the community mental health provider ELFT.	1
Clinical Pharmacists	The team are highly qualified experts in medicines and can help people in a range of ways. This includes carrying out structured medication reviews for patients with ongoing health problems and improving patient safety, outcomes, and value through a	3.6
Advanced Nurse Practitioner	An Advanced Nurse Practitioner (ANP) is a registered nurse with a master's degree and advanced training. They can assess, diagnose, treat, and refer patients with complex conditions. They	1
Wellbeing Practitioner	complexity and is specifically for those patients who are high users of primary care, get passed around the system, and fall through the service gaps. Around 30 to 40 residents are supported each year.	1

Source: Well Street Common PCN (2025)

Access to sexual and reproductive health services (SRH)

Sexual and reproductive health (SRH) remains a priority across City and Hackney, where rates of sexually transmitted infections (STIs) continue to be among the highest in the country. In 2023, there were 7,693 new STI diagnoses in City & Hackney, with particularly high rates of gonorrhoea, syphilis and chlamydia in younger age groups.

The chlamydia detection rate among females aged 15 to 24 in City & Hackney was 3,388 per 100,000 in 2023, significantly higher than the England rate of 1,962. This suggests effective local screening and strong uptake of sexual health services among young people.

See table below for a summary of key indicators for Hackney, updated March 2025[12]*:*

Sexual and Reproductive Health Indicators – Hackney (2023)

Indicator	Hackney	England	Comment / Rank
New STI diagnoses (all ages)	2,942 per 100,000	704 per 100,000	Significantly higher; ranked 3rd highest
STI diagnoses excl. chlamydia (under 25s)	2,547 per 100,000	520 per 100,000	High rate; ranked 3rd highest
Chlamydia detectio (females 15–24)	3,388 per 100,000	1,962 per 100,000	High detection, good testing coverage
Gonorrhea diagnoses	867 per 100,000	149 per 100,000	High burden; ranked 3rd highes
Syphilis diagnoses	67.3 per 100,000	16.7 per 100,000	Ranked 9th highest
HIV testing rate (all services)	14,103 per 100,000	2,771 per 100,000	Very high testing coverage
New HIV diagnoses	75 (Prevalence: 6.8 per 1,000)	— (Prevalence: 2.4 per 1,000)	High prevalence; ranked 9th highest
Late HIV diagnoses (2021–23)	38.9%	43.5%	Slightly better than England
LARC rate (excl. injections)	42.2 per 1,000	43.5 per 1,000	Stronger provision in SHS; lowe in primary care

[12]The data in this UKHSA report either refers to Hackney or both Hackney and City of London combined. Unfortunately, the UKHSA automated report does not which of these options applies for each data item.

Abortion rate (2021)	19.5 per 1,000	19.2 per 1,000	Similar to England
Repeat abortions (under 25s)	34.1%	29.7%	Slightly higher repeat rate
Births to mothers under 18	Data suppressed	0.6%	No local figure available

Source: Summary profile of local authority sexual health (Hackney) – UKHSA (Mar 2025 update)

Public Health Hackney and Homerton Healthcare provide a range of sexual and reproductive health (SRH) services, including contraception, STI testing and treatment, HIV prevention and specialist care.

Residents can access free SRH services through various providers:

- **Online:** Sexual Health London (SHL) offers at-home STI testing kits, routine contraception (oral contraceptive pill) and emergency hormonal contraception (EHC).
- **Clinical Services**: The Homerton Sexual Health Service operates four clinics, including the Clifden Centre and John Scott Health Centre, which accept walk-in patients. Specialist services include PrEP for HIV prevention and LGBTQIA+ support.
- **Pharmacies:** Pharmacies in City & Hackney should provide free EHC, condoms for under-25s and chlamydia and gonorrhoea testing/treatment. However access varies and a 2025 campaign by LBH City & Hackney SRH Team aims to improve visibility of these services.
- **GPs:** All local GP practices offer sexual health advice, STI and HIV testing and Long-Acting Reversible Contraception (LARC), such as implants and coils.

Accessing pharmacy-based emergency hormonal contraception (EHC)

From October 2025, EHC will be available free of charge nationally. This will address issues of the inconsistences in access that have been reported.

A NEL-wide Patient Group Direction now enables more pharmacists to provide EHC and chlamydia treatment, helping to reduce variation across the system. A City & Hackney sexual health awareness campaign is also planned for 2025 to improve visibility and understanding of pharmacy-based sexual health services.

For a full overview of available SRH services in City & Hackney, including clinic locations and pharmacy services in Well Street Common, see the interactive SRH services map. For those seeking LARC, such as implants and coils, City & Hackney service locations can be found on the LARC access map.

Young People's Access to SRH Services

Addressing Barriers to Access

Consultation findings from the City & Hackney Sexual and Reproductive Health Strategy (2024) identified several key barriers to SRH access:

- **Confidentiality Concerns** – Many young people worry about parents or peers knowing about their visits.
- **Service Awareness Gaps** – A lack of knowledge about available SRH services remains a challenge.
- **Limited Walk-in and Evening Services** – Young people expressed a need for more flexible clinic hours.

The City and Hackney Participatory Research Project Report 2023, provided by LBH's Children, Young People, Maternity and Families, gathered the views of over 100 young people aged 16–25 from across the borough. While not specific to Well Street Common, the insights offer valuable context on the barriers young people face when accessing SRH services.

Findings reinforce the importance of culturally competent care, confidentiality, accessible information, and inclusive environments. Many young people reported uncertainty about what services were available, fears around being judged and concerns about privacy when accessing support close to home.

Young people commented:

> *"I wouldn't go to my GP for stuff like that – it's **too awkward**, especially **if your parents go there** too."*
>
> *"It's **hard to know what's out there** – no one talks about it unless it's in school, and even then, they don't go into much detail."*
>
> *"**Some places just feel off** – like you're being judged or they're not used to dealing with people like me."*
>
> *"I'd go if there was someone more like me there, or even if my friends said it was okay. **It's not just about access, it's about how safe it feels**."*

Key Hackney SRH Services for Young People:

- Health Spot Clinic (Forest Road Youth Club) – Provides weekly SRH clinics (Tuesdays 3-7 PM) offering STI testing, contraception and health promotion for young people.
- Clifden Centre Walk-in Clinics: (Homerton University Hospital) Hosts dedicated walk-in SRH clinics for under-19s every weekday, offering contraception, PrEP, vaccinations and STI treatment.

- Young Hackney Health Services: Includes sexual health drop-ins and outreach initiatives across the borough, focusing on youth-friendly and accessible services.
- Positive East: Specialises in HIV prevention, testing and support for young people at higher risk.
- Body & Soul: Provides a trauma-informed support network for young people living with or affected by HIV.
- Pharmacies Offering SRH Services: 36 pharmacies across all eight Neighbourhoods should offer free condoms, STI testing and emergency contraception to young people.

Condom distribution scheme - Mystery shopper findings

The Condom Distribution Scheme (CDS) provides free condoms and lubricant to young people aged 13-25 across City & Hackney, available from participating pharmacies after in-person or online registration. A Mystery Shopper exercise (2024) assessed service quality across 22 pharmacies, including Bees Pharmacy, Silverfields Pharmacy and Clockwork Pharmacy (Victoria Park) in Well Street Common.

Findings highlighted good staff engagement and confidentiality in many locations but also inconsistencies in condom availability, lack of visible CDS materials and limited privacy options. Some pharmacies did not actively signpost young people to other SRH services, such as STI testing or emergency contraception.

Digital & Mapping Resources

A new online interactive map, developed by the LBH SRH Team, is being introduced to help young people easily locate sexual health clinics, pharmacies, GP practices and youth hubs. This tool enhances accessibility and visibility of SRH services, ensuring young people can quickly find confidential and youth-friendly support near them.

This interactive map complements existing service directories and addresses a key challenge identified in mystery shopper exercises: the lack of clear signposting to SRH services.

Insights from young people across City and Hackney

As part of ongoing efforts to understand young people's needs and knowledge gaps regarding sexual and reproductive health (SRH), workshops were conducted across schools and academies in City and Hackney from June 2023 to December 2024. This work was carried out by LBH's Young Hackney Health and Wellbeing team, providing valuable insight into young people's awareness and concerns.

Key findings:

- A total of 775 students participated in 39 sessions across City and Hackney.
- Surveys conducted before and after the sessions demonstrated a significant improvement in students' understanding:
- On average, 51% of students rated their knowledge as 'Good' or 'Very Good' before the sessions.
- This increased to 90% after the sessions, highlighting the effectiveness of the workshops.

School staff comments:

> *"Very likely to have a **positive impact**."*
>
> *"**Great videos, good examples**, very approachable facilitation."*
>
> *"Very good. Kind and firm, **helpful, approachable and knowledgeable**."*
>
> *"My group was very **interested and engaged**."*
>
> *"Well structured and planned, **right approach for the age of the students**, warm welcoming questions, **encouraging to share**, supporting all students."*
>
> *"I enjoyed the session and I am sure my students too. The **facilitator was very approachable and kind** in answering all questions, which **encouraged greater participation**."*

Topics young people most wanted to learn more about (when asked):

- Drugs and Alcohol
- Smoking and Vaping
- Stress and Anxiety
- Sex and Pleasure
- Relationships
- Personal Hygiene
- Puberty
- Sex and Consent

Focus on two SRH workshops for Young People in Well Street Common

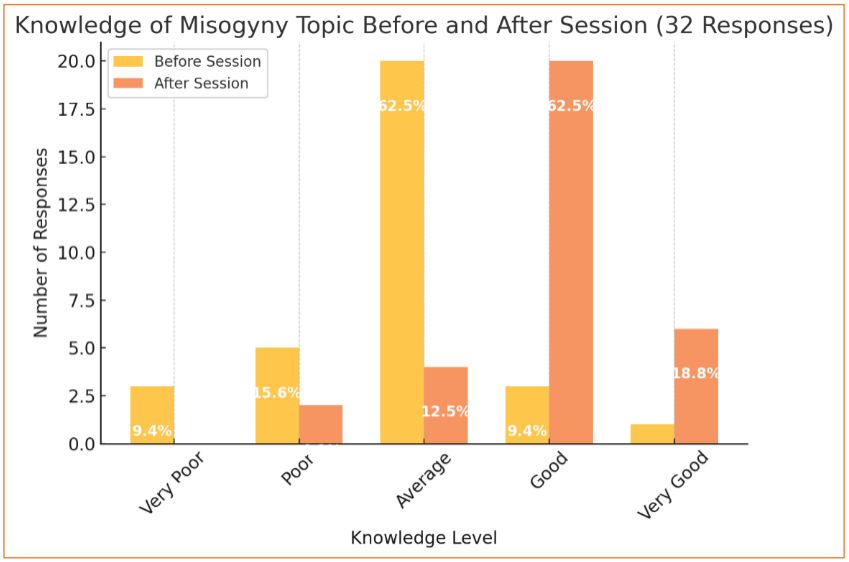
As part of the wider programme of workshops delivered across City and Hackney, two sessions were held with Year 9 students at Mossbourne Victoria Park Academy, located in Well Street Common.

These workshops, delivered by LBH's Young Hackney Health and Wellbeing team, provide more detailed insight into the specific awareness levels and needs of young people in Well Street Common regarding sexual and reproductive health (SRH).

Key findings:

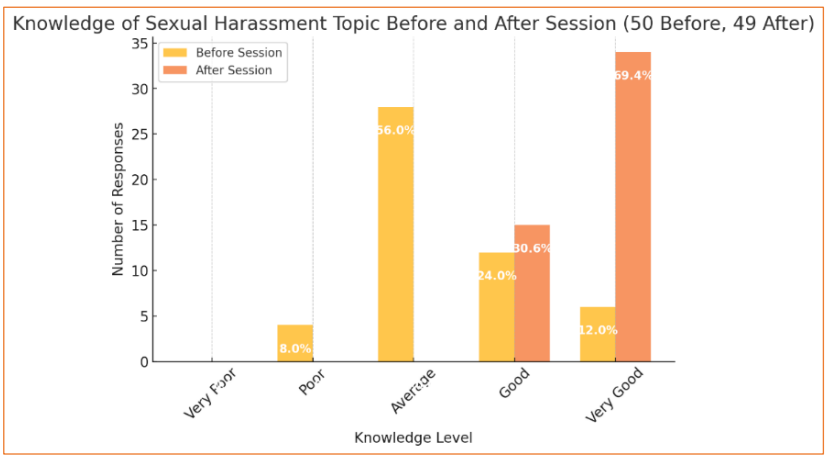
A total of 32 students participated in the misogyny session and 50 students took part in the sexual harassment session. Surveys conducted before and after the sessions demonstrated a significant improvement in students' understanding of both topics, highlighting the effectiveness of these workshops.

In the misogyny session, 62.5% of students rated their knowledge as 'Good' before the session, which increased to 81.3% after:



Source: LBH Young Hackney Health & Wellbeing Team (2025)

In the sexual harassment session, 56% rated their knowledge as 'Good' before the session, increasing to 100% (with 69.4% rating it 'Very Good') after the session:



Source: LBH Young Hackney Health & Wellbeing Team (2025)

81.3% of students requested follow-up sessions on misogyny and 97.9% for sexual harassment. These results with students demonstrate the quality of these workshops, as well as the value young people in Well Street Common place on SRH education.

Access to pharmacy services

Pharmacies provide vital community healthcare, offering medication, health advice and minor ailment treatments.

Well Street Common has four community pharmacies. However, the number of pharmacies alone does not guarantee accessibility; factors such as service availability, opening hours and language support still impact whether residents can effectively access pharmacy services.

According to a Healthwatch England report (2024), to which Healthwatch Hackney contributed, a nationally representative poll found that 72% of respondents had used a pharmacy in the past three months, demonstrating their critical role in local healthcare. However, unexpected closures due to staff shortages disrupted access for 7% of patients. Some pharmacies operate with only one pharmacist, leading to closures at lunch or during absences.

Medication Shortages

Pharmacists report difficulties in obtaining drugs, which result in patients experiencing problems receiving their prescribed medication. This can include common medicines such as HRT and painkillers.

> *"You **need to keep on top of your medication** or you're not going to have anything for the weekend. Two days can be a really long time and it can be quite detrimental for our condition..."*
> ***-Hackney pharmacy user***

Language and Translation Barriers

The Hackney Pharmaceutical Needs Assessment (2022) states that all Hackney pharmacies *should* have access to Language Line UK for interpreting services. However, a Healthwatch Hackney audit of 18 pharmacies (Dec 2023) found that many relied on Google Translate, multilingual staff or asked patients to bring an English-speaking friend, compromising patient confidentiality.

> *"I **had to bring my teenage son with me to translate, which was embarrassing**. There should be a better system for people who don't speak English well."*
> ***-Hackney pharmacy user***

Limited Awareness of Available Services

Many residents are unaware that pharmacies offer contraception, blood pressure checks and minor illness consultations, leading to underutilisation.

> *"People talk about primary care and just automatically think GPs and that's not the case."*
> ***-Pharmacist, Hackney***

Sexual Health Community Pharmacy Project

The Neighbourhoods Programme has partnered with local pharmacists and residents to enhance sexual health services, focusing particularly on understanding emergency contraception use and young women's contraceptive choices.

Through collaborative efforts, including focus groups with community pharmacists and young residents, and a borough-wide survey developed with Hackney Council, the project aims to gather valuable insights and address misconceptions about contraception options.

Special attention is being given to culturally sensitive outreach, particularly engaging Bengali women through community-led peer research, facilitated by Volunteer Centre Hackney. Additionally, resident advisors from diverse backgrounds have been instrumental in mapping local sexual health resources and supporting tailored engagement strategies.

March 2025 Update: Next steps include hosting a co-design workshop with residents and pharmacists to improve communication, awareness, and referral pathways for contraception and sexual health services.

Access to Adult Social Care

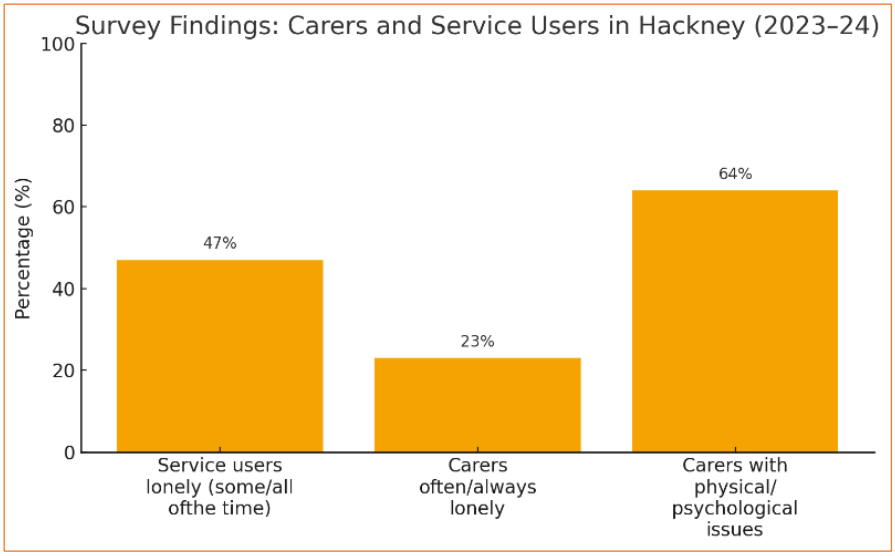
Adult Social Care (ASC) supports residents in City & Hackney who need help due to age, disability or LTCs. The goal is to help people live independently and with dignity. Services are provided through a mix of council teams, NHS partners, voluntary sector organisations and private care providers.

Adult Social Care in the London Borough of Hackney (October 2024)

As of October 2024, approximately 3,300 residents were receiving ASC support across the London Borough of Hackney (LBH). In the year from September 2023 to August 2024, around 800 unpaid carers also received a service either directly from ASC or through its commissioned partner at the time, Carers First (now delivered by City & Hackney Carers Centre - April 2025).

Survey findings from the Adult Social Care User Survey (ASCS) 2023-24 and the Personal Social Services Survey of Adult Carers in England, 2023-24 highlight challenges faced by both carers and service users in Hackney:

- 47% of service users said they felt lonely some or all of the time.[13]
- 23% of carers reported feeling often or always lonely, with some describing feelings of isolation and depression.[14]
- 64% of carers said they had physical or psychological health issues.[14]



Information provided by Adult Social Care (Oct 2024)

These figures reflect the extent of social isolation and health challenges faced by many people supported by Adult Social Care.

Local Strategy and Vision

The Hackney Joint Health & Wellbeing Strategy 2022-26 promotes a strengths-based, holistic approach to health and social care. It supports prevention, early intervention and a 'no wrong door' model to ensure people can access the right help at the right time, particularly those with complex needs or acting as unpaid carers.

The Hackney Adult Carers Strategy (2024–2027) recognises the vital role of unpaid carers. While there are an estimated 19,000 unpaid carers in Hackney (including young carers and carers of children), only a proportion are eligible for support from ASC, which supports adult carers of adults.

As part of its commitment to better supporting carers engaged with Adult Social Care (ASC), the strategy includes increasing the number of carers' assessments. Between the first and second half of 2024, Hackney Council achieved a 19% rise in completed assessments.

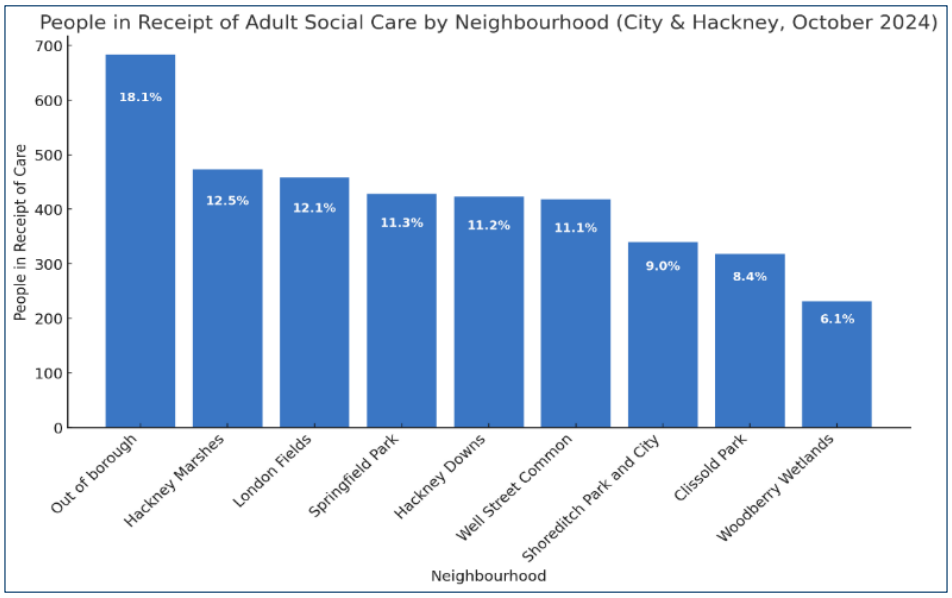
[13] Adult Social Care User Survey (ASCS) 2023-24

[14] Personal Social Services Survey of Adult Carers in England, 2023-24

In Well Street Common, a dedicated session for carers was held as part of a local Neighbourhood Forum in 2024. The session included a focus group that fed into the development of the Hackney Adult Carers Strategy 2024-2027, helping to ensure local carers' voices were reflected in borough-wide priorities.

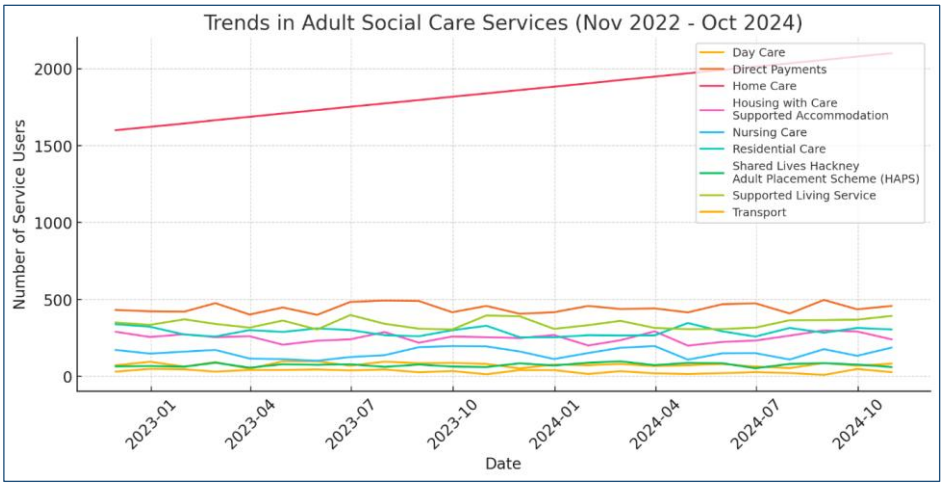
Neighbourhood-Level Data

Neighbourhood-level data is only applicable to long-term ASC services (not carers). As of October 2024, 11.1% of all long-term ASC service users in Hackney lived in Well Street Common, placing it in the mid-range compared to other Neighbourhoods.



Information provided by Adult Social Care (Oct 2024)

Trends in Adult Social Care Services (Nov 2022 – Oct 2024)



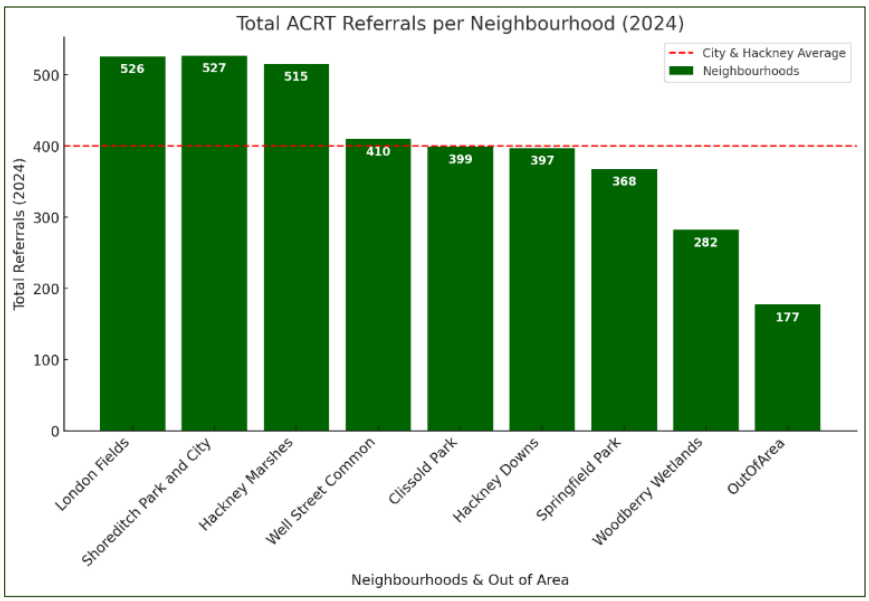
Information provided by Adult Social Care (Oct 2024)

Between November 2022 and October 2024, the number of people receiving home care in City & Hackney rose from 1,626 to 2,138, reflecting rising demand and a shift towards preventative care, reablement and support at home after hospital stays.

Loneliness and social isolation remain significant concerns, especially among service users and unpaid carers.

Access to Community Rehabilitation Services

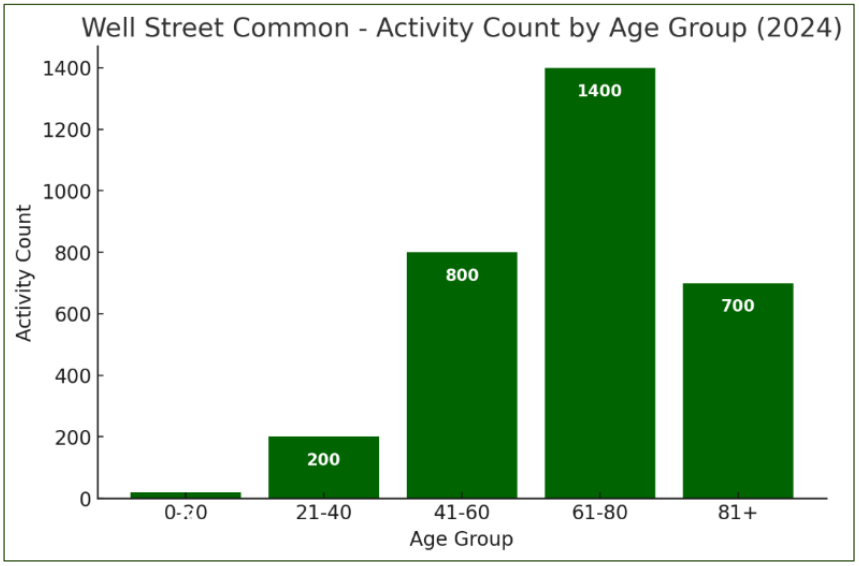
The Adult Community Rehabilitation Team (ACRT), based at St Leonard's Hospital, is a multidisciplinary service including physiotherapists, occupational therapists, speech and language therapists, psychologists, dietitians, and rehabilitation assistants. ACRT supports residents to set individual goals and provides tailored group programmes, run by specialists throughout the year.



Source: City & Hackney ACRT (2025)

In 2024, there were 410 referrals from Well Street Common, placing the Neighbourhood above the City and Hackney average. A total of 3,959 clinical activities were delivered to local residents, including assessments, therapy sessions and reviews, provided at home, in clinics and community settings.

The majority of activities supported older adults, particularly those aged 61–80, followed by the 41–60 age group. Only a small proportion involved those aged 0–20, reflecting that the service is primarily used by middle-aged and older residents.



Source: City & Hackney ACRT, 2025

This age profile underlines the vital role of community rehabilitation in helping older adults maintain independence, manage long-term conditions and reduce hospital admissions in Well Street Common.

New Community Assessment Clinics

To improve access and reduce wait times, new Community Assessment Clinics have opened at Frampton Park Baptist Church and St Leonard's Hospital. Open to residents across all Neighbourhoods, these clinics prioritise high-demand areas such as walking aid provision and neuro-physiotherapy, helping to streamline care pathways.

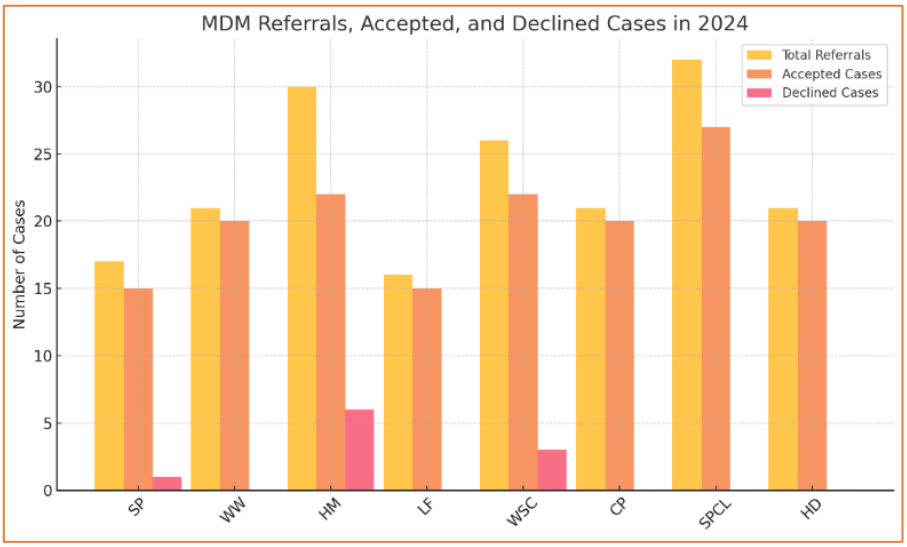
Multidisciplinary Team Meetings in City and Hackney

Multidisciplinary Team Meetings (MDMs) play a key role in City and Hackney's Neighbourhoods way of working by facilitating collaborative, multi-agency working. Residents with complex needs often require support from various services, organisations and professionals, each addressing different aspects of their care.

MDMs bring together the people supporting a resident, including professionals, families, carers and those close to them, on a regular basis to develop a holistic, person-centred plan. These meetings help address not only medical needs but also wider social determinants of health, such as housing, financial difficulties and safeguarding concerns. By reducing siloed working and enhancing information sharing, MDMs promote a more coordinated and effective approach to care.

Cases referred in 2024

In 2024, there were 26 referrals to the Well Street Common MDM team. The acceptance rate in 2024 stood at 84.62%, slightly higher than 2023's 83.33%. Out of 26 referrals, 22 cases were accepted, while 3 were declined.

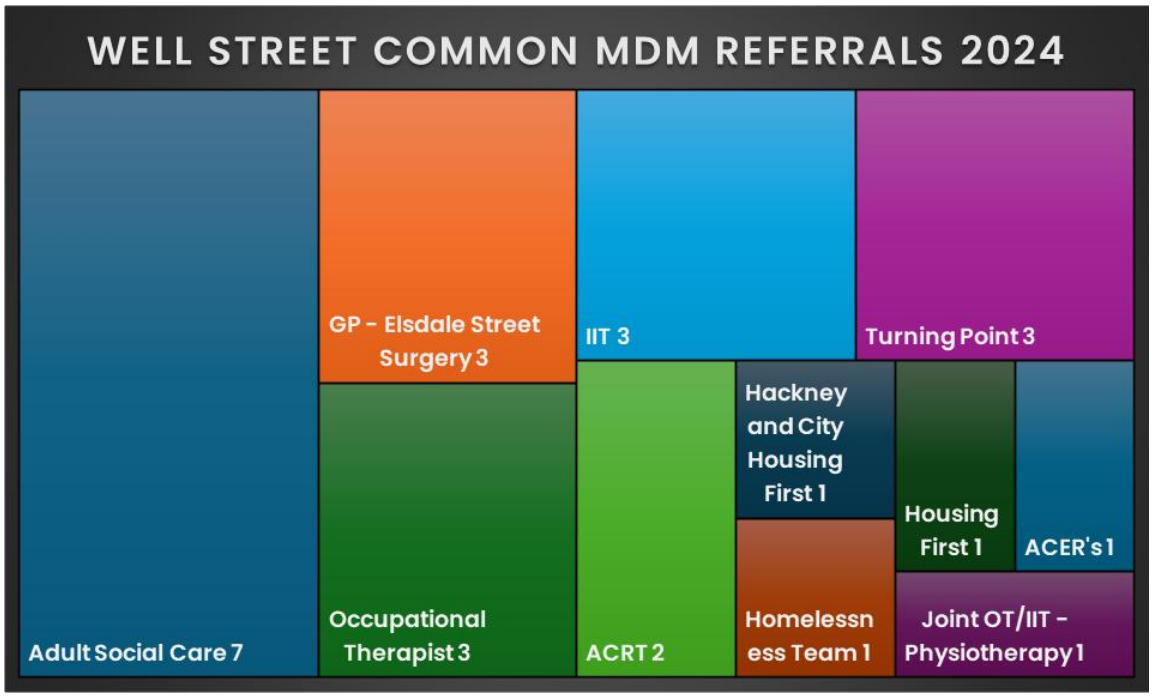


Source: Homerton Healthcare NHS Trust, MDM Team (2025)

Well Street Common had a moderate number of referrals, with an acceptance rate in line with the City and Hackney average. The number of declined cases in Well Street Common decreased slightly from 2023 to 2024.

Referral Sources

The following tree map of referral sources provides insight into which agencies were most engaged in the MDM process.



Source: Homerton Healthcare NHS Trust, MDM Team (2025)

Insights from the MDM Team

As part of ongoing efforts to improve the effectiveness of MDMs, the following key observations regarding impact, professional feedback and challenges were shared by the MDM Team (2025):

Impact on Residents

While historical data on outcomes has not been systematically collected, GPs and ACRT report that residents discussed at MDMs often experience positive changes. From the new tax year, a new system will be introduced to track outcomes more consistently and effectively.

One recent case involved a resident with multiple risks (post-stroke), non-adherence to medication, facing eviction and language barriers. Through the MDM, professionals coordinated input from District Nurses, mental health services and a social prescriber, while the chair liaised with the housing association. This joint effort reduced the risk of homelessness and improved care access.

Feedback from Professionals

Health professionals across City and Hackney have expressed strong support for MDMs, noting that they foster collaborative problem-solving and holistic care. However, one recurring challenge shared was the low number of referrals.

Challenges and Areas for Improvement

Inconsistent attendance from some services limits the full potential of MDMs. To address this, the new MDM team lead is actively visiting local teams to boost engagement, increase referrals and ensure more residents benefit from coordinated support

Future Developments

City and Hackney MDMs are moving towards an Integrated Neighbourhood Team (INT) model to deliver more coordinated care closer to home and reduce pressure on health and social care services. Each Neighbourhood will bring together district nursing, therapy and social care teams, working alongside voluntary and community sector organisations for the first time.

INTs will also develop tailored strategies to address local health inequalities by drawing on community networks. A dedicated City of London group will meet its specific needs and plans are underway to explore integrating children's services into the INT model.

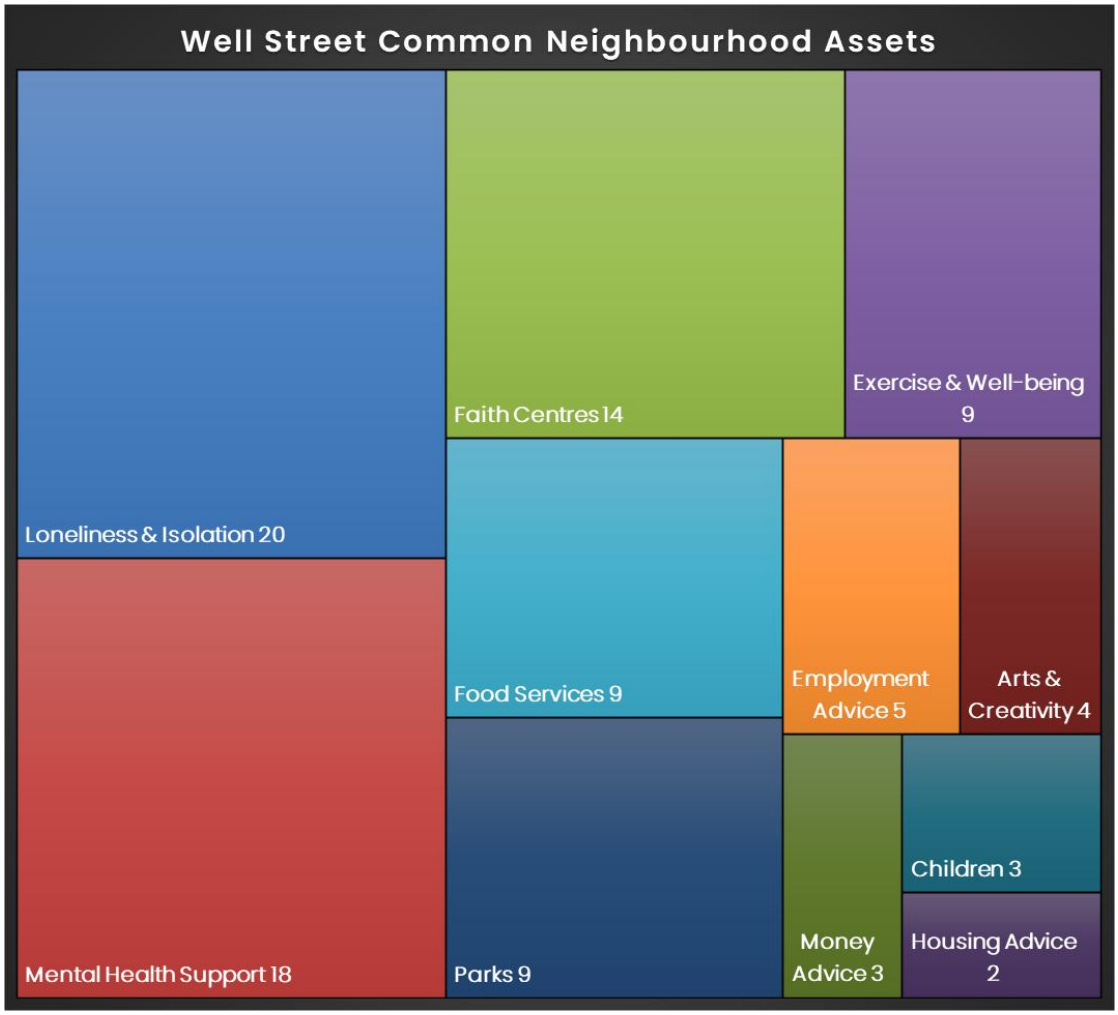
Neighbourhood Assets in Well Street Common

The Well Street Common Neighbourhood is home to a diverse and vibrant range of voluntary and community organisations that deliver vital services to local residents. These organisations play a key role in promoting health and wellbeing, tackling social inequalities, and strengthening community connections.

Local assets include services that support mental health, reduce loneliness and isolation, encourage physical activity, and provide faith-based support and social prescribing.

A wide network of community venues, food services, children's centres and arts initiatives further enriches the area. Many of these organisations collaborate with healthcare providers, local authorities and voluntary sector partners to ensure residents receive holistic support.

An interactive map of these local services is available via the 'Find Your Neighbourhood' function of the City and Hackney Neighbourhoods website. Users can enter a postcode to geographically locate services within the identified Neighbourhood, including detailed information such as addresses and contact details for each organisation.



Source: https://cityandhackneyneighbourhoods.org.uk/neighbourhoods/well-street-common/

Community hall hire

The following table presents the community hall hire spaces available in the Well Street Common area, as listed on the Hackney Council's community halls directory. These venues offer a variety of facilities suitable for events, meetings and activities, catering to the diverse needs of the local community.

Well Street Common Neighbourhood Community Hall Hire			
Venue	**Type of venue**	**Capacity**	**Wheelchair access**
Frampton Park Community Hall 35 Frampton Park Road, London, E9 7PQ	Local venue for events and meetings. Suitable for community and private hire. Simple, well-equipped space.	80	yes
Gascoyne 2 Community Centre 2A Wick Road, London, E9 5AY (main Hall)	130m² bright space with kitchen & PA system. Ideal for events, classes and large meetings. Flexible layout for various activities.	100	yes
Gascoyne 2 Community Centre 2A Wick Road, London, E9 5AY (Meeting Room)	Private room for up to 12 people. Suitable for meetings, training and workshops. Professional setting with basic amenities.	12	yes
New Kingshold Community Centre 49 Ainsworth Road, Homerton, London, E9 7JE (main Hall)	Large 150m² event space. Suitable for celebrations, classes and community use. Versatile layout with good facilities.	140	yes
New Kingshold Community Centre 49 Ainsworth Road, Homerton, London, E9 7JE (Meeting Room)	Small room. Ideal for workshops, discussions and training. Simple, functional setup.	20	yes
New Kingshold Community Centre 49 Ainsworth Road, Homerton, London, E9 7JE (Office 1)	Private office for hire. Suitable for freelancers & small businesses. Quiet and professional space.	4	yes

New Kingshold Community Centre 49 Ainsworth Road, Homerton, London, E9 7JE (Office 2)	Compact workspace for meetings or remote work. Available for short-term or regular hire. Practical / professional environment.	3	yes
Pitcairn Community Hall St Thomas Square, Frampton Park Estate, London, E9 6PT	Community space for events and activities. Adaptable layout for different group sizes. Welcoming local venue.	60	no
Trowbridge Community Centre 15 Lavington Close, London, E9 5HF	Hub for local events, workshops & meetings. Well-maintained and versatile space. Suitable for small and large gatherings.	80	yes

Source : https://communityhalls.hackney.gov.uk/venues

Gascoyne 1 Community Centre

Located in Hackney Wick, the Gascoyne 1 Community Centre offers a flexible and affordable space for local residents, community groups and organisations. It is managed by residents and suitable for a range of activities including meetings, workshops, exercise classes, social events and children's parties, with a lobby and separate kitchen. The venue is wheelchair accessible.

H.O.P.E at Morningside Community Centre

The Morningside Community Centre is a purpose-built centre run by H.O.P.E which serves as a vibrant hub for local residents. This space is also managed by residents and available for hire, offering a welcoming environment for both organised events and informal gatherings.

Community Health Champions

The City & Hackney Community Health Champions (CHC) programme empowers local residents by training volunteers (known as Community Health Champions) to be trusted sources of health information in their communities.

Delivered in partnership by Volunteer Centre Hackney (VCH) and City & Hackney Public Health teams, the programme recently awarded Community Health Champion Network Grants for 2024-2025 to local voluntary, community, and faith-sector organisations to strengthen their involvement in promoting community health.

Each year, the programme collaborates with Champions to identify health priorities reflecting residents' most pressing issues.

For 2025, these priorities are:

- **Physical Activity**
- **Diet, Nutrition, and Food Poverty**
- **Vaccinations and Immunisations**
- **Long-Term Health Conditions** (focusing specifically on cardiovascular disease, diabetes, and cancer)

In addition, the CHC programme recognises cross-cutting themes such as Mental Health and Wellbeing, the Cost of Living, Health Literacy, Special Educational Needs and Disabilities (SEND) and adopting a Whole Person Approach.

To effectively address these priorities, the CHC team provides Champions with ongoing support, through tailored training, peer support sessions and targeted communication resources.

Champions also play a crucial role in gathering insights into local health needs, which the CHC team shares with health and care partners to inform service design and help reduce health inequalities.

For more information, or to explore collaboration opportunities with Community Health Champions, please contact:

- Ros Jones (rosalind.jones@cityandhackneyph.hackney.gov.uk) or
- Jo Hunt (joanne@vchackney.org).

Social prescribing

Social Prescribing is a service that connects residents with community resources to enhance their health and well-being. In City and Hackney, Family Action delivers Social Prescribing across eight PCNs and 41 GP practices. This initiative aims to improve mental health and well-being by linking individuals to community support, reducing reliance on traditional health services.

Social Prescribers assist service users in accessing a wide range of community-based activities, including social groups, arts and creative sessions, physical activities, smoking cessation, weight management, healthy lifestyle programs, skills development and volunteering opportunities. In addition, volunteer befrienders support service users in overcoming barriers and engaging with local support networks.

Who is Social Prescribing for?

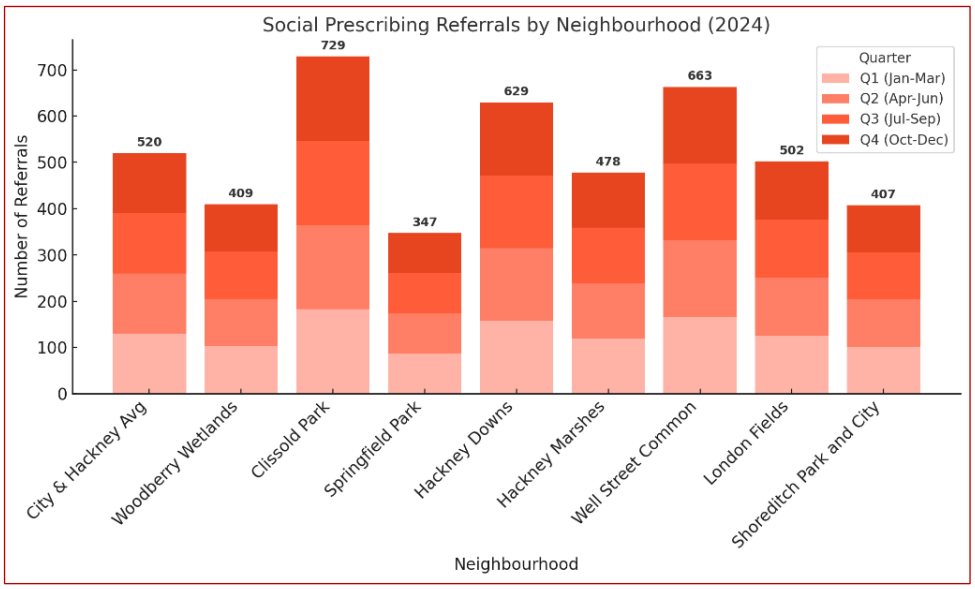
The service is available for residents aged 18 and over who may be experiencing:

- Social isolation
- Mild to moderate mental health issues
- Long-term health conditions (LTCs)
- Social or financial challenges
- Limited engagement with healthcare services
- Disproportionate impacts of the COVID-19 pandemic
- Barriers due to language, disability, or cultural background

Additionally, the Macmillan Social Prescribing Service supports individuals aged 18 and over who have had a previous cancer diagnosis, providing a person-centred approach to enable them to live well during and after cancer treatment.

Referral Trends Across Neighbourhoods

In 2024, 4,164 referrals were recorded across City and Hackney. Well Street Common Neighbourhood recorded one of the highest referral rates (663 referrals).



Source: Family Action, 2025

A significant number of referrals in Well Street Common (663) indicate that this area has a high need for social and financial support.

Key themes from referrals include:

- Mental health difficulties (particularly anxiety and depression).
- Social isolation, particularly among older adults and single-parent households.
- Financial hardship and housing insecurity, with many residents needing foodbank access, financial aid or housing support.

Service User Insights

Feedback from residents highlights the impact of Social Prescribing in Well Street Common:

> *"...Since seeing you, I'm better able to chase things up. Before, I felt I couldn't.* ***Nothing can replace human contact****."*
>
> *"I started to feel that* ***someone knows I exist****. My mind is starting to be alive now, I'm not as lonely."*
>
> *"****It's been amazing****, just having that regular session and someone to help make a plan with—I had no idea those resources were out there and for free!"*
>
> *"My* ***social prescriber helped me*** *access foodbanks, money vouchers and the benefits system when I was at my lowest and struggling and has helped me begin to work on myself through art and counselling'.*

Children and Families Social Prescribing Service

Recognising the specific challenges faced by children and families, the Children, Young People & Families Social Prescribing Service was launched as a pilot in April 2021 in Well Street Common PCN. Unlike adult social prescribing, this service takes a holistic, family-centred approach to address complex needs influenced by family dynamics.

Most common referral reasons:

- Child mental health (26%)
- Emotional welfare concerns (19%)
- Parenting difficulties (18%)
- Housing issues (13%)
- Social isolation (13%)
- Increase in young people and families in crisis, requiring safeguarding measures and crisis intervention.

Tailored Support Initiatives

- Life Skills and Dance Therapy Groups for young people not in education, employment, or training (NEET).
- School-based anxiety workshops in collaboration with CAMHS.
- Targeted financial aid and food support for families in acute hardship.

This service plays a vital role in supporting families before they reach crisis point, ensuring that children and young people receive timely, non-medical interventions to improve their long-term health and well-being.

Well Street Common VCS Services

Neighbourhood Forums and Action Groups

Launched as a pilot in Well Street Common, the Neighbourhood Forum programme now runs across all City & Hackney Neighbourhoods. It offers a structured way for residents and professionals to connect, share information and co-produce service improvements aimed at reducing health inequalities.

Each Neighbourhood has an Action Group, made up of residents and professionals, who work together on agreed health and wellbeing priorities each year. In 2024, Well Street Common's action group decided on:

- **Long Term Health Conditions** - Disability Support.
- **Health Support for Children & Young People**
- **Access to Health and Wellbeing Services** - Community Navigation and Digital Inclusion.

Bi-annual Forums provide accessible spaces for residents to meet with local services, share experiences and gather insights to influence change at the hyper-local level.

In Well Street Common, the Forum is facilitated by Wick Award, a resident-led Big Local community group in Hackney Wick.

Hackney Playbus:

Hackney Playbus operates a converted double-decker bus, bringing early years play environments to housing estates and public parks in East London. Their free sessions cater to children aged 0-4, offering activities that support early learning and development.

Hackney Bumps

Hackney Bumps is a community-led initiative focused on regenerating the Hackney Bumps skatepark in Daubeney Fields, E9 5AW. They encourage local skaters to share their experiences and support the skatepark's revitalisation.

Hackney School of Food:

The Hackney School of Food teaches individuals of all ages and abilities about growing and cooking food. Utilising produce from their own gardens, they offer lessons in their award-winning professional kitchen, collaborating with schools, families, community groups and businesses in East London.

H.O.P.E Community Centre at Morningside Estate:

The H.O.P.E community Centre offers a variety of activities aimed at fostering community engagement, including a youth club, fitness and activity sessions, community lunches, bingo, table-top sales and community days.

Hackney Quest

Hackney Quest works with young people and families to help them build confidence, develop life skills and reach their full potential. The charity offers youth mentoring, after-school activities, family support services and tailored programmes that nurture resilience, leadership and emotional wellbeing.

The Badu Way

The Badu Way is a grassroots organisation committed to empowering children, young people and families across Hackney and beyond. Through sports, education and mentoring, they provide inclusive programmes that build confidence, belonging and ambition. Their work is rooted in community-led solutions, addressing inequality and celebrating cultural identity.

Frampton Park Baptist Church

Frampton Park Baptist Church has a vibrant and diverse congregation comprising individuals of all ages and backgrounds. Beyond spiritual activities, the church actively engages with the community through various initiatives, including toddler groups and the 'Monday Munch' lunch club.

The Wickers Charity

The Wickers Charity is a non-profit organisation based in East London, dedicated to supporting young people aged 8-21. Their mission is to reduce gang-related crime by providing positive role models, learning opportunities, recreational activities and educational workshops. The charity operates from a community hub in Hackney Wick, offering a range of programs:

Children With Voices - Community Food Hub

Children With Voices provides support to vulnerable children aged between 5 and 11, are dedicated to preventing childhood obesity, postcode and gang crime and offer affordable care.

FoodCycle Hackney

FoodCycle Hackney provide free, hot, vegetarian takeaway meals to anyone who wishes to receive them every Thursday between 12.30 - 1.30pm; they also offer check-in calls to guests.

Gascoyne 1 Lunch Club

The Gascoyne 1 Lunch Club is a community initiative located at the Gascoyne 1 Community Centre on Gascoyne Road in Hackney Wick, London. The club provides visitors with a free three-course meal in a comfortable and welcoming atmosphere.

Community Lunch – Gascoyne 2

The Gascoyne 2 Community Lunch, offers a warm and welcoming space for local residents to share a meal and connect. Held every Wednesday from 12pm to 2pm, the lunch is open to all, with no booking required.

Community Lunch – St Mary of Eton

Hosted by Wick Award, the Community Lunch at St Mary of Eton Church Hall offers a free and welcoming meal every Friday at 12pm. The lunch provides an opportunity for local residents to come together and enjoy good food in a relaxed setting.

Hackney Lunch Clubs (55+)

HVCS' Lunch Clubs provide affordable, healthy meals to residents aged 55+, alongside a rich programme of activities including fitness classes, cultural outings, and wellbeing sessions. With 12 clubs serving diverse communities across the borough, they offer welcoming spaces that promote connection, reduce isolation and improve quality of life.

Shelter Hackney

Shelter Hackney is a local service run by the national charity Shelter, offering free housing advice and support to Hackney residents facing housing issues or homelessness. The service provides help with eviction, rent arrears, disrepair and homelessness and is open to anyone living in Hackney.

Support is available via a helpline or at the drop-in service. The aim is to help people secure safe, stable housing and prevent homelessness. Shelter Hackney works across multiple Neighbourhoods.

Food Banks

Hackney Foodbank is dedicated to providing emergency food parcels to individuals and families facing crises or poverty within the Hackney community. Operating on a voucher referral system, they ensure that those in need receive essential support with dignity and compassion. Their services are available six days a week at various locations:

- **Monday:** Homerton Food Bank Centre at Kingsmead Kabin, Kingsmead Way, Homerton, E9 5QG, open from 6:00 pm to 8:00 pm.
- **Tuesday:** Dalston Food Bank Centre at Our Lady and St Joseph Church, 100a Balls Pond Road, Dalston, N1 4AG, open from 11:00 am to 1:00 pm.
- **Wednesday:** Upper Clapton Food Bank Centre at St Andrews Church, 106 Bethune Road, Stoke Newington, N16 5DU, open from 5:00 pm to 6:45 pm.
- **Thursday:** Stoke Newington Food Bank Centre at St Mary's Church, Stoke Newington Church Street, N16 9ES, open from 12:00 pm to 2:00 pm.
- **Friday:** Hoxton Food Bank Centre at the Museum of the Home, Fire Gate 3 Entrance, Geffrye Street, Hoxton, E2 8EA, open from 10:00 am to 12:00 pm.
- **Friday:** Hackney Quest provides free community meals twice a week and distributes food parcels every Friday to support those experiencing food insecurity.
- **Saturday:** Pembury Food Bank Centre at Pembury Community Centre, 1 Atkins Square, Dalston Lane, E8 1FA, open from 11:00 am to 1:00 pm.

Social Housing Providers in Well Street Common

As highlighted above, over half of residents in Well Street Common live in socially rented accommodation (58%). Social housing providers (also known as Registered Social Landlords) operate across multiple Neighbourhoods, managing properties for individuals and families in need of affordable housing.

These providers often reflect the diverse needs of local communities. Some offer sheltered accommodation for older residents (e.g. Anchor Hanover), while others have strong cultural or faith-based links, such as the Industrial Dwellings Society (IDS), which has longstanding ties to the Jewish community; the North London Muslim Housing Association; and Shian Housing Association (a Black Minority Ethnic-led organisation).

Several providers also deliver wider services that support resident wellbeing, including employment programmes, financial inclusion support, youth activities and health and

wellbeing initiatives. The chart below provides a selection of the key social housing providers operating across City & Hackney Neighbourhoods.

Network Housing Association	**One Housing Group**	**Newlon Housing Association**	**London and Quadrant Housing Association**	**Southern Housing Association**
Anchor Hannover	**Peabody Housing Association**	**North London Muslim Housing Association**	**Clarion Housing Association**	**IDS**
	Guinness Trust	**Sanctuary Housing Association**	**Shian Housing Association**	
		Notting Hill Genesis		

Conclusion

Well Street Common is home to a diverse and vibrant community but many residents face some of the deepest health inequalities in City and Hackney. High levels of deprivation, housing insecurity and financial hardship are closely linked to poor mental and physical health.

Many residents struggle to access timely care, particularly for mental health and long-term conditions, while digital exclusion and language barriers further widen health gaps, especially among older residents and ethnic minority groups.

Young people face growing challenges, including childhood obesity, sexual health concerns and increasing unmet needs related to neurodiversity. Despite these issues, the Neighbourhood benefits from a strong network of community services. However, awareness and navigation of this support remain limited.

Neighbourhood Challenges and Opportunities

Snapshot summary of key themes emerging from this year's Neighbourhood Insight Report

Challenges	Opportunities
Mental Health	**Mental Health**
Anxiety/depression among most common LTCs in Neighbourhood. Key barriers: Long waiting times, crisis-driven pathways and poor awareness of available support.	Promote direct access NHS Talking therapies. Promote NHS 111 'Option 2' mental health crisis line + peer support to improve access / earlier intervention.
Access to GP Services	**Access to GP Services**
Resident frustration with appointment systems / inconsistent communication. Key barriers: Online systems, including NHS app.	Upskill residents on use of NHS app. Promote digital inclusion initiatives like IT classes at Age UK's Marie Lloyd Centre and GP practice-based digital inclusion champions. New roles via ARRS / better triage models to help improve patient experience and reduce pressure on GPs.
Long-Term Conditions (LTCs)	**Long-Term Conditions (LTCs)**
Obesity, anxiety, depression and hypertension prevalent + not all residents feel confident managing them.	Build on this with stronger follow-up / better signposting to community services.
Children and Young People	**Children and Young People**
Year 6 children overweight or obese. Families living in low-income households or receive free school meals. Young people overrepresented in sexual health clinic attendance + face mental health access barriers.	Further promote Well Street Common Children and Families Social Prescribing service + early intervention through schools to help families navigate support / address challenges before they escalate.

Housing and Health	Housing and Health
Poor housing a major issue, closely linked to mental and physical health challenges.	Promote Housing + Integrated Care Programme. Use cross-sector partnerships offer to align housing + health support more effectively through place-based models.
Economic Hardship	**Economic Hardship**
Benefits, debt, housing + food insecurity among most common issues raised. Families relying on food banks / charitable support.	Social prescribing/Citizens Advice Hackney play critical role in helping residents access financial, legal and housing support. Promote coordination between statutory and voluntary services.
Community Assets and the Voluntary Sector	**Community Assets and the Voluntary Sector**
Many residents unaware of available services or how to access them. Staff across system not always familiar with full range of local resources.	Promote interactive services map on Neighbourhoods website, offering postcode-based navigation.
Sexual and Reproductive Health	**Sexual and Reproductive Health**
Young people face barriers to accessing SRH services including stigma, confidentiality concerns + lack of clear signposting. Inconsistent pharmacy SRH service quality.	Promote online interactive map + borough-wide awareness campaign and pharmacist training to improve visibility and access.

Supporting Resident Engagement in City & Hackney Neighbourhoods

Involving residents is essential to successful Neighbourhood working. Without residents sharing their experiences to shape local priorities and service delivery, addressing health inequalities effectively becomes challenging. Resident engagement requires thoughtful planning to ensure everyone has opportunities to participate, especially those who might otherwise face barriers, such as digital exclusion.

Healthwatch Hackney runs monthly resident engagement surgeries for Neighbourhood professionals, providing peer guidance and support on effective resident involvement. These meetings are open to those engaging with residents across City and Hackney. To learn more or attend a session, email info@healthwatchhackney.co.uk.

Neighbourhood Forum meetings continue to provide a valuable space for discussing local challenges with those who live and work in the Neighbourhood. These forums are now held quarterly in each Neighbourhood and are further supported by Neighbourhood-specific Resident Action Groups. These groups bring together residents and professionals to explore forum issues in greater depth and determine how best to implement insights gained through resident engagement.

To find out more, contact: VCSNeighbourhoods@hcvs.org.uk or visit the Resident & Community Engagement page of the City & Hackney Neighbourhoods website.

healthwatch Hackney

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