

Clissold Park Neighbourhood Insight Report 2025

Healthwatch Hackney
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Introduction

This presentation summarises the [2025 Clissold Park Insight Report](#) by [Healthwatch Hackney](#). It highlights demographics, health outcomes, service access and community assets, outlining strengths and challenges to guide services in reducing inequalities for local residents. For detailed data, analysis and links to local services, please use above link to full report.

Neighbourhoods Way of Working

Building Better Local Systems

Collaborative Approach

Residents, services, local authorities and community groups work together to improve health and well-being, placing residents at the heart of decisions so services meet local needs and priorities.

The Three Pillars

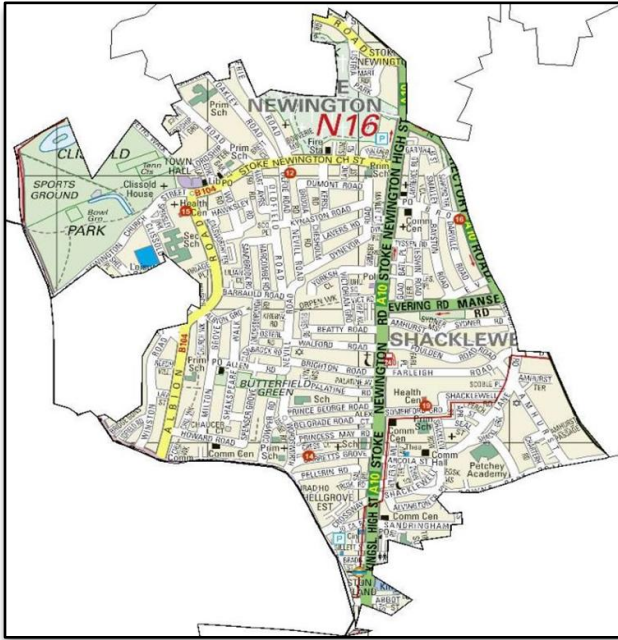
The 2025 [Neighbourhoods Staff Handbook](#) supports staff in adopting place-based approaches through the pillars:

1. Resident at the Centre
2. Working Together
3. Knowing Your Neighbourhood.



About Clissold Park:

Demographics & Context



Population & Diversity

- 35,379 residents (10% of City & Hackney total)
- 36% aged 25–39, 17% under 18, 7% over 65
- 79% speak English as their main language; 5% cannot speak English well
- Ethnic breakdown: 53% White, 17% Black, 10% Asian, 5% Mixed, 15% Other

Housing

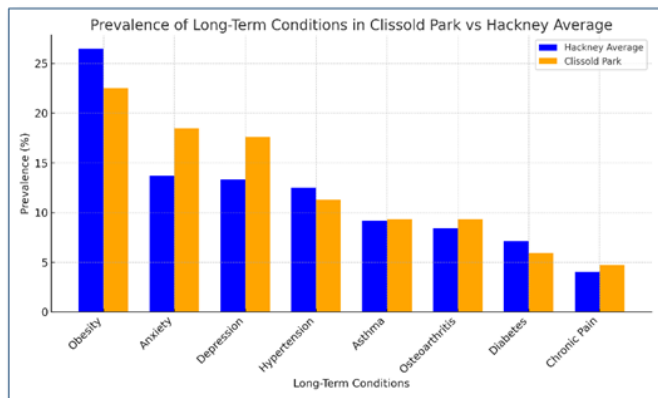
- 38% of homes are social housing (low compared with other Neighbourhoods)
- Higher home ownership levels than the borough average

Digital participation

- 12% are rare or infrequent internet users

Key Health Outcomes & Conditions

Physical & Mental Health Landscape



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

Long-Term Health Conditions (LTCs)

Most prevalent (QOF 2024–25):

- Obesity: 22.5%
- Anxiety: 18.5%
- Depression: 17.6%
- Hypertension: 11.3%
- Asthma: 9.3%
- Osteoarthritis: 9.3%
- Diabetes: 5.9%
- Chronic Pain: 5.9%

Rates for anxiety and depression are higher than the Hackney average.

High-Intensity GP Users

2,169 residents are high-intensity users:

- 28.1% have three or more LTCs
- 24.5% live in the most deprived areas
- 6.9% are housebound
- Hypertension, obesity and diabetes are most common conditions

Voices from Clissold Park: Resident Experiences

Combining Data with Lived Experience

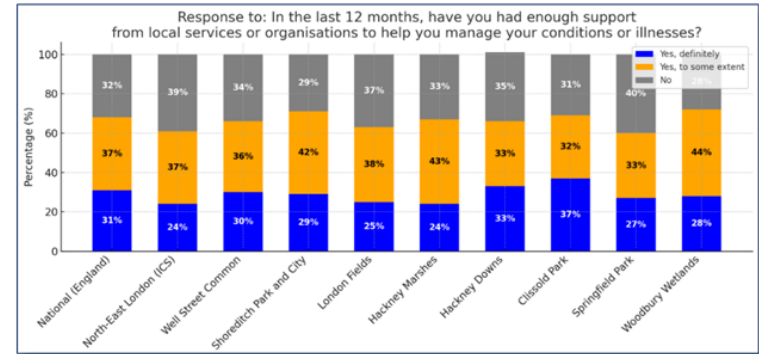
Experience with Health Services

Residents value compassionate care from local GPs and staff. Many highlight supportive interactions with doctors, nurses and dieticians. Confidence in managing health is relatively high in Clissold Park, with 79% of residents feeling confident, though one in five still do not.

Case Study: Xena's Story

Xena, a long-term resident, lives with chronic back pain and depression. She described feeling isolated and unsupported after surgery and redundancy. Initial experiences of therapy were unhelpful but her GP referred her to [social prescribing](#) and the [Together Better](#) programme.

Group activities helped her regain confidence and connection and highlights the importance of compassionate GP care and local community support.



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

Health Inequalities

General Population

- **Clissold Park is less deprived:** 46% of residents live in the two least deprived quintiles

Children & Young People

- Immunisation coverage (88%) and developmental milestones (89%) above local averages.
- Childhood obesity and free school meal eligibility lower than borough levels.
- Higher youth unemployment (22 per 1,000) and increased use of online sexual health services



Health Inequalities

Older People & Digital Exclusion

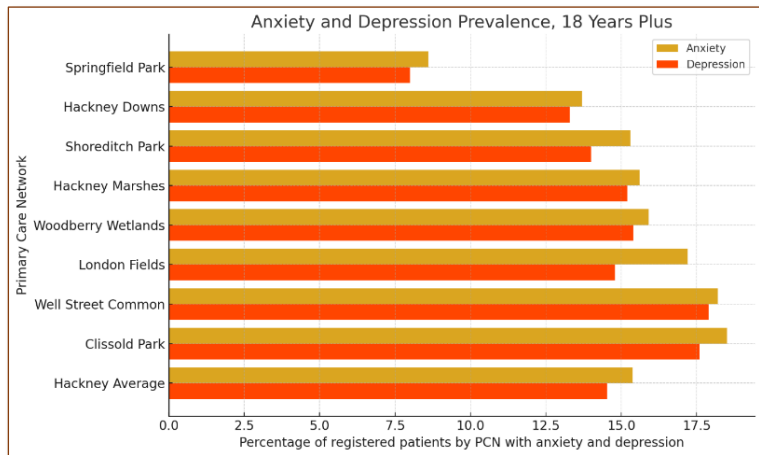
- 8.9% of patients are 65+
- Many live alone in deprived areas, increasing risks of isolation and mental health challenges
- 12% of residents are rare or infrequent internet users
- Older residents highlight barriers with online booking and e-consult systems

Local support

- Digital inclusion classes at the [Marie Lloyd Centre](#) provide free training in online safety, NHS app use and finance tools.



Access to Mental Health Services



Source: [NHS Quality and outcomes Framework \(QOF - Dec 2024\)](#)

High Prevalence and Demand

- Anxiety & depression are among the most common conditions in Clissold Park.
- Residents report long waits for CAMHS & talking therapies, with some only supported at crisis point.

Alternative Access Routes

- Residents can access crisis support via NHS 111 'option 2'.
- Local IAPT talking therapies
- Charities/VCS organisations expand support options.

Resident voice:

*"I **felt like I knew about everything too late.** It was only after a crisis that I found out what services were available."*

Access to GP & Pharmacy Services

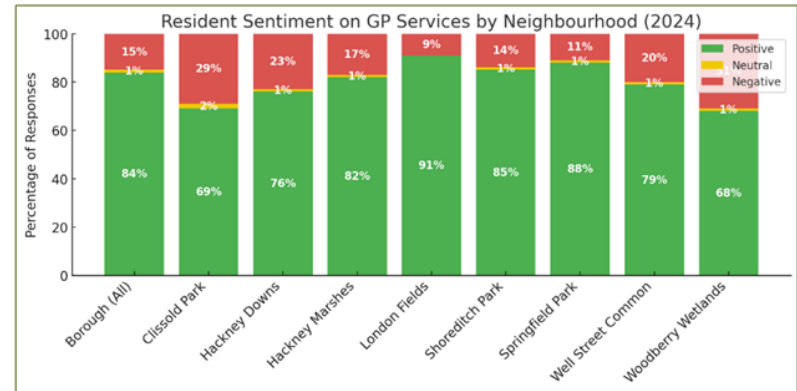
Primary and Community Care

GP Access: Mixed Feedback

- 67% say it is easy to book by phone, 60% online, 51% via NHS app.
- Feedback split: 39% positive, 59% negative.
- Many praise compassionate staff but booking systems remain a challenge.

Pharmacy Services

- Seven local pharmacies play a key role in medicines, contraception and minor ailments.
- Barriers include medication shortages, language barriers and low awareness of services.



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

Sexual and Reproductive Health (SRH)

Hackney, including Clissold Park, has among the country's highest STI and HIV rates, particularly in young adults. Local SRH services (online home testing, walk-in clinics, pharmacy EHC) aim to be inclusive and accessible.

Barriers for Young People

Young people face confidentiality, awareness & convenience concerns. Targeted youth clinics, digital mapping tools and participatory education aim to address SRH barriers and improve access.

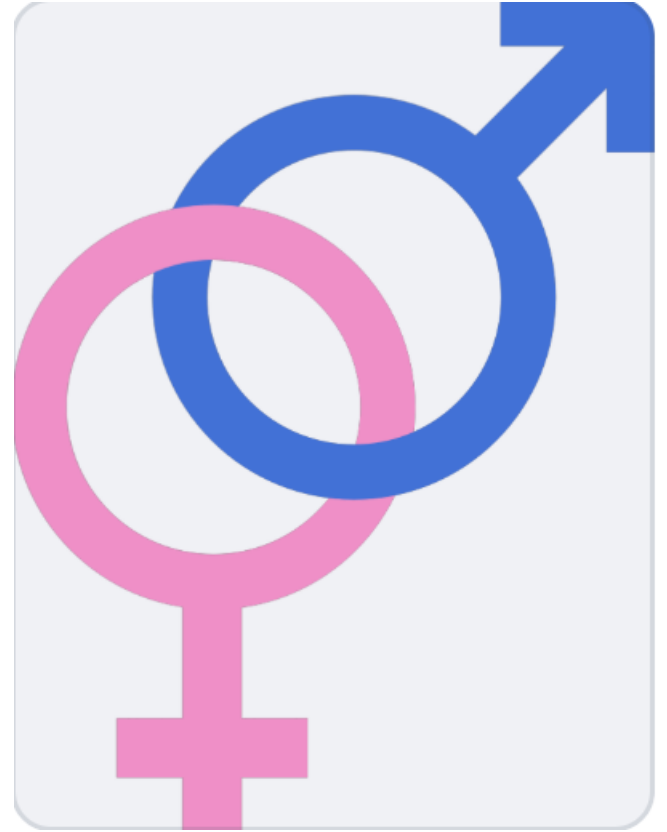
Young people commented:

"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."

Local services

- [Pharmacies](#) providing emergency contraception/testing.
- [Clifden Centre](#) walk-in clinics and youth clinics.
- New [interactive online SRH map](#) supports easier access.



Neighbourhood Assets and Community Services

Voluntary & Community Sector (VCS)

Clissold Park has a wide range of services supporting mental health, families, older people and young people. Examples include:

- [Hackney Caribbean Elderly Organisation](#)
- [Daymer](#) (Turkish and Kurdish community support)
- [Hackney Quest](#) (youth mentoring and family support)
- [Shelter Hackney](#) (housing advice)
- [Hackney Foodbank](#) and [Hackney Playbus](#)

Social Prescribing

Clissold Park recorded the highest referrals in Hackney in 2024 (729), supporting residents with mental health, isolation, housing and financial hardship.

In 2024, 729 residents were referred, mainly for:

- Mental health
- Social isolation
- Financial challenges



Challenges & Opportunities



Main Challenges

- High rates of anxiety and depression, with stigma and long waits
- GP access frustrations with digital and phone systems
- Financial insecurity and reliance on benefits, food banks and Citizens Advice
- Housing quality and affordability concerns
- Awareness gaps around services, including SRH and VCS support

Opportunities for Improvement

- Promote NHS 111 'option 2' and talking therapies
- Expand digital inclusion support through GP practices and community centres
- Strengthen peer networks and community health programmes
- Build cross-sector housing and financial support partnerships
- Promote interactive Neighbourhood service maps

Conclusion & Next Steps

- Clissold Park is one of the least deprived Neighbourhoods in City and Hackney
- Early childhood outcomes are strong, with high immunisation and developmental milestone achievement
- Digital inclusion is higher than in other Neighbourhoods, though some residents remain excluded
- Mental health needs are significant across all age groups, with barriers to timely support
- Housing quality, affordability and financial insecurity continue to impact health and wellbeing
- Stronger resident engagement, better coordination of services and accessible community support are essential to build healthier futures

