Hackney Marshes Neighbourhood Insight Report 2025

Healthwatch Hackney
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Introduction

This presentation summarises the [2025 Hackney Marshes 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.
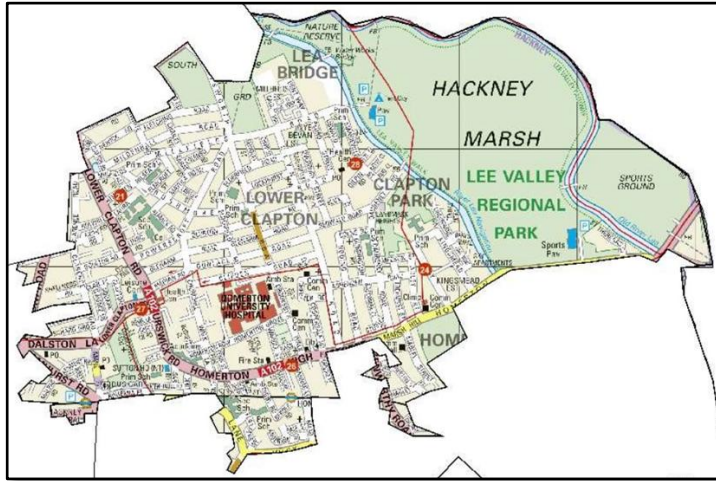
The Three Pillars

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 Hackney Marshes:

Housing and deprivation strongly affect health, with 37% of residents living in the most deprived areas.

Population & Diversity

- 30% aged 25–39
- 15% under 18
- 10% aged 65+ (higher than borough average)
- 51% live in social housing (second highest of all Neighbourhoods)

Diversity

- White: 39.5%
- Black/Black British: 31.7%
- Asian/Asian British: 11.4%
- Mixed/Other: 17% combined
- 5% speak little or no English

Digital Exclusion

- 7% never used the internet
- 27% rare or infrequent users

Key Health Outcomes & Conditions

Prevalence of Long-Term Conditions in Hackney Marshes vs Hackney Average
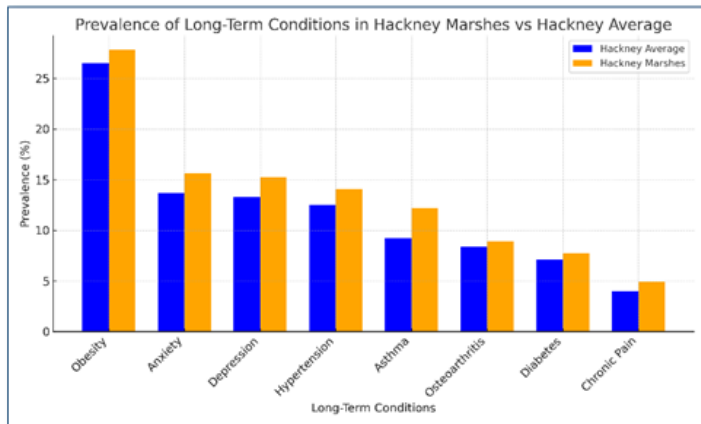
Source: NHS NEL Intelligence & Insights Team (Dec 2024)

Long-Term Health Conditions (LTCs)

Long-term conditions (LTCs) are common, especially in older and more deprived groups

Most prevalent (QOF 2024–25):
- Obesity: 27.8%
- Anxiety: 15.6%
- Depression: 15.2%
- Hypertension: 14.1%
- Asthma: 12.2%
- Osteoarthritis: 8.9%
- Diabetes: 7.7%
- Chronic Pain: 4.9%

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

High-Intensity GP Users

2,601 residents are high-intensity users:
- 32.6% with 3+ LTCs
- 57.8% live in the most deprived quintile
- 7.3% are housebound

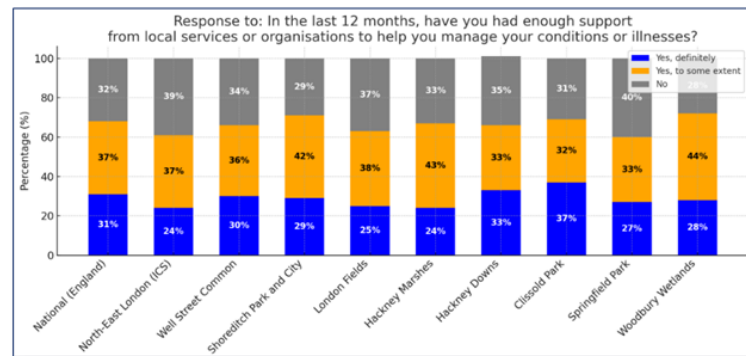# Voices from Hackney Marshes: Resident Experiences

Combining Data with Lived Experience

Experience with Health Services

- 69% feel confident managing their health (slightly below City & Hackney average of 71%)
- 44% have discussed "what matters most" with a GP professional
- 33% feel they do not get enough support from local services

Case Study: Jon's Story

Jon, in his 30s, lives with complex mental health needs. Despite challenges with medication and isolation, he has built a support network through yoga, walking and peer learning. He highlights difficulties in finding the right services but values local programmes like Healthier Together and Recovery College.

Response to: In the last 12 months, have you had enough support from local services or organisations to help you manage your conditions or illnesses?

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

Health Inequalities

Addressing Disparities

Children & Young People

- 19% of residents are under 18
- Immunisation rates (age 5): 84% (above borough average but below national target of 94%)
- Childhood obesity: 26% (highest in Hackney)
- 18% of children live in absolute low-income households (highest rate in Hackney)
- Youth unemployment: 25 per 1,000 (above borough average: 17)
- 3% of 16–19-year-olds NEET (above average)
- Rising neurodiversity needs; Targeted Health Outreach supports SEND and autistic young people

Case study: Pauline's story

Pauline cares for multiple children and grandchildren. She struggles with fragmented healthcare, lack of after-school provision and poor information access. She stresses the importance of trusted adults in schools and better signposting of community services.

Health Inequalities

Addressing Disparities

Older People & Digital Exclusion

- 10.1% of residents are 65+
- Many live alone and in deprived areas, at risk of social isolation
- Digital exclusion: 34% rare or infrequent internet users
- Barriers to online booking and NHS App access

Resident voice

"I haven't been able to get a follow-up appointment for nearly 2 months… e-consult isn't user-friendly for older patients."

Local initiatives, such as IT classes at the [Marie Lloyd Centre](), help residents build digital confidence but face-to-face options remain vital.

Access to Mental Health Services

Anxiety and Depression Prevalence, 18 Years Plus
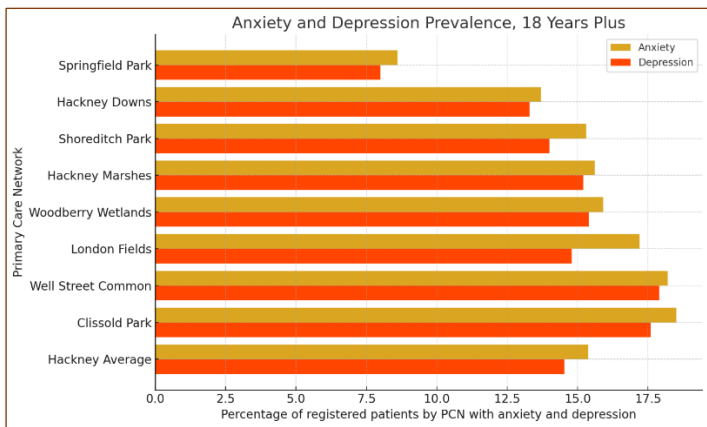
Source: *NHS Quality and outcomes Framework (QOF - Dec 2024)*

High Prevalence and Demand

- Anxiety and depression among top three LTCs
- 83 new referrals/month in 2024; caseload peaked at 418 (third highest in City & Hackney)
- **Barriers:** long waits, digital exclusion, stigma, inconsistent communication
- **Groups disproportionately affected:** Black residents, deprived households, disabled people, LGBTQIA+, young women

Alternative Access

- NHS 111 'Option 2' for crisis support
- Local IAPT talking therapies
- Charities/VCS organisations expand support options.

"I felt like I knew about everything too late, only after a crisis did I find out what services were available."

# Access to GP & Pharmacy Services

Primary and Community Care

GP Access: Mixed Feedback

- 73% say it's easy to contact by phone
- 64% online via website
- 66% via NHS App
- 66% positive experiences overall, but a third report negative experiences
- Barriers: long waits, confusing booking systems, digital exclusion

Pharmacy Services

- 8 community pharmacies in Hackney Marshes
- Vital for medication, contraception, and health advice
- **Barriers:** medicine shortages, inconsistent opening, language barriers

"I had to bring my teenage son to translate, which was embarrassing." – Hackney pharmacy user
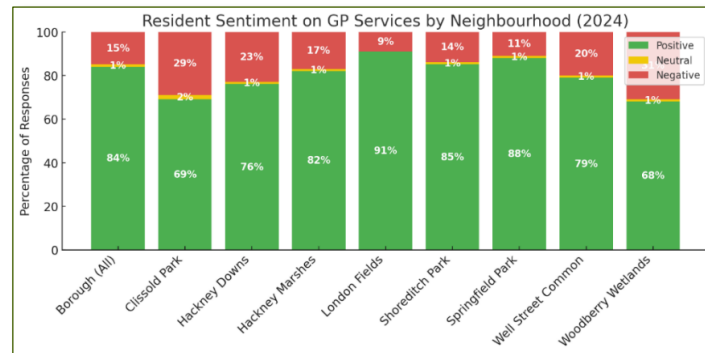
Source: Overall Patient Sentiment: Healthwatch Hackney GP Experience Report (2024)

Sexual and Reproductive Health (SRH)

Hackney, including London Fields, 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…"

"Some places just feel off – like you're being judged…."

Support:

- **Local services:** Health Spot Clinic, Clifden Centre, Positive East, 36 pharmacies with condom/EHC provision
- Interactive SRH map launched in 2025
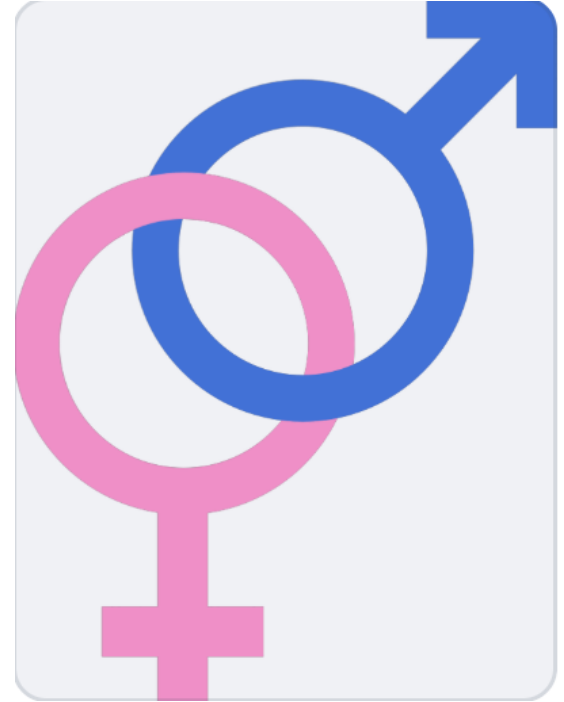
Neighbourhood Assets and Community Services

Voluntary & Community Sector (VCS)

Local VCS organisations address:
- Mental health
- Social isolation
- Physical activity
- Food insecurity
- Youth support
- Housing advice

Examples: Pedro Club, Hackney Foodbank, Chats Lunch Club, Shelter Hackney, Hackney Playbus, Hackney Quest.

Social Prescribing

In 2024, 347 residents were referred, mainly for:
- Mental health
- Social isolation
- Financial challenges.

Residents report increased wellbeing, confidence and connection.

Challenges & Opportunities

Challenges

- High LTC prevalence (obesity, hypertension, diabetes)
- Mental health demand and long waits
- Poor housing, damp, overcrowding
- High deprivation and child poverty
- Digital exclusion among older people
- Barriers to GP/pharmacy/SRH access
- Low confidence in managing health

Opportunities for Improvement

- Expand NHS Talking Therapies + 111 'Option 2' crisis line
- Digital inclusion via IT classes and GP champions
- Strengthen school–community links for children's health
- Align housing, health and advice services
- Build on social prescribing and peer support
- Raise awareness with interactive maps and community campaigns

Conclusion & Next Steps

- Poor housing, financial hardship and digital exclusion drive health inequalities

- High rates of obesity, hypertension, diabetes and mental health needs, with many intensive service users

- Young people face childhood obesity, youth unemployment and unmet neurodiversity needs

- Older residents more likely to live alone, experience poverty and be digitally excluded

- Residents value GP and pharmacy staff but barriers remain around online systems, language support and signposting

- Community organisations and social prescribing are active but awareness and access are inconsistent