

Shoreditch Park & City: Neighbourhood Insight Report 2025

Healthwatch Hackney
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Introduction

This presentation summarises the [2025 Shoreditch Park & City 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

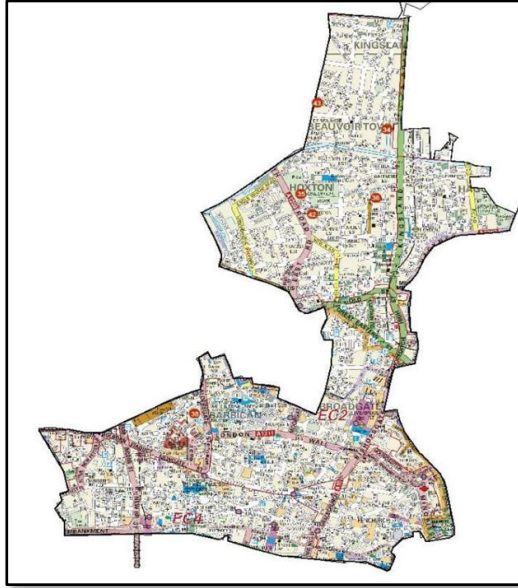
The 2025 [Neighbourhoods Staff Handbook](#) supports staff in adopting place-based approaches through the pillars:

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



About Shoreditch Park & City:

Demographics & Context



Population & Diversity

- 14.9% aged under 18 (9% in City of London)
- 25.8% aged 25–34 in City of London
- 7.7% aged 65+ (14% in City of London)
- 76% live in rented housing; 24% own their home

Diversity

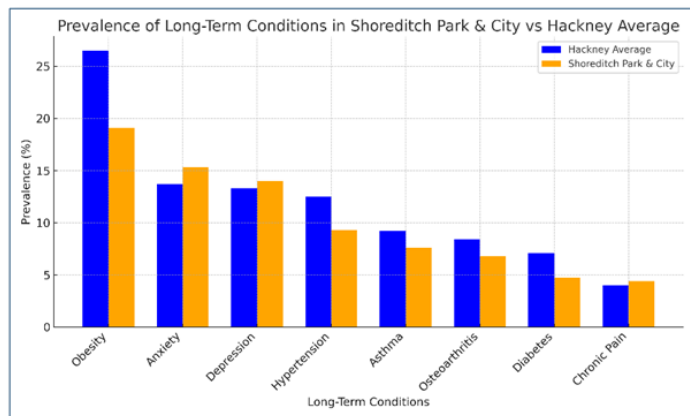
- White: 60%
- Black/Black British: 18%
- Asian/Asian British: 12%
- Mixed/Multiple: 6%
- Other: 4%

Language & Digital Exclusion

- 76% speak English as main language
- 3% limited English proficiency

Key Health Outcomes & Conditions

Physical & Mental Health Landscape



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: 19.1%
- Anxiety: 15.3%
- Depression: 14%
- Hypertension: 9.3%
- Asthma: 7.6%
- Osteoarthritis: 6.8%
- Diabetes: 4.7%
- Chronic Pain: 4.4%

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

High-Intensity GP Users

2,745 residents are high-intensity users:

- 26.1% have 3+ LTCs
- 48.5% live in the most deprived areas
- 6.4% are housebound

Voices from Shoreditch Park & City: Resident Experiences

Combining Data with Lived Experience

Experience with Health Services

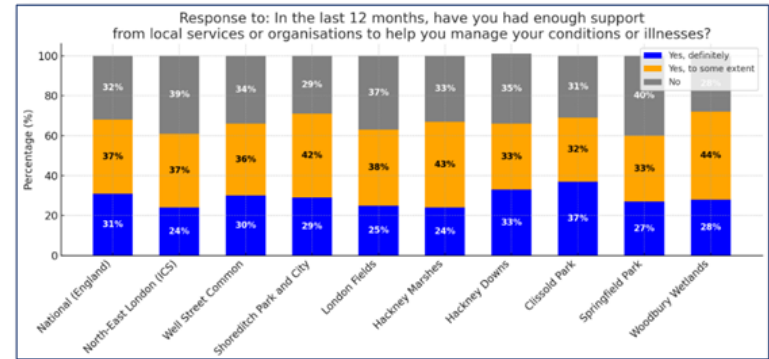
- 74% feel confident managing their health (above local average of 71%)
- 42% have discussed “what matters most” with a healthcare professional
- 37% feel they have not received enough support.

Case Study: Pauline's Story

Pauline, in her 60s, lives with complex mental and physical health conditions, including depression, anxiety, Post-Traumatic Stress Disorder (PTSD) and arthritis. She describes long waits, lost referrals and a lack of personalised care, which have left her feeling isolated and overwhelmed.

Through the [Together Better](#) programme, she joined a walking group and received befriending support, helping her feel connected and less alone.

“That walking group helped me through tough times, it really did.”



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

Health Inequalities

Addressing Disparities

Children & Young People

- 14.3% of registered patients are under 18
- Immunisation rates above borough average (85% vs 79%)
- Developmental milestones higher than Hackney average (90% vs 80%)
- 30% eligible for free school meals (vs borough 22%)
- 11% of older children obese (above borough 10%)
- Neurodiversity needs rising, supported by [Targeted Health Outreach](#) service



Health Inequalities

Addressing Disparities

Older People & Digital Exclusion

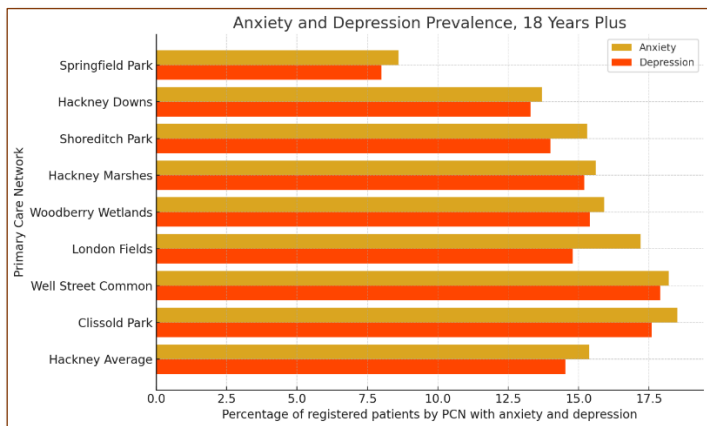
- 7.7% of residents are 65+
- Higher risk of isolation and deprivation
- Digital exclusion contributes to missed appointments and stress
- Older adults face barriers to GP booking, NHS App and online health services

"I haven't been able to get a follow-up appointment for nearly 2 months... e-consult isn't user friendly for most patients, especially when they're older."

Local digital inclusion projects at the [Marie Lloyd Centre](#), provide vital IT classes, covering online safety, NHS App use and banking.



Access to Mental Health Services



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

Alternative Access Routes

- NHS 111 'Option 2' crisis line
- [Hackney Talking Therapies \(IAPT\)](#)
- Crisis Assessment Hub walk-in
- VCS support via Wellbeing Network and [Together Better](#) groups

High Prevalence and Demand

- Anxiety and depression rank among the top 3 LTCs
- 72 new referrals/month in 2024; caseload peaked at 356
- **Barriers:** long waits, GP referral delays, digital exclusion, stigma

High Prevalence and Demand

Tanya, nearly 60, moved to the City of London with her two children and lives with arthritis, PTSD and chronic pain. She found the move daunting but describes local GP and community support as far better than in her previous area.

A referral to [Together Better](#) helped her join a walking group and an art class, giving her routine and confidence. Barriers remain with long waits for mental health therapy and difficulty navigating services alone.

"Together Better changed everything... I hadn't done art since I was tiny and it really opened me up."

Access to GP & Pharmacy Services

GP Access

- 63% say easy by phone, 51% via website, 46% via NHS App
- **Digital barriers:** 43% reported difficulties with NHS app
- **Healthwatch Hackney feedback:** overall 60% positive experiences overall, 39% negative

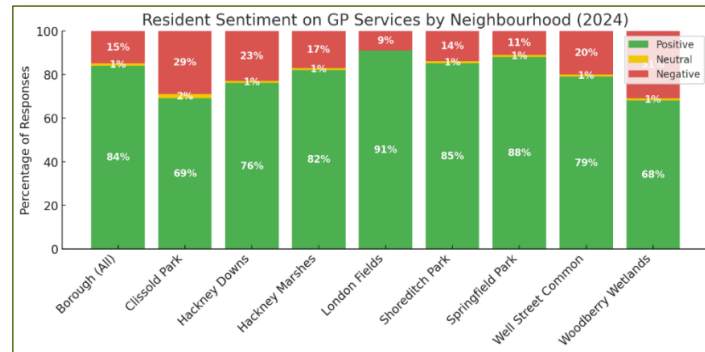
"Good GPs but very hard to access appointment (...) Often long waits using the telephone booking system (this morning I waited 45 minutes and there were no appointments when I got through)."

Pharmacy Services

26 pharmacies in Shoreditch Park & City, key for medication, contraception and health advice

Challenges: Closures from staff shortages, Shortages of common medicines (e.g. HRT, painkillers), Inconsistent translation support (some rely on Google Translate or family interpreters)

"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..."



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

Sexual and Reproductive Health (SRH)

Hackney, including Shoreditch Park & City, 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:

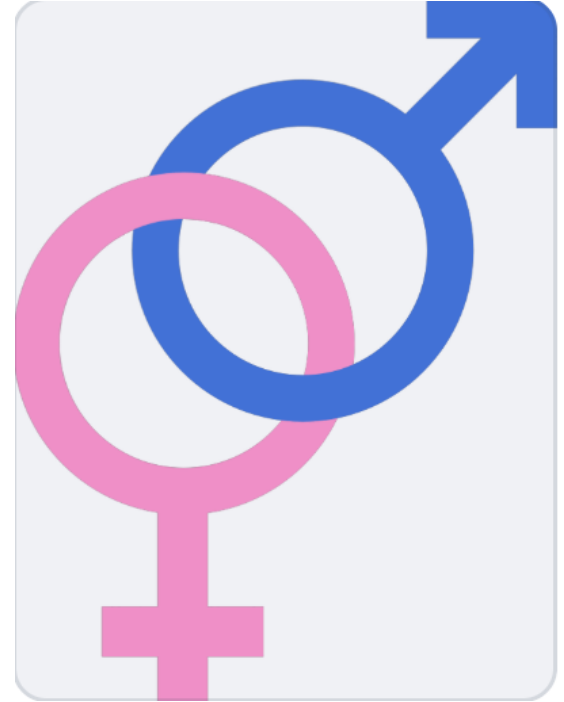
"I wouldn't go to my GP for stuff like that – it's too awkward, especially if your parents go there too."

"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
- Youth and family support
- Food insecurity
- Housing advice
- Arts and community activities

Examples: [St Luke's Community Centre](#), [Positive East](#), [Hackney Foodbank](#), [Shelter Hackney](#), [Hackney Quest](#), [Ivy Street Family Centre](#).

Social Prescribing

Service users report significant improvements in wellbeing, confidence and social connection.

In 2024, 407 residents were referred, mainly for:

- Mental health
- Social isolation
- Financial or housing challenges.

"I started to feel that someone knows I exist. My mind is starting to be alive now, I'm not as lonely."



Challenges & Opportunities



Challenges

- High prevalence of LTCs, especially anxiety & depression
- Alcohol & substance misuse highest in Hackney (1.2%)
- Childhood obesity (28%) despite good immunisation
- Digital exclusion among older adults
- Housing insecurity, financial hardship

Opportunities for Improvement

- Expand digital inclusion ([Marie Lloyd Centre](#), GP digital champions)
- Promote NHS 111 'Option 2' & [Talking Therapies](#)
- Strengthen youth services and CAMHS pathways
- Build on [social prescribing](#) and community networks
- Increase SRH awareness and access

Conclusion & Next Steps

- Shoreditch Park & City is a mixed Neighbourhood, with contrasts between younger urban populations and older City residents.
- Despite lower deprivation overall, residents face high alcohol and substance misuse.
- Long-term conditions and rising mental health needs are significant challenges.
- Strong community assets and VCS networks exist locally.
- Better coordination and clearer signposting are needed to ensure inclusive and equitable support.

