

Springfield Park: Neighbourhood Insight Report 2025

Healthwatch Hackney
Author: Fabien Decodts

Introduction

This presentation summarises the [2025 Springfield 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

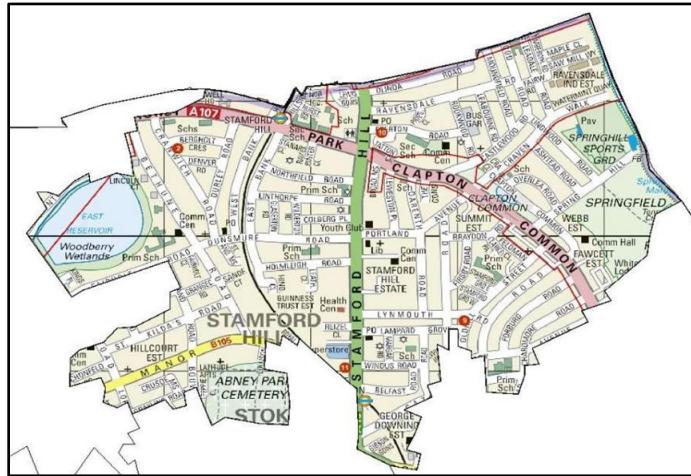
The 2025 [Neighbourhoods Staff Handbook](#) supports staff in adopting place-based approaches through the pillars:

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



About Springfield Park:

Demographics & Context



Population & Diversity

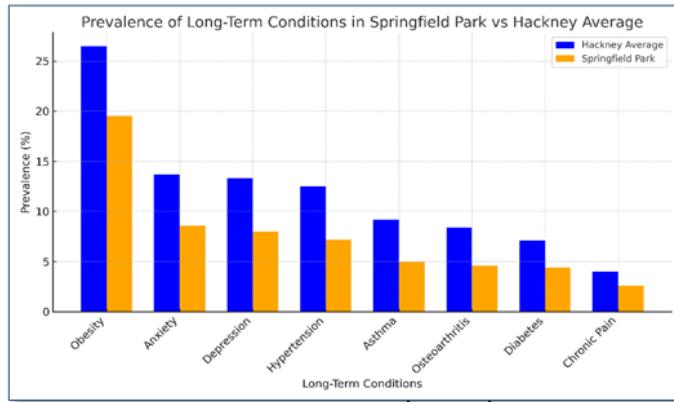
- 34% of residents are aged 25–39
- 39% are under 18 (highest in Hackney)
- 5% are over 65 (lowest in Hackney)

Charedi Community

- Springfield Park is home to [Europe's largest Orthodox Jewish \(Charedi\) community](#), estimated at 19,000 residents. Many households are large and face challenges including overcrowding, digital exclusion and barriers to mainstream services.
- Public services must remain culturally sensitive, particularly in digital health tools, appointment systems and outreach to women and carers.

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: 19.5%
- Anxiety: 8.6%
- Depression: 8%
- Hypertension: 7.2%
- Asthma: 5%
- Osteoarthritis: 4.6%
- Diabetes: 4.4%
- Chronic Pain: 2.6%

Rates for anxiety and depression are below Hackney averages but remain significant.

High-Intensity GP Users

1,917 residents are high-intensity users:

- 28.5% have 3+ LTCs
- 27.7% live in the most deprived areas
- Highest rate of housebound patients across Hackney

Voices from Springfield Park: Resident Experiences

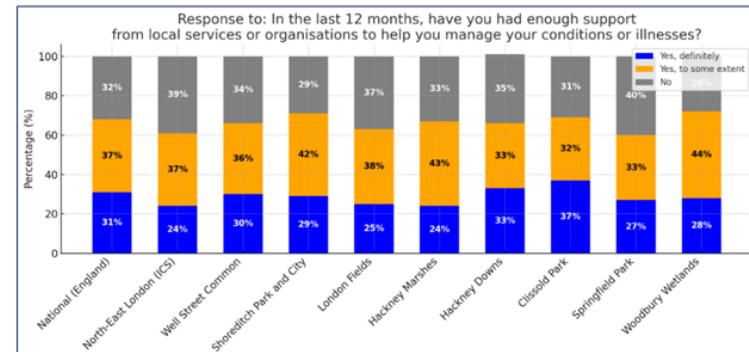
Combining Data with Lived Experience

Experience with Health Services

Residents value compassionate care from local GPs and staff but often feel unsupported in managing long-term conditions. Only 65% feel confident managing their health, below the City & Hackney average.

Case Study: Shayna's Story

Shayna, a 76-year-old with mobility issues, avoids online systems due to digital anxiety. She relies on phone booking and family support but found community connection through the [Together Better](#) programme. Her story highlights the importance of balancing digital tools with face-to-face support.



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

Health Inequalities

Addressing Disparities

Children & Young People

- **40% of residents are under 18.**
- Early years milestones and immunisation rates are below local averages.
- Rising neurodiversity needs more tailored services.



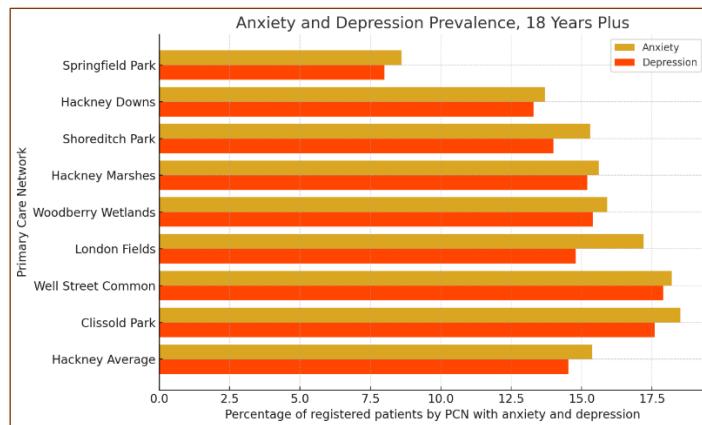
Older People & Digital Exclusion

Older residents (5.7%) are at risk of isolation, with many living alone in deprived areas. Digital exclusion affects over 60% of adults as rare or infrequent internet users.

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



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

High Prevalence and Demand

Anxiety and depression are leading issues. Residents report long waits, cultural stigma, and digital barriers, with young women and minoritised groups especially affected.

Alternative Access Routes

- Residents can access crisis support via NHS 111 'option 2'.
- Local talking therapies + peer networks available but awareness/navigation remain barriers.
- Charities/VCS organisations expand support options ([Chizuk](#) provides mental health support to Charedi community members).

Access to GP & Pharmacy Services

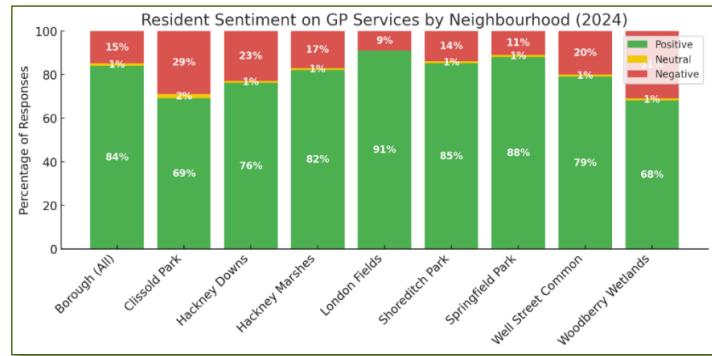
Primary and Community Care

GP Access: Mixed Feedback

Residents appreciate GP care but face long waits and difficulties booking by phone or online. Feedback shows a near-even split between positive and negative experiences.

Pharmacy Services

Springfield Park has four community pharmacies. They play a key role in medication, contraception and minor ailments but access is hindered by language barriers, medicine shortages and limited awareness of available services.



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

Sexual and Reproductive Health (SRH)

Hackney, including Springfield 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..."

"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
- Isolation
- Physical activity
- Arts
- Food insecurity

Examples: [Interlink](#) Foundation, [Bikur Cholim](#) (Orthodox Jewish support), [Hackney Foodbank](#), [Shelter Hackney](#), [Hackney Playbus](#), [Hackney Quest](#), [Clapton Commons](#).

Social Prescribing

Springfield Park had the lowest rate of referrals in 2024 but users report significant improvements in wellbeing, confidence and social connection.

In 2024, 347 residents were referred, mainly for:

- Mental health
- Social isolation
- Financial challenges.



Challenges & Opportunities



Challenges

- Mental health needs
- Inconsistent GP access
- Long-term conditions
- Youth and SRH support
- Housing insecurity
- Economic hardship
- Digital and language exclusion
- Lack of accessible community space

Opportunities for Improvement

- Promote talking therapies, NHS 111 “option 2”
- Expand digital upskilling and inclusive booking
- Strengthen social prescribing
- Build cross-sector housing partnerships
- Support VCS organisations
- Promote awareness tools (e.g. interactive service maps)
- Build cohesion via more inclusive events and shared community spaces.

Conclusion & Next Steps

- Springfield Park is diverse and community-driven
- Deprivation, cultural barriers and service inequalities remain significant
- Stronger local partnerships are needed
- Culturally competent and accessible services are essential
- Inclusive resident engagement will be key to tackling inequalities and building healthier futures

