

# Well Street Common Neighbourhood Insight Report 2025

Healthwatch Hackney

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# Introduction

This presentation summarises the [2025 Well Street Common 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

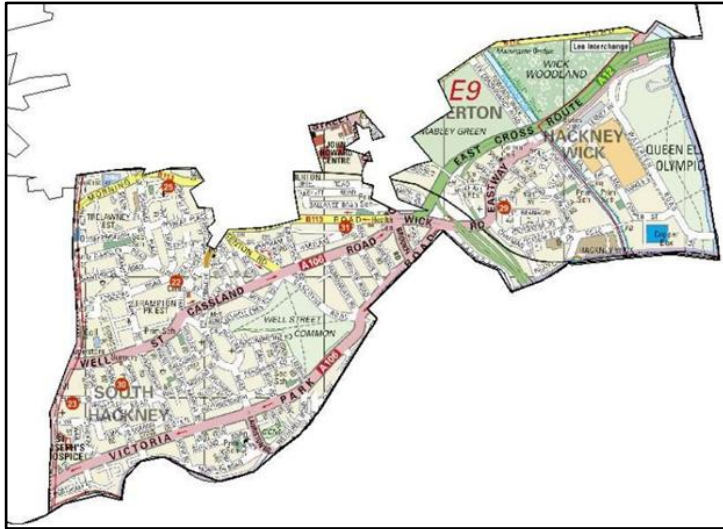
The 2025 [Neighbourhoods Staff Handbook](#) supports staff in adopting place-based approaches through the pillars:

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



# About Well Street Common:

## Demographics & Context



### Population & Diversity

- 35% aged 25–39
- 18% under 18
- 6% over 65

### Ethnicity

- 51% White, 25% Black, 14% Asian, 10% Other
- 5% speak little or no English

### Housing

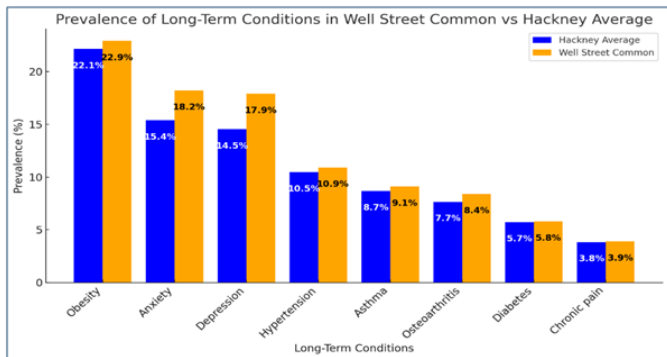
- 58% live in social rented housing (highest in Hackney)

### Digital Participation

- 36% 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: 22.9%
- Anxiety: 18.2%
- Depression: 17.9%
- Hypertension: 10.9%
- Asthma: 9.1%
- Osteoarthritis: 8.4%
- Diabetes: 5.8%
- Chronic Pain: 3.9%

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

## High-Intensity GP Users

### 1,709 residents are high-intensity users:

- 66% live in most deprived areas
- 32% have 3+ LTCs
- 8% are housebound

# Voices from Well Street Common: Resident Experiences

## Combining Data with Lived Experience

### Experience with Health Services

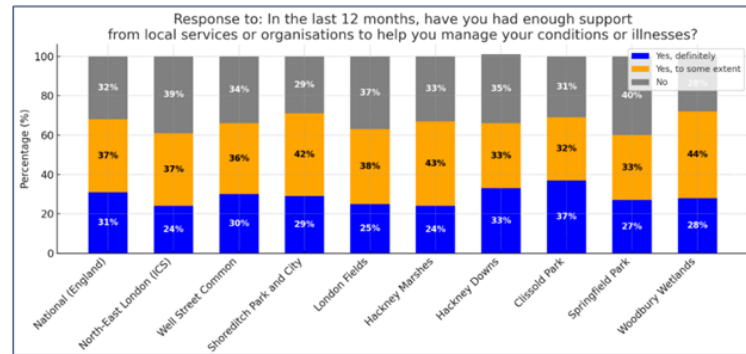
Residents value compassionate care from local GPs and staff but many feel unsupported in managing long-term conditions. Only 66% feel confident managing their health (below the City & Hackney average of 71%).

### Case Study: Nadia's Story

Nadia lives with multiple LTCs including fibromyalgia, arthritis and depression. She described feeling dismissed by some GPs and unsupported in accessing disability benefits:

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

She found more support through local charities and self-initiated therapies but continuity of care remains a challenge.



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

# Health Inequalities

## Addressing Disparities

### Children & Young People

- 43% of Year 6 children are overweight or obese (highest in Hackney)
- Higher eligibility for free school meals than borough average
- Childhood immunisation rates below national targets
- Rising neurodiversity needs

### Deprivation

- Well Street Common is the most deprived Neighbourhood in Hackney
- 46% of residents live in the most deprived quintile



# Health Inequalities

## Addressing Disparities

### Older People & Digital Exclusion

- 7.6% of residents are aged 65+
- Higher likelihood of living alone in deprived areas
- 36% are rare or infrequent internet users
- Older residents especially disadvantaged in booking GP appointments and using NHS services

### Case Study: Jade, 65

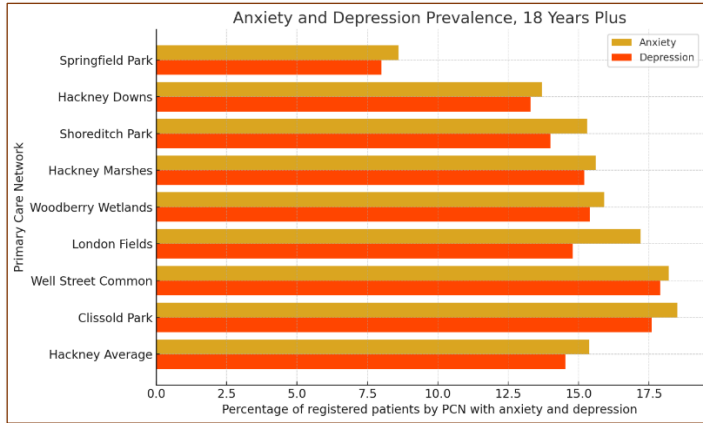
Jade struggles with online booking, she fell victim to fraud and now avoids digital tools. Relies on in-person and phone support.

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 the top LTCs
- Well Street Common recorded the highest caseload across Neighbourhoods in 2024 (550 people, 94 new referrals per month)

## Barriers

- Long waiting times
- Digital exclusion
- Stigma in some communities

## 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.



# Access to GP & Pharmacy Services

## Primary and Community Care

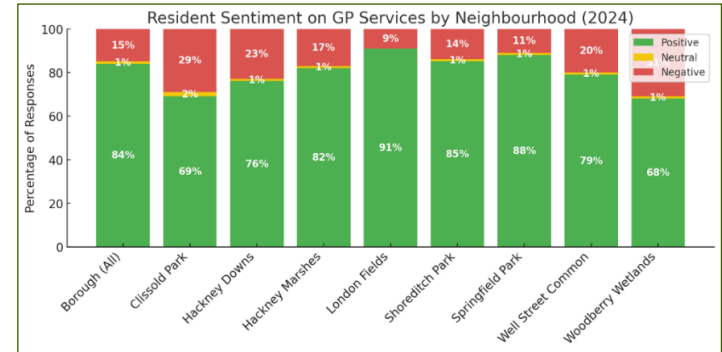
### GP Access: Mixed Feedback

- 61% found it easy to contact GP by phone
- 57% via practice website
- 54% via NHS App
- Around 40% still report barriers, especially with online access

*"Nurse did great! It was a really positive experience... The doctor I saw last week listened more than any doctor I've had before." – Patient from Elsdale Street Surgery*

### Pharmacy Services

- 4 local pharmacies play a key role in medication, contraception and minor ailments
- Barriers include shortages, inconsistent language support and limited awareness of services



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

# Sexual and Reproductive Health (SRH)

Hackney, including Well Street Common, 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:

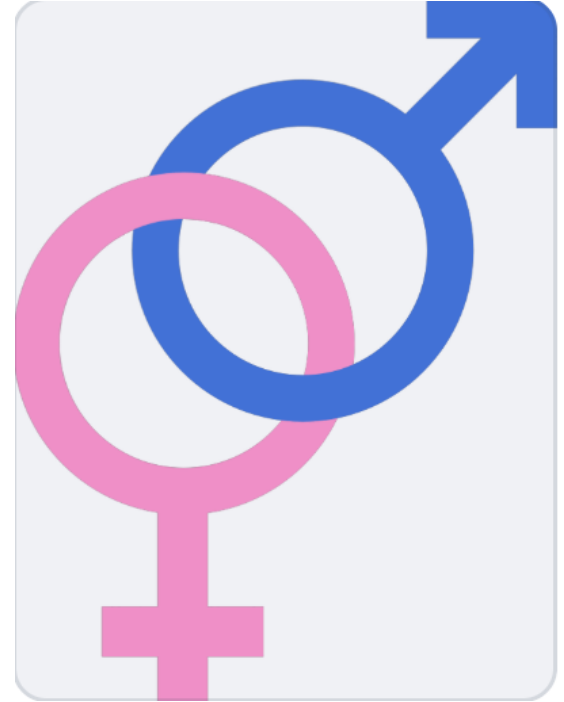
*"I wouldn't go to my GP for stuff like that – it's too awkward, especially if your parents go there too."*

*"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
- Two SRH workshops held at Mossbourne Victoria Park Academy in 2024 showed major improvements in knowledge about misogyny and sexual harassment



# Neighbourhood Assets and Community Services

## Voluntary & Community Sector (VCS)

### Local VCS organisations address:

- Mental health
- Food poverty
- Youth support
- Social isolation

**Examples:** [The Wickers Charity](#), [Badu way](#), [Hackney Foodbank](#), [FoodCycle Hackney](#), [Shelter Hackney](#), [Hackney Playbus](#), [Hackney Quest](#), [Frampton Park Baptist Church](#).

## Social Prescribing

- 663 referrals in 2024 (among the highest)
- Supports residents with mental health, financial hardship, and isolation
- [Children & Families Social Prescribing Service](#) provides holistic support for complex family needs (unique to Well Street Common)



# Challenges & Opportunities



## Challenges

- High deprivation and housing insecurity
- Anxiety, depression, obesity and hypertension
- Long waits and barriers in mental health services
- GP access difficulties and digital exclusion
- Young people's obesity and SRH needs

## Opportunities for Improvement

- Promote [NHS Talking Therapies](#) & 111 'Option 2'
- Expand digital inclusion initiatives ([Marie Lloyd Centre](#), GP digital champions)
- Strengthen Children & Families Social Prescribing
- Build housing and health partnerships
- Increase awareness of [VCS services](#)

# Conclusion & Next Steps

- Well Street Common Neighbourhood is diverse and resilient
- It faces some of the deepest health inequalities in Hackney
- Stronger partnerships are needed to tackle challenges
- Services must be culturally competent and accessible
- Inclusive resident engagement will help ensure services reflect genuine community needs

