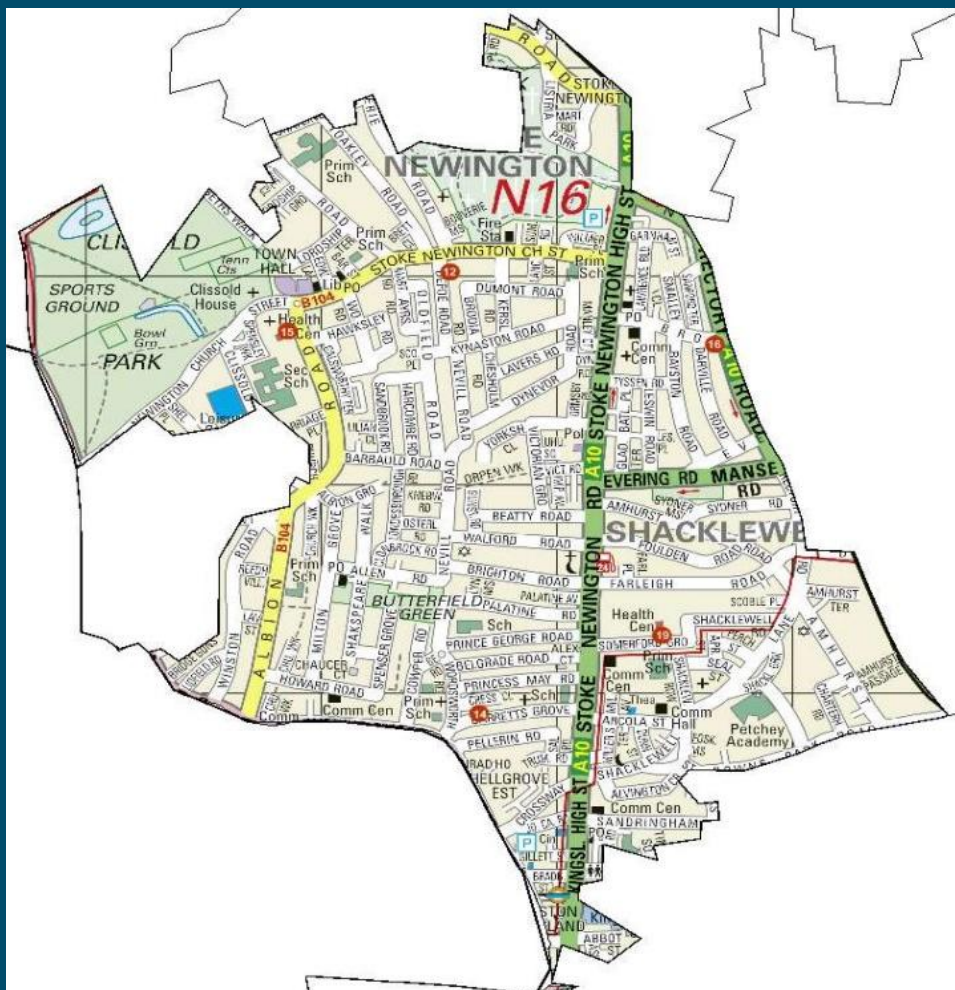




# Clissold Park Neighbourhood Insight Report 2025



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## Acknowledgements:

Healthwatch Hackney teams and volunteers  
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Social Prescribing (Family Action)  
Citizens Advice Hackney  
Al-Mubarak Ibrahim (University of Westminster)

## Neighbourhoods way of working

The Neighbourhoods way of working brings together residents, health and care services, local authorities and community organisations to improve the health and well-being of people living in Hackney and the City of London. It ensures that services work for local people by putting residents at the heart of decision-making.

Each of the eight Neighbourhoods in City and Hackney has its own strengths and challenges. We listen to residents, gather insights and work with partners to shape health and care services around the needs of local people. By focusing on what matters most to communities, we can help tackle health inequalities and strengthen (hyper)-local support networks.

By bringing people and services together, we aim to foster practical changes that improve access to services and enhance residents' quality of life.

## 2025 Update: Neighbourhoods Staff Handbook

The City & Hackney Neighbourhood Staff Handbook has recently been launched as a new resource to support staff in understanding and implementing place-based working within the Northeast London Integrated Care System (NEL ICS). The handbook includes useful insights, practical toolkits, frameworks, case studies, and evidence-based research from pilots, surveys, and resident engagement.

The handbook's content is structured around the Three Pillars of Neighbourhood Working:

- **Resident at the Centre**
- **Working Together**
- **Knowing Your Neighbourhood**

For further information, please contact Angela Clarke ([angela.clarke70@nhs.net](mailto:angela.clarke70@nhs.net)).

## Purpose of this Insight Report

Produced annually by Healthwatch Hackney, the Neighbourhoods Insight Reports highlight key health and care issues affecting residents across Hackney and the City of London.

Commissioned by the Central Neighbourhoods Team, these reports bring together quantitative data, qualitative insights and case studies of local residents' experiences to help build a better understanding of health and well-being at the Neighbourhood level.

By highlighting key challenges, strengths and opportunities for collaboration, these insights aim to support Neighbourhood teams, service providers and local decision-makers in shaping services that better meet residents' needs.

## About Healthwatch Hackney

Healthwatch Hackney is part of a national network of local Healthwatch organisations across England, dedicated to amplifying the voices of residents and service users. We listen to people's experiences—both positive and negative—of health and social care services and ensure their feedback reaches those with the power to create meaningful change.

As an independent champion for Hackney residents, our mission is to improve health and social care services and outcomes. We achieve this by making sure the voices of local people are heard, influencing decision-makers and working collaboratively to shape better services for everyone in the borough.

## Summary

Hackney and the City of London are home to diverse and vibrant communities, each with distinct health and social care needs. At the Neighbourhood level, variations in demographic makeup, health outcomes and access to services are evident.

This report highlights key statistics and trends for Clissold Park Neighbourhood, drawing attention to differences compared to other Neighbourhoods. It integrates quantitative data from various sources, as well as insights from local Neighbourhood teams and feedback from Healthwatch Hackney's engagement with residents.

In addition to service data and resident experiences, the report also explores local assets, focusing on the role of voluntary and community sector (VCS) organisations in addressing health inequalities and supporting residents. By combining data with lived experience, this Insight Report aims to inform service planning, policy decisions and community-driven solutions to improve health and well-being in Clissold Park.

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## Glossary

Acronym	Title	Description
ASC	Adult Social Care	Support provided by different organisations to help people stay independent, safe and well.
ASQ	Ages and Stages Questionnaire	A developmental and social-emotional screening for children between birth and age 6.
BMI	Body Mass Index	A measure of body weight compared to height.
GP	General practitioner	GPs treat common medical conditions and refer patients to hospitals and other medical services for urgent and specialist treatment.
MDM	Multi-disciplinary meetings	Regular meetings between different health care professionals to discuss individual patients.
NEET	Not in education, employment or training	Young people aged 16 to 24 years who are not education, employment or training.
NEL	North-East London	NEL covers eight local authorities in London: Barking & Dagenham, City of London, Hackney, Havering, Newham, Redbridge, Tower Hamlets and Waltham Forest.
NHS	National Health Service	The publicly funded healthcare systems of the United Kingdom.
PCN	Primary care network	Group of GP practices, community, mental health, social care, pharmacy, hospital and voluntary services in a geographical area. There is one PCN in each Neighbourhood.
VCS	Voluntary and community sector	The VCS also referred to as the third sector includes organisations such as charities, social enterprises, not-for-profit organisations and voluntary and community organisation whose primary purpose is not profit driven.
PMI	Patient Master Index	A dataset that records information on patients registered at GP practices, including demographic details and diagnosed conditions, particularly in Primary Care. It provides insights into population health trends and service usage within a specific area.



## Introduction

The London Borough of Hackney and the City of London form a single NHS health and care system, made up of eight Primary Care Networks (PCNs). Each area has its own characteristics and health needs. The eight Neighbourhoods in City & Hackney share their names and geographical boundaries with these PCNs. While structurally aligned, each Neighbourhood has distinct demographic profiles, health outcomes and levels of access to services.

In this report, the term *Neighbourhood* (with a capital 'N') refers not only to a geographical area but also to the wider network of voluntary and community sector (VCS) organisations, resident groups and professionals working together to improve local health and well-being.

It is hoped that the insights in this report will help Neighbourhood teams identify key characteristics of each City and Hackney Neighbourhood. This will support efforts to ensure that services and priorities better reflect the needs of local residents.

In this report, we look at the Clissold Park Neighbourhood, its population profile, health outcomes and inequalities, access to services and key Neighbourhood assets. We end with recommendations for how Neighbourhood working could improve population health in Clissold Park.

## Who lives in Clissold Park?

Clissold Park is a diverse Neighbourhood in terms of age, ethnicity, digital participation and English language skills. As of 2022, 35,379 people lived in the area—around 10% of the combined population of Hackney and the City of London.

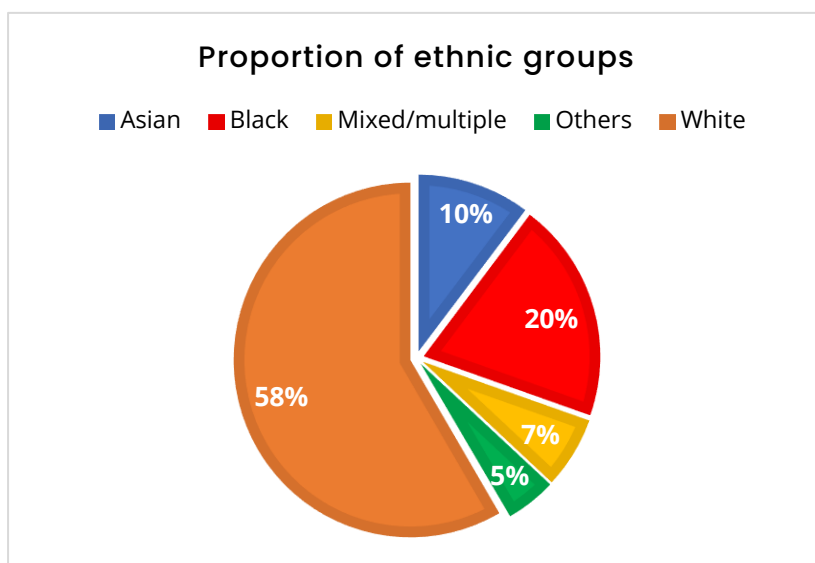
The majority of residents identify as White, a proportion slightly higher than the average across the eight Neighbourhoods. There is also a significant Black and Asian population, in line with borough-wide figures ([ONS, 2021](#)) – (see below table and graphs).



## Summary of key Neighbourhood demographic statistics

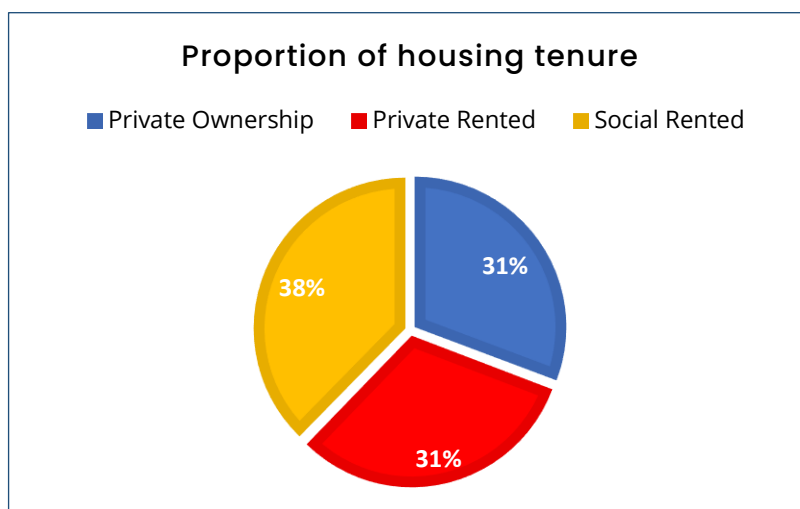
The Neighbourhood has a high percentage of young adults aged under 40 years old. Similar to many other Neighbourhoods.	36% of the Neighbourhood population is aged 25 – 39 years old.
There are more than twice as many children aged under 18 than adults aged over 65.	17% of the population is aged under 18 years old.
The Neighbourhood has a similar percentage of older people compared to the other Neighbourhoods.	7% of the population is aged over 65 years old.
Digital inequalities likely to be lower than in other Neighbourhoods. Most people have some level of access to internet or are regular internet users.	12% of residents are likely to be rare or infrequent users of the internet.
There is a high level of English proficiency in the Neighbourhood.	79% of residents speak English as their main language.
	5% of residents cannot speak English or cannot speak English well.

Source: NEL Health and Care Partnership, Baseline Needs Assessment (Aug 2022)



Source: Breakdown of Ethnicity in the Neighbourhood, NEL Health and Care Partnership, Baseline Needs Assessment (August 2022)

Social housing makes up 38% of homes in Clissold Park, which is low compared to other Neighbourhoods. Home ownership is relatively high in this area.



*Source: Housing Tenure in the Neighbourhood, NEL Health and Care Partnership, Baseline Needs Assessment (August 2022)*

Several factors contribute to health inequalities for people living in poor-quality housing in London, including high housing costs contributing to poverty, fuel poverty, overcrowding, disrepair, safety hazards, a lack of accessible accommodation, damp and mould, energy inefficiency and a high proportion of residents in temporary housing. Beyond these physical conditions, residents have also highlighted the significant psychological toll of struggling to secure suitable housing.

The [Health and Housing Impact Network](#) addresses the link between poor housing and health inequalities, supporting professionals through place-based and Neighbourhood-level approaches. In 2023, it launched the [Housing and Integrated Care Programme](#) to strengthen collaboration between housing, health and social care. The network provides [resources](#), [training](#) and peer-learning to tackle housing-related health issues. More details are available on the [Future of London](#) website.

## Health outcomes in Clissold Park

### Long-Term Health Conditions in Clissold Park

About 15 million people in England have a long-term condition (LTC). Long-term conditions or chronic diseases are conditions for which there is currently no cure and which are managed with drugs and other treatments.

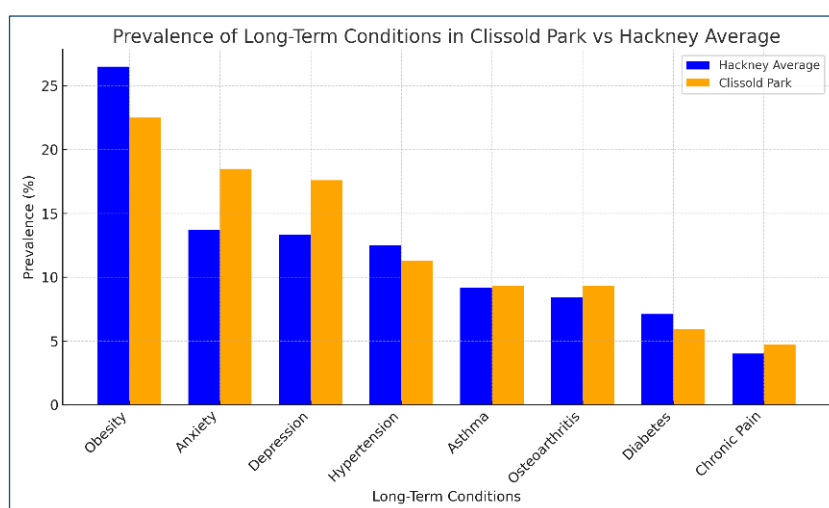
LTCs are more prevalent in older people (58% of people over 60 compared to 14% under 40) and in more deprived groups (people in the poorest social class have a 60% higher prevalence than those in the richest social class with 30% more severe disease).

Existing evidence suggests that the number of people with at least one long-term condition as well as those with multiple long-term conditions is increasing nationally. This might further increase pressures on the health and care sector, as treatment and care for people with LTCs is already estimated to take up around £7 in every £10 of total health and social care expenditure.<sup>1</sup>

Compared to the Hackney average, Clissold Park has higher levels of anxiety and depression, while other conditions are broadly in line with borough trends.

According to the [NHS Quality and Outcomes Framework \(QOF\) – 2024-25](#), the prevalence of these conditions in Clissold Park Neighbourhood is:

1) <b>Obesity</b> – 22.5%	5) <b>Asthma</b> – 9.3%
2) <b>Anxiety</b> – 18.5%	6) <b>Osteoarthritis</b> – 9.3%
3) <b>Depression</b> – 17.6%	7) <b>Diabetes</b> – 5.9%
4) <b>Hypertension</b> – 11.3%	8) <b>Chronic Pain</b> – 5.9%



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

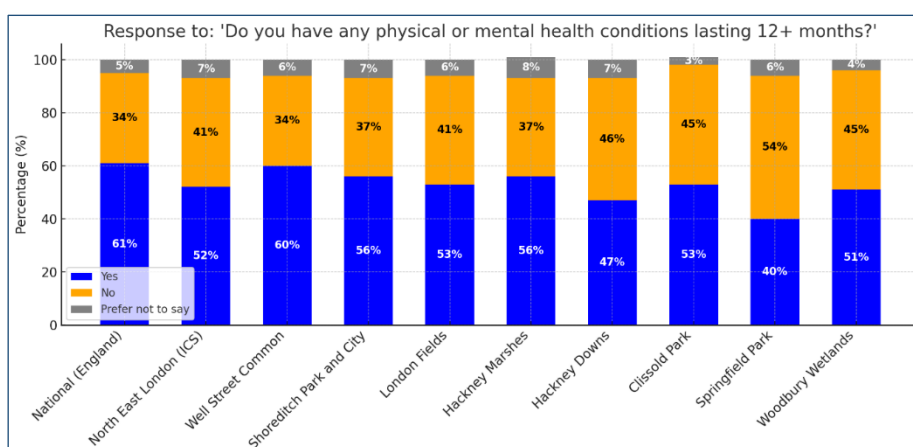
<sup>1</sup> <https://cityhackneyhealth.org.uk/health-outcomes/long-term-conditions>

Notably, two of the top three most prevalent conditions across all Neighbourhoods, anxiety and depression, are mental health related. This highlights the need for mental health support, which will be explored in more detail in a later section of this report.

## IPSOS MORI GP Survey

The [IPSOS MORI GP Patient Survey \(2024\)](#) is an independent annual survey conducted by IPSOS on behalf of NHS England, covering access to GP services, appointment experiences, quality of care and support for managing LTCs.

In Clissold Park, 53% of respondents reported having at least one long-term condition. This is just above the NEL average and roughly in line with the Hackney-wide trend.



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

## Case Study: Living with Long-Term Health Conditions and Accessing Support in Clissold Park

### Living with depression and chronic back pain

Xena (name changed to maintain confidentiality) has lived in Hackney for over 40 years and has experienced severe lower back pain, sciatica and long-term depression. A former senior manager, Xena believes the combination of intense work demands, family responsibilities and long hours led to the deterioration of her physical and mental health.

*"Depression makes you feel like a zombie. It's affected my memory, affected my skills, I feel like a loser sometimes."*

After her first major back surgery at UCLH, Xena spent four months in bed recovering and described feeling completely isolated:

*"I had nothing and no one was there. **I had no idea what support there was**, no one told me what to do."*

Xena hadn't been made aware of financial or health support options and didn't access the job centre or other services.

## **Navigating health services and workplace support**

Although Xena returned to work for a few years, the ongoing pain and pressure had taken a toll. Occupational Health offered minimal support, providing a specialist chair and basic recommendations.

*"They were okay... they just come and tell you to put a footstool on your desk."*

Her condition worsened to the point where it began affecting nerves and bladder function. Xena spent another three months in bed waiting for scans.

*"**Not knowing** when you're going to be seen or get help was horrible, it **made my mental health worse**."*

Following a second surgery at UCLH, Xena was made redundant during recovery, which triggered a serious decline in her mental health.

*"I again **felt absolutely alone**. Work was gone, I lost touch with people and the community, **my life had stopped**."*

## **Barriers in mental health support**

Xena did get a GP appointment and was prescribed antidepressants but the medication made her feel numb. She was offered CBT and psychological therapy but found both experiences unhelpful and upsetting.

*"It made me feel really numb... CBT just upset me even more and the psychologist made me feel worse."*

What finally helped was a referral from her regular GP, someone who knew her history and understood her needs. The GP connected Xena with a social prescriber and the [Together Better](#) programme at [Volunteer Centre Hackney](#) (VCH).

*"The **doctor who referred me was a godsend**, I don't know what I would've done if they hadn't done that."*

## **Rebuilding confidence and connection**

The social prescriber helped Xena join an online course that boosted her confidence and led to engagement with community groups through Together Better. These included walking groups and creative sessions with others from the same surgery.

*"To walk and talk and have fun, go on outings, **I wish I'd started earlier** instead of sitting in bed for years (...) That **referral really gave me the opening I needed** to come out of my depression."*

Xena described the project as transformational:

*"It's a **beautiful project**. It's an opening for us to share food and cultures."*

she also shared that many years earlier, a community group had helped her into employment, showing how vital these connections can be.

### **Access and continuity of GP care**

Xena said she can usually get a GP appointment by phoning in the morning and she is supported by the same family doctor who understands her mental health history.

*"My doctor being caring is the best thing, **seeing the same person who understands makes a difference**."*

Xena doesn't use the online system due to low digital confidence.

*"I know I **should use the online form but I don't feel very confident using it**, and I don't know how."*

She noted that GPs are quicker to refer people to medication or CBT than to community-based programmes, even though the latter had helped the most.

### **What could help**

Xena felt that local, accessible group activities were the most beneficial for managing long-term conditions, especially those that supported personal development and skill-building.

*"**What would help me most is more connection with my community**, something around developing my skills, easy access to things to improve myself."*

She added that events and support need to be local to be useful.

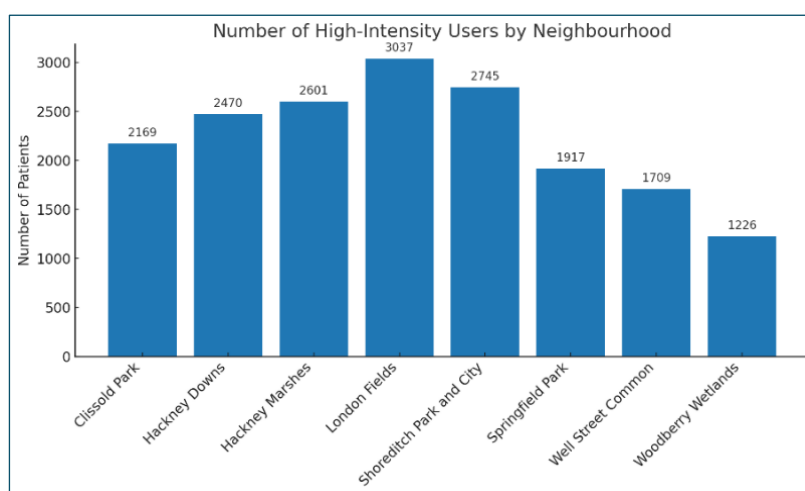
*"I have a lot of family commitments, **having things down the road is more helpful** than having them miles away."*

## Shared caseloads and high-intensity users

The following analysis focuses on people referred to community therapy, community nursing, mental health services and adult social care between July 2022 and June 2024. It helps identify people with multiple service needs and frequent use of health and care services.

### High Intensity GP Users Across Neighbourhoods

High-intensity users are those with the most frequent GP appointments over the two-year period. This group is of particular interest due to their more complex health and care needs:



Source: City & Hackney Intelligence & Insights Team (Sept 2024)

Clissold Park had 2,169 high-intensity users, placing it near the middle range among Hackney Neighbourhoods.

### Spotlight on Clissold Park

In Clissold Park, 2,169 residents were identified as high-intensity users:

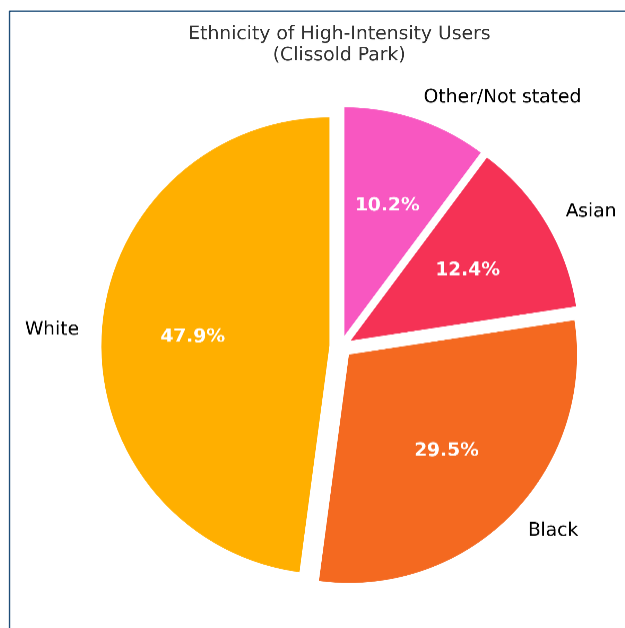
- 24.5% live in the most deprived quintile
- 6.9% are housebound
- 28.1% have three or more long-term conditions

The most common conditions include:

- Hypertension (28.2%)
- Obesity (23.2%)
- Diabetes (16.6%)



These figures point to a significant cohort of residents with complex care needs, highlighting the need for improved coordination between services to ensure continuity and effectiveness of care.

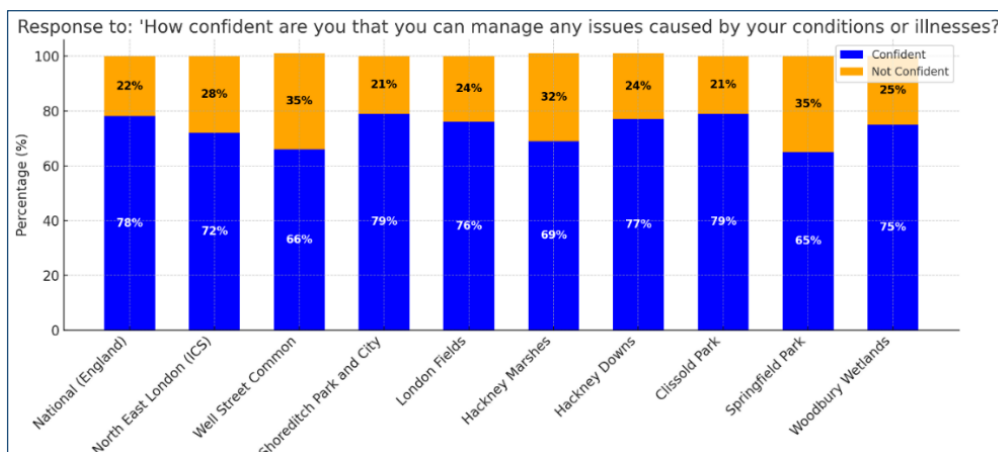


Source: City & Hackney Intelligence & Insights Team (Sept 2024)

The ethnic breakdown shows that nearly half of high-intensity users in Clissold Park were White, with over 30% identifying as Black. Smaller proportions identified as Asian or Other/Not stated.

## Confidence in managing long-term conditions

Clissold Park residents were asked how confident they felt in managing any issues caused by their conditions or illnesses. 79% reported feeling confident, while 21% said they were not. This is among the highest confidence levels across the borough.



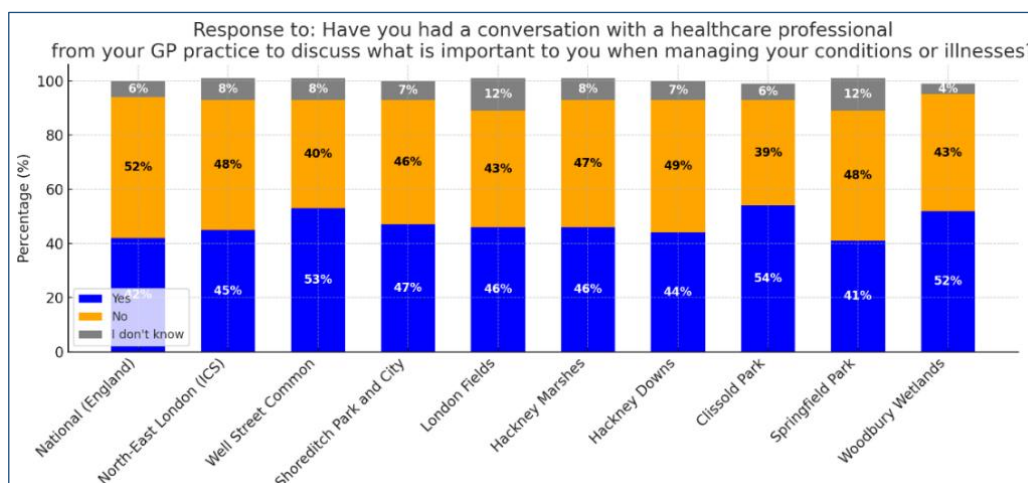
Source: Confidence to manage LTCs by Neighbourhood (IPSOS GP Survey 2024)

## Contact with a health care professional

Clissold Park patients were asked if they had discussed what matters most to them in managing their health with a healthcare professional from their GP practice.

54% of respondents said they had, above the City and Hackney average (46%).

However, 39% of respondents said they had not had this conversation, while 6% were unsure. This highlights that, while Clissold Park is doing relatively well locally, there is still room for improvement to ensure more residents can discuss their health needs.



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

Patients shared (with Healthwatch Hackney) their positive experiences of contact with healthcare professionals in GP surgery across Clissold Park Neighbourhood, highlighting the impact of compassionate care:

*"The doctor was professional, thorough and **very approachable**. Both she and the reception staff have great communication skills."*

**-Patient from Barton House Group Practice**

*"**Always friendly** and easy enough to speak to someone."*

**-Patient from Brooke Road Surgery**

*"The dietician has been an absolute godsend! He's helped me to understand what is going on in my belly (...) All the staff at this practice as so **kind and helpful**."*

**-Patient from Brooke Road Surgery**

*"The practice nurse (...) gave me very concise & useful information & I came away feeling I had been **well-taken care of**."*

**-Patient from Barton House Group Practice**

*"The physiotherapist was very understanding of my needs and made me feel very comfortable. He explained things clearly and effectively. I have received consistently excellent care from the*

GPs and Nurses [and] have found all of the staff to be kind, professional, caring and attentive. Thank you!"

**-Patient from Brooke Road Surgery**

"The doctors are kind and nice. They take the time to listen to me."

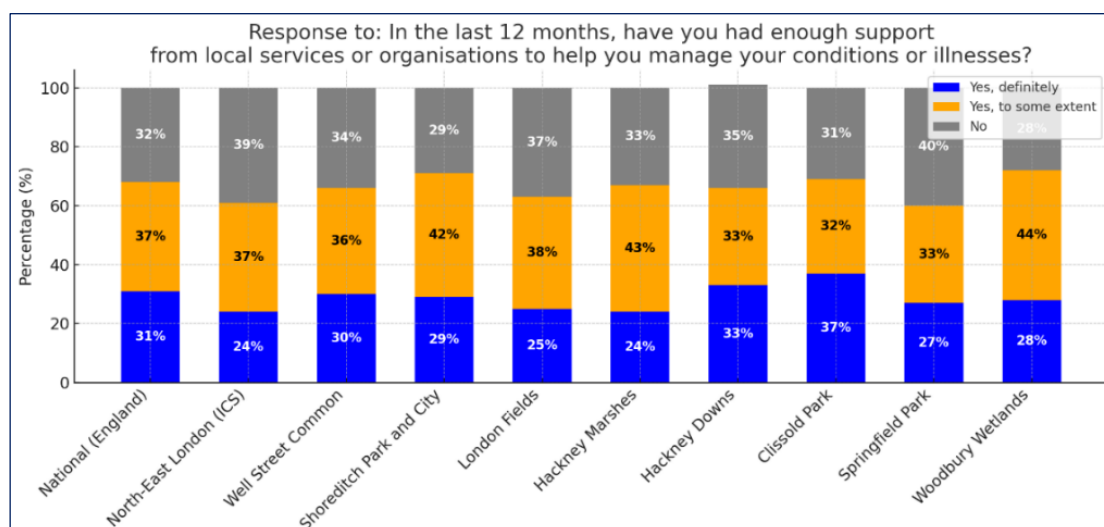
**-Patient from Somerford Grove Practice**

## Support from local services

Clissold Park residents were asked whether they had received enough support from local services or organisations to help them manage their conditions or illnesses over the past 12 months.

37% of respondents said they had definitely received enough support, while 33% felt they had received some support, but not fully. However, 30% of respondents said they had not received enough support.

While this suggests that many residents in Clissold Park are benefiting from local service support, nearly one in three still feel unsupported.



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

## Conversations with health care professionals Vs perceived support for LTCs

In Clissold Park, over half of residents (54%) said they had spoken with a healthcare professional about what matters to them when managing their conditions. However, only 37% said they had definitely received enough support from local services, and 31% felt they had not.

This suggests that while these conversations with health professionals are important, they may not be the only factor influencing how supported residents feel. Other services, such as social prescribing, support from the VCS, peer groups and accessible health information, are also likely to shape residents' experiences of managing their LTCs.

*"When I felt like the world was falling apart, I felt like someone genuinely cared. I felt like I could trust them and genuinely find out what my options are."*

**-Family Action Social Prescribing service user**

### Case Study – Financial security and community support in Clissold Park

#### Living with disability and navigating a complex system

Nora (name changed to maintain confidentiality) is in her 50s and lives with a disability that affects her mobility and daily life. Her home has been adapted with handrails and she uses a potty on the ground floor because the toilet is upstairs. Despite her long-term health condition, Nora is now facing reassessment for Personal Independence Payment (PIP), which has caused a significant rise in anxiety.

*"Nothing is going to change with my health, just the system assessing it."*

*"I'm **stressed out and pissed off.**"*

Nora described the process as lacking clarity and transparency. She was told she would receive a new form but doesn't know when the assessment window ends, whether payments will be backdated or if her payments would be stopped altogether.

*"The time it takes to do anything just adds to the stress—it's **making my health worse.**"*

#### Difficulty accessing financial advice locally

Nora described how complicated and overwhelming the PIP forms can be. Despite trying to find support in Hackney, she wasn't able to get help with filling them in. When she sought advice at Barton House surgery, a financial advisor told her: *"You have to live with what you get."*

No-one reviewed her paperwork, she was simply given a voucher and sent away. This left her feeling dismissed and unsupported.

#### Finding support outside the borough

Through word of mouth, Nora discovered more supportive services beyond Hackney. At a church in Bethnal Green (Tower Hamlets), a staff member carefully went through her documents and identified that she was entitled to council tax support.

*"They looked over everything and actually helped. I **hadn't been told any of this before.**"*

She was also signposted to a form-filling service in Enfield that kept her information on file for future reassessments:

*"It was **incredibly helpful.** But I couldn't get an appointment until I had the forms."*

### **Positive experiences with Hackney Foodbank**

Nora spoke highly of the support she received from [Hackney Foodbank at St Mary's Church](#). Staff there helped her secure a fridge freezer and Argos vouchers and also involved her in a local resident forum. Over eight sessions, residents co-designed a cookbook focused on how to use tinned and dry goods from food parcels.

*"That **cookbook was invaluable.** It was a **great use of time and community resource.**"*

Despite this, Nora shared the difficulties she faces accessing suitable food due to allergies and the rising cost of fruit and vegetables.

*"They tell us to eat healthy, but there isn't always food I can eat and I **can't afford fresh fruit and veg.**"*

She spoke highly of previous voucher schemes for children's fruit, veg and milk and didn't understand why they had stopped.

### **Scattered support and poor experiences in public spaces**

Nora tried to access help through her local library but it was closed. She went to the Dalston branch after hearing they might be offering voucher support. However, she described the staff as unhelpful and unapproachable:

*"There was an attitude from them, it **felt like I was inconveniencing them.**"*

She left without receiving a voucher or any further information.

### **Call for joined-up, continuous support**

Nora expressed a clear need for services to be easier to find, better linked together and not time-limited.

*"**Support should be in one place.**"*

She also emphasised that her physical and mental health improves when financial support is in place:

*"When **support with finances** is in place, my **health improves** too."*

### **Improvements suggested by Nora**

- Clearer information and support with PIP reassessment and form-filling
- Kind, knowledgeable financial advice within Hackney
- Consistent access to affordable, allergy-appropriate food and fresh produce
- Ongoing support programmes with longer-term impact
- Centralised, well-publicised community hubs for advice and support
- Better staff training in community-facing spaces like libraries

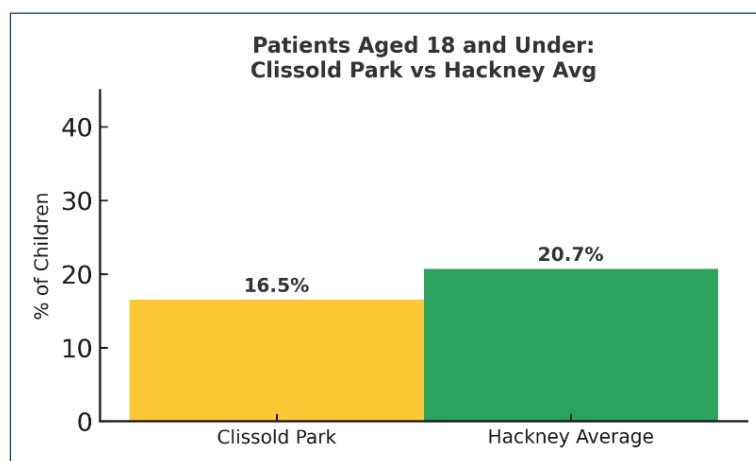
*"There's too much stress already, **just give people support that lasts** and is easy to find."*

## Health inequalities

Health inequalities are avoidable and unfair differences in health between groups of people. They can show up in life expectancy, long-term conditions or access to healthcare. These inequalities are shaped by wider factors like income, housing, education, work and local environments (also known as the *wider determinants of health*).<sup>23</sup>

## Children and young people

This section explores health inequalities affecting children and young people in Clissold Park Neighbourhood, focusing on key indicators that influence early-life health outcomes. According to Patient Master Index (PMI) data, 16.5% of patients in Clissold Park are aged 18 and under.



Source: NEL Intelligence & Insights Team, PMI Data (Dec 2024)

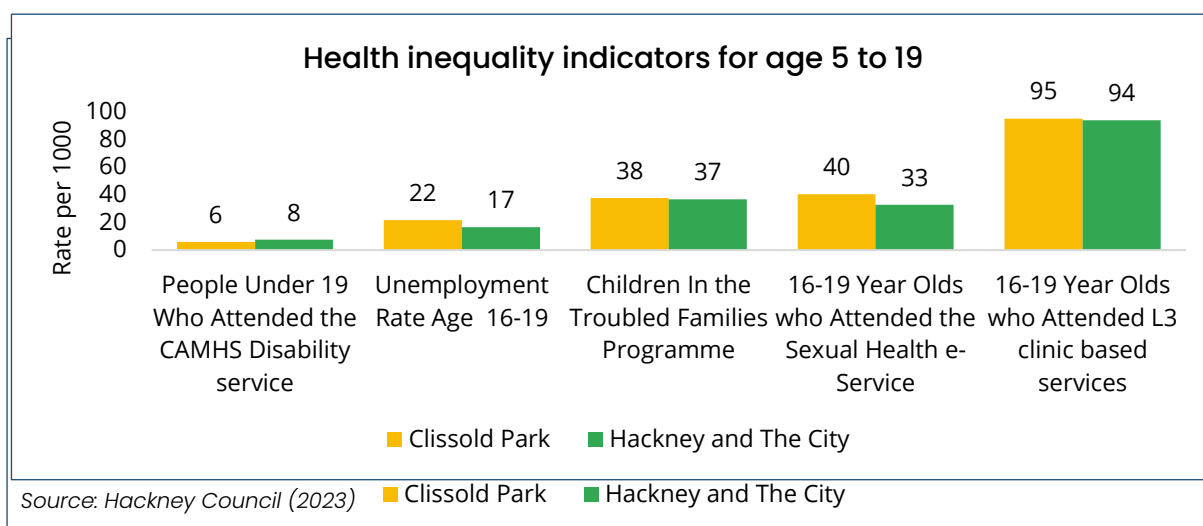
The next graph illustrates the percentage of children who:

- Have received all recommended immunisations by age 5
- Have met developmental milestones, as assessed by the Ages and Stages Questionnaire (ASQ)
- Are classified as obese based on their Body Mass Index (BMI)
- Are eligible for free school meals, a common indicator of socioeconomic disadvantage

These indicators help us understand early childhood health outcomes and wider social determinants of health in Clissold Park.

<sup>2</sup> [What are healthcare inequalities? – NHS England](#)

<sup>3</sup> [National Healthcare Inequalities Improvement Programme – NHS England](#)

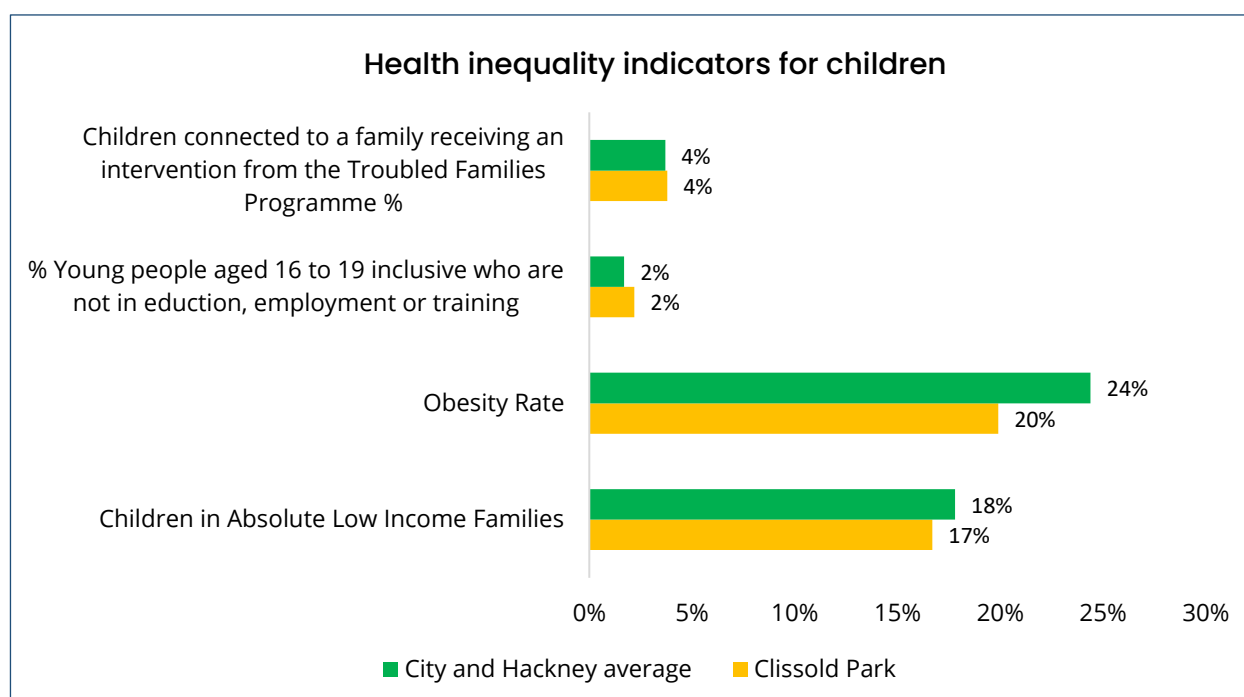


Source: Hackney Council (2023)

Health outcomes for under 5s in Clissold Park are notably strong. Immunisation coverage (88%) and ASQ developmental milestone achievement (89%) both exceed the City and Hackney average. Childhood obesity is slightly lower in this Neighbourhood and fewer children are eligible for free school meals (16% vs. 22%), suggesting lower levels of socioeconomic disadvantage in early childhood.

The following graph looks at outcomes for older children and teenagers. While most indicators are in line with the City and Hackney average, Clissold Park records a slightly higher rate of youth unemployment (22 per 1,000 vs. 17) and increased use of sexual health e-services (40 per 1,000 vs. 33). These figures may reflect both greater need and better service accessibility.

The next chart outlines wider health inequality indicators for children, young people and families.





Obesity rates at Year 6 are below the City and Hackney average (20% vs. 24%) and the proportion of children living in absolute low-income households is also marginally lower (17% vs. 18%). The NEET rate and proportion of families receiving intervention through the [Troubled Families Programme](#) are both in line with borough averages.

While Clissold Park performs well across many indicators, the higher unemployment rate among young people and the greater uptake of sexual health e-services point to areas where targeted support may be beneficial.

### **Neurodiversity among young people in Clissold Park**

Feedback from residents and professionals across City and Hackney has highlighted a perceived rise in the number of children and young people who appear to be neurodiverse. Many of these young people have not yet received a formal diagnosis, often because they are too young or face long assessment delays, but their needs are increasingly being recognised by families, schools, and local services.

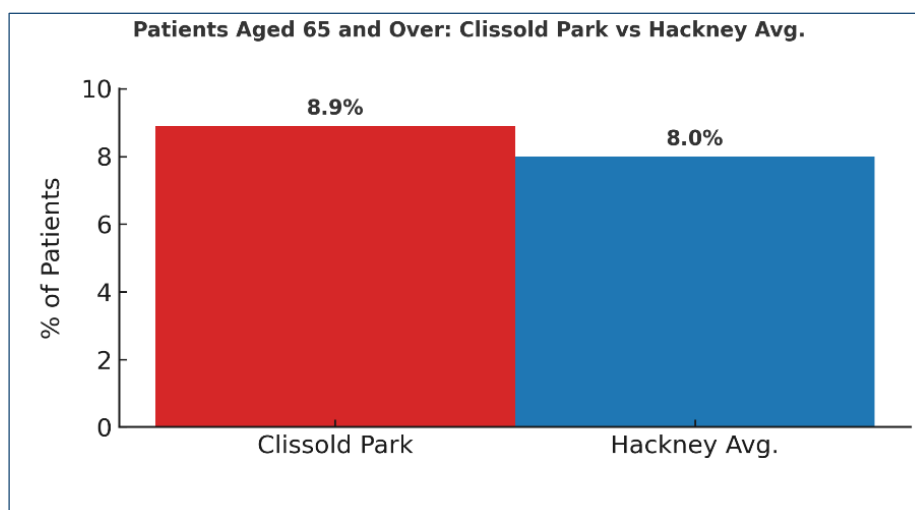
A key initiative supporting neurodivergent young people in Hackney is the [Targeted Health Outreach \(THO\)](#) service. This service provides group activities and one-to-one casework for young people aged 14–19 (up to 25 in the over-18s group) with Special Educational Needs and/or disabilities (SEND) and neurodiversity, who are not eligible for adult disability services.

The service includes a [Nature Connection Group](#), specifically designed for young people with autism or those on the neurodevelopmental pathway. These nature-based activities allow young people to participate at their own pace. Parents are welcome to attend and referrals can be made by CAMHS, schools, Hackney Education, parents, or young people themselves.

### **Older people in Clissold Park**

Ageing is not a uniform experience, older people's health and wellbeing are shaped by a lifetime of social, economic and environmental factors. According to Hackney Council's [Ageing Well Strategy 2020–2025](#), factors such as socio-economic status, ethnicity, gender and the environments in which people live all contribute to how well individuals age.

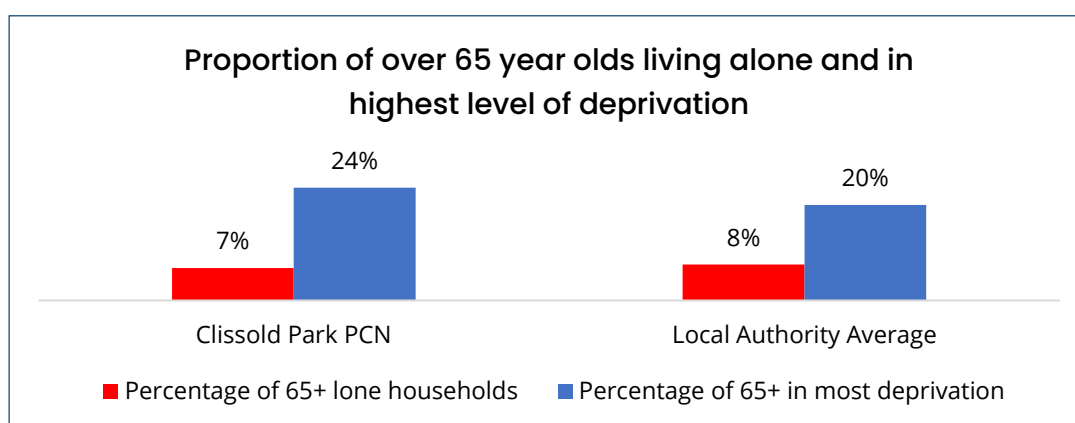
Older patients make up a slightly larger proportion of the Clissold Park population compared to the Hackney average. According to PMI data, 8.9% of patients in Clissold Park are aged 65 and over.



Source: NEL Intelligence & Insights Team, PMI Data (Dec 2024)

While this data provides insight into the proportion of older patients in Clissold Park, it does not capture the full extent of health inequalities faced by this group. Earlier data highlights two key indicators of inequality among older residents:

- A higher proportion of over-65s live alone, increasing the risk of social isolation and mental health challenges.
- A greater proportion live in the most deprived areas, where financial hardship and barriers to accessing healthcare and services can further impact health and wellbeing.



Source: Summary of Key Statistics from NEL Health and Care Partnership, Baseline Needs Assessment (August 2022)

Hackney Council's [Ageing Well Strategy 2020-2025](#) highlights the importance of recognising older people as a diverse and vital part of the community:

*"The diversity that exists in Hackney is one of our borough's greatest strengths and recognising that this diversity still exists as people age is essential (...) Part of changing the narrative is greater recognition that older people continue to give back to their communities and are supported in varied and different ways. **One of our greatest community assets are our older***

**residents** (...) Challenges exist because of the way that society is run and organised. There is work happening all over the world to make places more age-friendly and to create cultural shifts in how older people are perceived, engaged, involved and treated."

**Cllrs Chris Kennedy & Yvonne Maxwell**

## Digital Exclusion – Impact on health

Older people are disproportionately affected by digital exclusion, which can further deepen health inequalities. This digital divide means that many older residents struggle to book GP appointments online, use NHS services such as the NHS App, or access important health and financial resources.

Digital inequalities are likely to be lower in Clissold Park than in other Neighbourhoods, as most people have some level of access to the internet or are regular internet users (only 12% are likely to be rare/infrequent users of the internet).

*"I haven't been able to get a follow up appointment for nearly 2 months and have no idea about the outcome of certain exams because I have not been able to see my doctor. They have now this e-consult and self-referral service that **isn't user friendly for most patients, specially when they're older...**"*

**Older Hackney resident**

## Local digital inclusion support: IT classes at Marie Lloyd Centre

For those who might still need help using the Internet, local initiatives such as the digital inclusion IT classes at the [Marie Lloyd Centre](#) on Queensbridge Road offer free support to older residents who want to develop their digital skills. These sessions cover online safety, using the NHS app and online banking and finance.

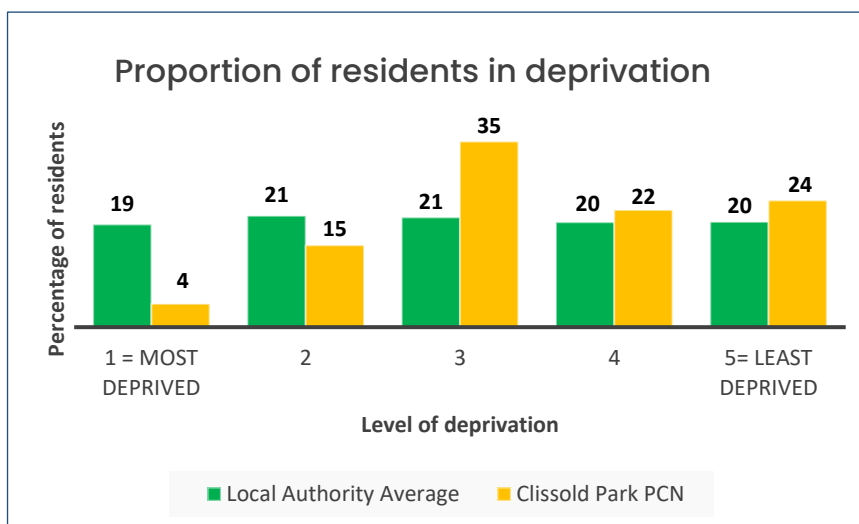
## General population in Clissold Park

### Deprivation

Clissold Park is one of the least socioeconomically deprived Neighbourhoods in City and Hackney. The Indices of Multiple Deprivation (IMD) assess deprivation across domains such as income, education, housing and crime. GP practices in Clissold Park serve a population with lower levels of deprivation than the borough average.

Deprivation levels in Clissold Park show that:

- Just 4% of residents live in the most deprived category (Level 1).
- 15% in Level 2, and 35% in Level 3.
- 22% of residents are in Level 4.
- 24% are in the least deprived category (Level 5).



Source: Department for Levelling Up, Housing and Communities English indices of deprivation 2019.

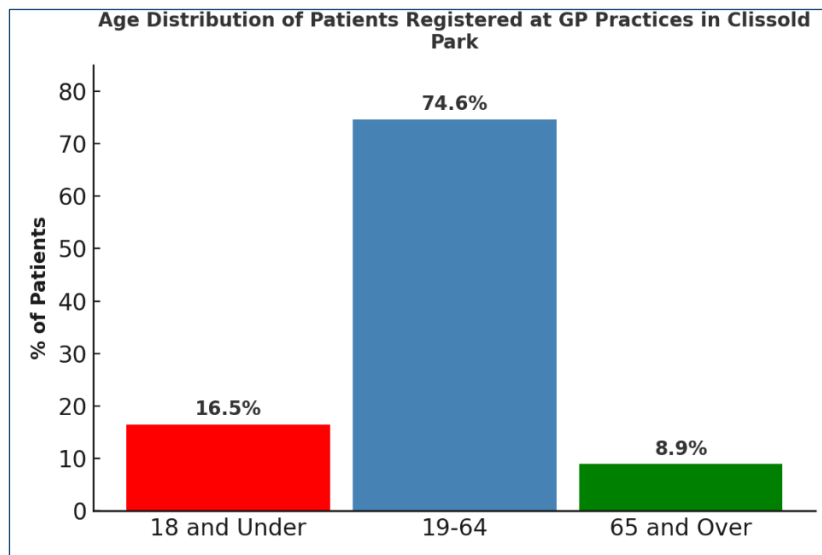
Together, Levels 4 and 5 account for 46% of the population, significantly above the borough average, suggesting that Clissold Park residents generally experience lower levels of deprivation. Lower deprivation is often associated with improved health outcomes, better access to services, and greater economic stability.

The demographic profile of patients registered with GP practices in Clissold Park provides further insight into the Neighbourhood's health needs and challenges.

### Age distribution of registered patients

Clissold Park has a lower proportion of older patients, with a strong majority of working-age adults, suggesting a largely economically active population.

- 16.5% of patients are aged 18 and under
- 74.6% are aged 19-64
- 8.9% are aged 65 and over

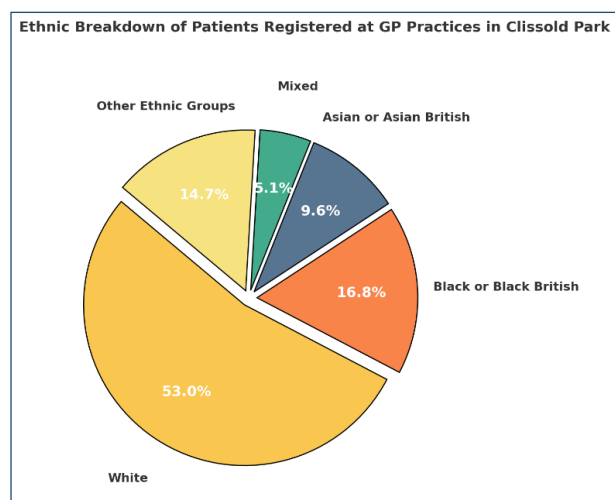


Source: NEL Intelligence & Insights Team, PMI Data (Dec 2024)

## Ethnic breakdown of registered patients

PMI data for Clissold Park shows the following ethnic breakdown among registered patients:

- White – 53.0%
- Black or Black British – 16.8%
- Asian or Asian British – 9.6%
- Mixed Ethnic Background – 5.1%
- Other Ethnic Groups – 14.7%



Source: NEL Intelligence & Insights Team, PMI Data

Compared to the wider City & Hackney population, Clissold Park has a higher proportion of White patients and a slightly lower proportion of patients from Asian and Other Ethnic Groups.

This is significant as:

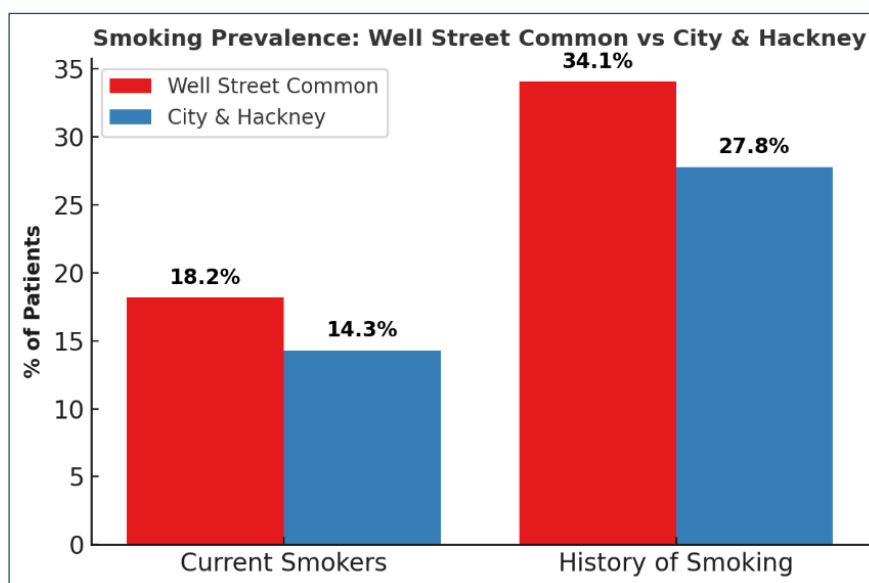
- Health needs can differ between ethnic groups, particularly in long-term conditions like diabetes and cardiovascular disease.
- Inclusive care is essential, even in areas with less ethnic diversity, to ensure services are culturally appropriate and accessible.
- Differences in healthcare uptake, trust in services and communication styles should be recognised and addressed at Neighbourhood level.

## Smoking and health risks

Smoking remains one of the biggest causes of preventable illness and death in City & Hackney, contributing to significant health inequalities. According to the [Tobacco Needs Assessment for City & Hackney 2024](#), smoking prevalence varies widely across the borough, with between 14% and 21% of adults in Hackney estimated to be smokers and 10% to 11% in the City of London. This equates to up to 51,700 adult smokers in Hackney and 900 in the City.

Smoking rates are highest among men (27% in Hackney, 13% in the City) and are particularly elevated in specific ethnic groups, including Bangladeshi, Black Caribbean, Turkish/Kurdish/Cypriot men. Residents in more deprived areas are disproportionately affected, both in terms of smoking prevalence and the associated financial burden.

Encouragingly, 32% of those who successfully quit smoking through local cessation services are from the most deprived areas.



Source: NEL Intelligence & Insights Team, PMI Data (Dec 2024)

The health impact is stark. Smoking-related deaths and lung cancer rates in Hackney exceed London averages and smoking costs Hackney an estimated £101.9 million per year. Around 3,000 local households are pushed into poverty due to tobacco expenditure.

Efforts to reduce smoking include the [Gloji SmokeFree City & Hackney Service](#), which has seen 60% of people quitting at four weeks and 64% of those who quit at four weeks and were followed up remaining smoke-free at 12 weeks. However, young adults, men and some ethnic groups are underrepresented in cessation programmes, highlighting the need for better-targeted outreach.

In January 2025, the [Gloji SmokeFree City & Hackney Service](#) reported that:

- 60% of those who set a quit date successfully stopped smoking after 4 weeks (exceeding the 50% target).
- 64% of those followed up after a successful 4-week quit remained smoke-free at 12 weeks, showing the impact of targeted cessation.
- 32% of those quitting are from the most deprived areas.

Residents who accessed the Gloji SmokeFree service from October to December 2024 highlighted the challenges of quitting but praised the support available:

*"The lady we had (...) was amazing, very encouraging and praised our journey. She was very friendly and kept checking in with us. **Completed the journey without a relapse—1st time ever as I had tried giving up several times.**"*

*"I'd tried to quit smoking several times previously by myself but failed. This time your support has been giving me **more confidence and determination** (...) My adviser is very friendly and weekly, biweekly calls are very enjoyable and nice to hear praises when I am progressing..."*

*"Victor was incredible! **I'm smoke free for 130 days now!** Can't believe it"*

*"I was **so happy with the help** I was given."*

*"Can I just say what a **brilliant service**. It has been such a **tremendous help with stopping** to smoke. Very **much appreciated** all the support given. Thank you."*

*"**Very good support** throughout"*

December 2024 PMI data reveals that smoking rates in Clissold Park (15.5%) exceed the City & Hackney Neighbourhood average (14.3%). Ensuring that accessible cessation services continue to reach residents is therefore vital for improving local health outcomes.

Dedicated clinics in the Neighbourhood, such as those at [Turning Point](#) and [Somerford Grove GP Hub](#) provide crucial support for residents looking to quit smoking (see below weekly schedule of clinics).



## Gloji SmokeFree City & Hackney Clinics – Q3 Report 2024–25

Neighbourhood	Venue	Address	Postcode	Clinic Day	Start Time	End Time
Clissold Park	St Mungo's	16 Neville Rd	N16 8SR	Wednesday	14:00	17:00
Clissold Park	Somerford Grove GP Hub	Somerford Grove	N16 7UA	Friday	9:30	17:30
Hackney Downs	Clapton Library	Northwold Rd	E5 8RA	Monday	10:00	12:00
Hackney Marshes / Well Street Common	Homerton Library	Homerton High Street	E9 6AS	Tuesday	10:30	13:00
London Fields	St Mungo's	144–148 Lansdown Drive	E8 4NF	Wednesday	14:00	16:30
London Fields	Sandringham Practice	1a Madinah Rd	E8 1PG	Thursday	13:30	16:00
London Fields	Forest Road Youth Hub	29 Forest Rd, London	E8 3BY	Friday	15:00	18:00
Shoreditch Park & City	Shoreditch Park Surgery	8–10 Rushton St, London	EC4A 3JR	Monday	9:00	12:00
Shoreditch Park & City	Shoreditch Library	80 Hoxton St, London	N1 6LP	Monday	12:30	14:00
Shoreditch Park & City	Shoe Lane Library	Hill Hse, 1 Little New St	N1 5DR	Wednesday	12:00	15:00
Well Street Common	Turning Point	102 Mare Street	E8 3SG	Monday	13:00	16:00
Well Street Common	St Mungo's	146 Mare St	E8 3SG	Wednesday	11:00	13:00
Well Street Common	Elsdale Street Surgery	28 Elsdale street	E9 6QY	Friday	9:00	12:00
Woodberry Wetlands	Allerton Road Surgery	34a Allerton Road	N16 5UF	Tuesday	13:00	16:00
Woodberry Wetlands	Statham Grove Surgery	Statham Grove	N16 9DP	Tuesday	14:00	17:00
Woodberry Wetlands	The Heron Practice	Green Lanes	N4 2NU	Friday	9:00	12:00
Woodberry Wetlands / Clissold Park	St Mungo's	136 Church Walk	N16 8QQ	Wednesday	14:00	16:30

## Language Barriers

Language barriers are a significant factor contributing to health inequalities in Clissold Park, particularly among ethnic minority communities. Findings from Healthwatch England's '[Lost for Words](#)' report highlight that people with limited or no English face difficulties at every stage of their healthcare journey, including:

### Registering with a GP

Many non-English speakers struggle to complete registration forms or communicate with reception staff, leading to delays in accessing primary care (see below for Healthwatch Hackney's 4<sup>th</sup> review of GP registration in Hackney).

### Understanding medical advice

Patients may not fully comprehend their diagnosis, prescribed medications, or treatment plans, increasing the risk of poor health outcomes.

### Access to interpreters

Many residents do not know that NHS interpreter services exist or find it difficult to request one. Even when interpreters are available, they may not speak the correct dialect or provide clear medical translations.

## Emergency care navigation

Language barriers can make it harder for individuals to explain their symptoms during urgent care visits, leading to misdiagnoses or delayed treatment.

The inequality of language can significantly impact access to GP services, as illustrated by one Spanish-speaking patient:

*"It is **absolutely different with an interpreter** because then I can fully express myself understand everything I am told and be able to follow instructions better. But when there is no interpreter then it is really difficult. And although all doctors are good and caring, some will allow me more time while others will rush a bit to see the next patient. One time I called in to book an appointment and I spoke to one receptionist who struggled to understand me. Then another one took over and she also struggled. Finally, one of the doctors took the phone and it was very difficult for him to understand me too, so I wasn't able to book an appointment. I had to call back again a couple of days later and try again."*

**-Spanish speaking patient**

## Barriers to GP registration in Hackney

A 2024 Healthwatch Hackney review of GP registration accessibility<sup>4</sup> found that barriers persisted, despite NHS policies ensuring universal access. While some receptionists displayed warmth, reassurance and a clear understanding of NHS registration policies, others insisted on proof of address or ID when this is not required by NHS guidelines:

*"She picked up on my anxiety about not having documents and she was reassuring and compassionate. She told me, 'don't worry, we don't want to see any papers'."*

**-Mystery shopper, on the phone**

*"The receptionist was nice and warm, she even laughed with me when I told her I forgot my postcode as I have just moved in."*

**-Mystery shopper, in-person visit**

*"When I asked for a paper form, she told me to "go next door, they take paper registrations, we don't"."*

**-Mystery shopper, in-person visit**

*"She told me I must record the exact date I entered the UK. She said it was very important and my application would be refused without this information."*

**-Mystery shopper, on the phone**

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<sup>4</sup> [GP registration in Hackney – The right to access healthcare \(4th review\) \(2024\)](#)

Since the report was published, Healthwatch Hackney has carried out follow-up work with GP surgeries previously identified as not following NHS registration guidelines. A subsequent round of targeted mystery shopping revealed a marked improvement: all GP practices in Hackney are now compliant and no longer request proof of ID or address.

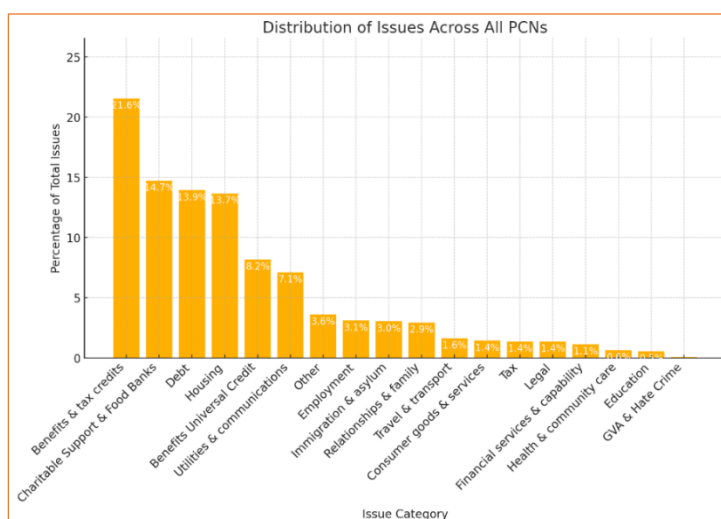
However, we remain concerned that the NHS's increasing emphasis on digitalisation may create new barriers to registration for patients who are digitally excluded or experiencing data poverty.

## Citizens Advice

[Citizens Advice Hackney](#) provides support to residents across the borough, assisting with a range of social and economic issues. Many of these, such as housing insecurity, financial hardship, employment difficulties and legal challenges, relate directly to the wider determinants of health, influencing residents' well-being beyond medical care.

The data from Citizens Advice covers only the borough of Hackney and not the City of London. We will therefore refer to PCNs rather than Neighbourhoods to analyse this dataset. While this does not account for demand in the City, it still provides valuable insight into the level and nature of demand for Citizens Advice services across Hackney and within Clissold Park Neighbourhood.

## Issues raised across Hackney PCNs



Source: Citizens Advice Hackney, 2025

Benefits & Tax Credits (21.6%) is the most frequently raised concern across Hackney, followed by Charitable Support & Food Banks (14.7%) and then Debt (13.9%). These trends

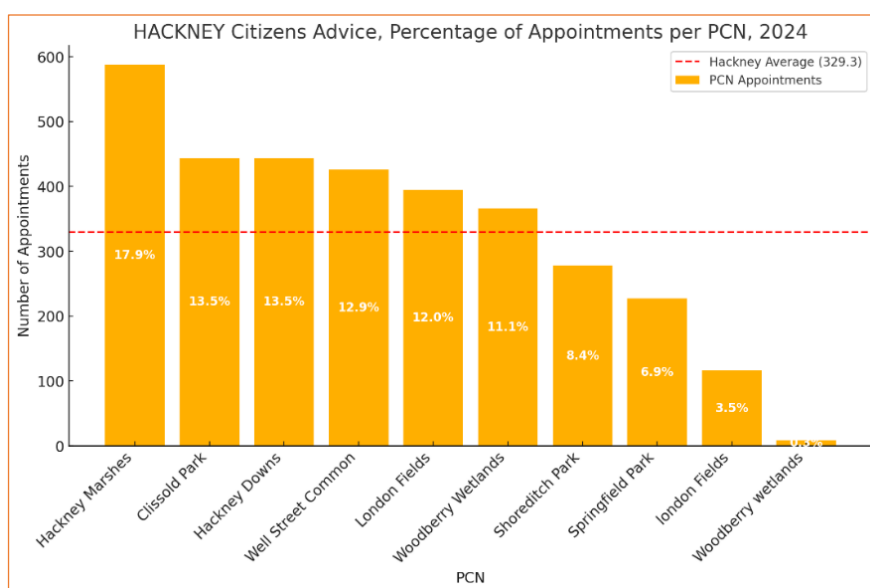
suggest financial insecurity is a major driver of residents seeking advice, with many requiring support for benefits and even food assistance.

This aligns with insights shared by [Family Action](#) regarding the top referral issues to social prescribers (see below). In the years since the Covid-19 pandemic, housing, financial challenges and mental health have been the three most common concerns among those referred for support, with many residents struggling with rent arrears and financial distress.

This trend is supported by data from Citizens Advice, which identifies financial insecurity as a key reason residents seek support. Family Action has also reported that demand for help with these issues exceeds service capacity across City & Hackney, indicating that some individuals using social prescribing services may also be turning to Citizens Advice for additional support.

### Appointments by PCN

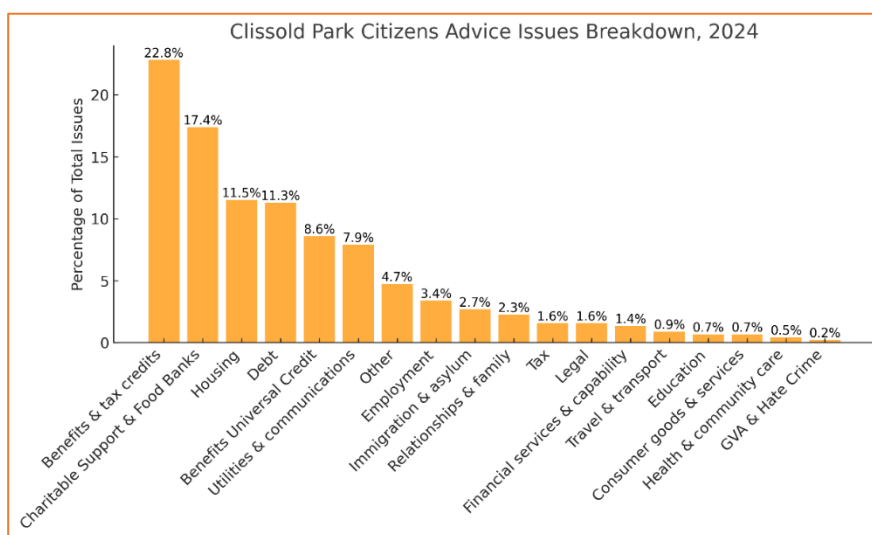
The next graph compares the number of appointments booked per PCN, giving insight into the demand for the Citizens Advice service across Hackney. Clissold Park accounted for 13.5% of all Citizens Advice appointments across Hackney, placing it among the higher-demand Neighbourhoods.



Source: Citizens Advice Hackney (2025)

### Issues raised in Clissold Park

The next graph details the breakdown of issues raised in Clissold Park. The most common concerns were Benefits & Tax Credits (22.8%), followed by Charitable Support & Food Banks (17.4%), Housing (11.5%), and Debt (11.3%).



Source: Citizens Advice Hackney

These figures reflect high levels of financial insecurity and reliance on support services in the area. The combination of benefits-related enquiries and demand for food and housing assistance suggests that many residents are struggling to meet basic needs. These financial pressures directly impact on residents' physical and mental health.

## Access to health services and support

We now explore how local residents access key health care and support services, focussing on the following services:

- Mental Health Services
- GP Services
- Sexual Health Services
- Pharmacy Services
- Adult Social Care
- Adult Community Rehabilitation Services
- Multidisciplinary Team Meetings (MDMs)

## Access to mental health services

One in four people in England experience a mental health problem each year.<sup>56</sup> Mixed anxiety and depression is Britain's most common mental disorder, with 7.8% of people meeting the criteria for diagnosis.<sup>7</sup>

<sup>5</sup> [Priory Group - Mental health statistics UK 2025](#)

<sup>6</sup> [University of Oxford - Mental illnesses reduce life expectancy more than heavy smoking](#)

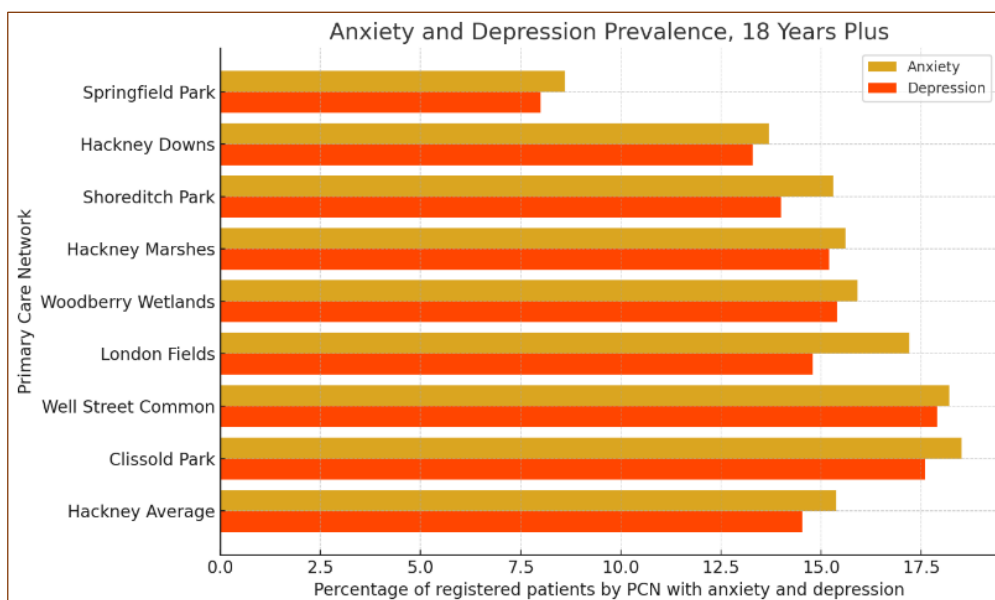
<sup>7</sup> [NICE \(2011\). Common mental health disorders | Guidance and guidelines | NICE](#)

Anxiety and depression rank as the second and third most prevalent LTCs in City & Hackney, underscoring the widespread impact of mental health challenges across the Neighbourhoods.

### Groups disproportionately affected by mental health issues:

- **Black/Black British individuals:** More likely to experience severe mental health problems and face barriers to accessing appropriate care.<sup>8</sup>
- **People living in high levels of deprivation:** Economic hardship linked to increased mental health issues, with structural inequalities exacerbating.<sup>9</sup>
- **Disabled individuals:** Higher rates of mental health problems due to social isolation and discrimination.<sup>10</sup>
- **LGBTQIA+ community:** Faces unique stressors, including discrimination and stigma.
- **Young women aged 16–24:** Demographic has seen rising mental health concerns.

The following graph illustrates the prevalence of diagnosed depression among residents aged 18 and over, highlighting the need for mental health support in Hackney:



Source: NHS Quality and outcomes Framework (QOF – Dec 2024)

<sup>8</sup> [Understanding ethnic inequalities in mental healthcare in the UK: A meta-ethnography – PubMed – 2022](#)

<sup>9</sup> [Structural racism leading to stark health inequalities in London, report shows – The Guardian Oct 2024](#)

<sup>10</sup> [Mental Health Foundation – The most common diagnosed mental health problems: statistics](#)

## Clissold Park: Residents' mental health experiences

Mental health remains a significant concern in Clissold Park Neighbourhood, with high recorded rates of diagnosed depression among residents aged 18 and over.

Historically, Hackney residents have expressed frustration with long waiting lists for CAMHS. Families share experiences of delays in referrals and uncertainty over treatment timelines, often leaving them feeling unsupported:

*"Holding out for a referral just made my son worse. We learnt that **it's no use asking for help** because you won't get it."*

**-Hackney parent**

*"CBT was offered, but we don't know when. It felt like **we were put on hold** until he ages out of the system."*

**-Hackney parent**

*"I think my GP was trying to warn me it would be a long wait and that services were very pushed. It seemed that **unless she was actually suicidal, there would be no help.**"*

**-Hackney parent**

In 2024, at a [Together Better](#) Coffee Morning in Clissold Park, residents were asked and 71% of the 28 residents in attendance said they were unaware of mental health services in the area.

Despite challenges, when residents manage to access mental health support many have positive experiences with compassionate professionals. However, many residents remain unaware of alternative ways to access mental health support beyond GP referrals (see below for the **III – 'option 2'** service). Concerns have also been raised about specialist mental health services, with some reporting poor communication and a lack of empathy.

Residents highlight the need for a more preventative approach:

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

**-Patient at Together Better Coffee Morning**

## Availability of mental health services

Residents in Clissold Park can access a range of mental health services, including GP-led mental health support, talking therapies, crisis intervention teams and specialist secondary care services.

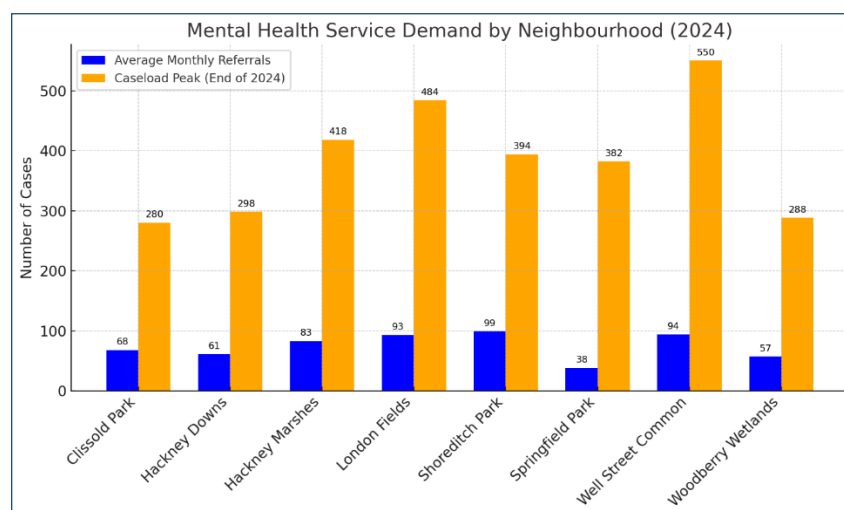


## Local services include:

- **GP Services** – Often the first point of contact for individuals experiencing mental health difficulties, with [options for referrals to specialist care](#).
- **Hackney NHS Talking Therapies** ([IAPT – Improving Access to Psychological Therapies](#)) – Providing CBT, counselling and guided self-help for common conditions like anxiety and depression.
- **City and Hackney Crisis Assessment Hub (Walk-in)** Providing immediate support, guidance and care. A trained [crisis assessment team](#) offers a safe, compassionate environment, assessments and referrals to further services.
- **Specialist Mental Health Services** – The [East London NHS Foundation Trust \(ELFT\)](#) delivers specialist care for individuals with complex or severe mental health needs through Community Mental Health Teams and psychiatric inpatient services.
  - Demand for mental health support in Clissold Park has been steadily rising, with an average of 68 referrals per month in 2024 (see below graph)
  - Caseloads in the neighbourhood peaked at 208 by the end of 2024.
  - Neighbourhood teams collectively handle an average of 593 referrals per month.
- **VCS Support** – Charities and local organisations offer peer support, social prescribing and advocacy for mental health service users (see [City & Hackney Wellbeing Network](#)).

## Mental health service demand across Neighbourhoods

In 2024, Clissold Park recorded the lowest caseload across the Neighbourhoods, peaking at 280 individuals, indicating the lowest demand for mental health services across the area. The Neighbourhood also saw an average of 68 new referrals per month, reinforcing the ongoing pressures on local mental health services.



Source: East London Foundation Trust (2025)

## Barriers to mental health services access

Despite availability of services, many residents face challenges in accessing timely and appropriate mental health care.

### Common barriers include:

- **Long waiting times** – Delays reported in accessing therapy and specialist mental health care, often waiting several months.
- **GP appointment difficulties** – Challenges in securing timely GP appointments can delay referrals.
- **Digital exclusion** – Increased reliance on online mental health services and virtual therapy can be a barrier for residents without reliable internet access or digital literacy.
- **Stigma and cultural barriers** – Some residents, particularly from ethnic minority communities, report stigma surrounding mental health that discourages them from seeking help.
- **Limited crisis support** – Out-of-hours crisis services not always accessible when urgently needed.

## Alternative routes to mental health support

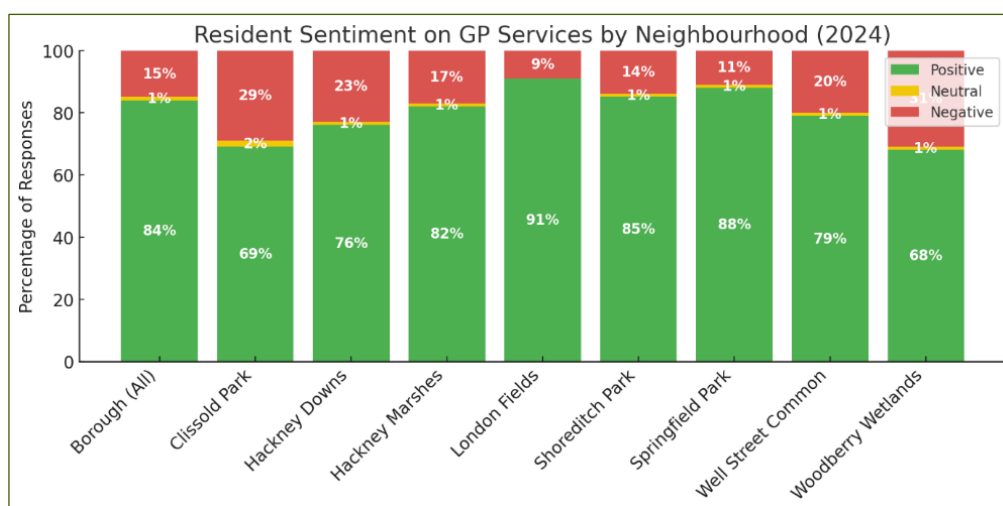
### 111 Mental Health Crisis – ‘Option 2’ Service

In 2024, [NHS 111's mental health crisis option](#) was introduced. Residents experiencing a mental health crisis can now select ‘option 2’ when calling 111, connecting them directly to local mental health services without needing a GP referral. Hopefully this will address some of the barriers to seeking help with a mental health crisis.

## Access to GP services

Healthwatch Hackney compiles resident and GP patient feedback gathered through outreach, surveys, [NHS Choices](#), [Care Opinion](#) and across social media.

Healthwatch Hackney's [2024 GP Experience Report](#) highlights a range of resident experiences in Clissold Park. While feedback varies, many reviews continue to express appreciation for the quality of care received. The report also reflects ongoing challenges in accessing services.



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

Some patients in Clissold Park reported difficulties accessing GP appointments. Booking systems were at times described as confusing or inconsistent. Telephone-only booking remains a barrier for some people in poor health, those with non-traditional working hours, caring responsibilities or living with mental health conditions or neurodiverse needs.

Many commented on positive interactions with staff and the quality of care received:

*"Thank you to the receptionist (who tried to call me back a few times when my phone was not working) and the GPs for working so hard to accommodate my request. The **online service is very user friendly** and, in an era where the NHS is overwhelmed, I was amazed to be contacted so quickly. Your team made a massive difference for me today."*

**Patient from Barton House Group Practice**

*Having been a patient for forty years at this facility, suffering from dementia, therefore always have walk-in and in-person appointments. The **doctors and practice are outstanding**; they always assist with scheduling appointments."*

**-Patient from Somerford Grove Practice**

*"I can definitely count on this GP surgery and their team. **Very reliable and compassionate.** It's your health they are looking out for and they do it to a very high standard. The front desk team is always willing to go the extra mile to get/give you what you need."*

**Patient from Brooke Road surgery**

*"Lovely practice. Very efficient and **always helpful.**"*

**Patient from The surgery – Barretts Grove**

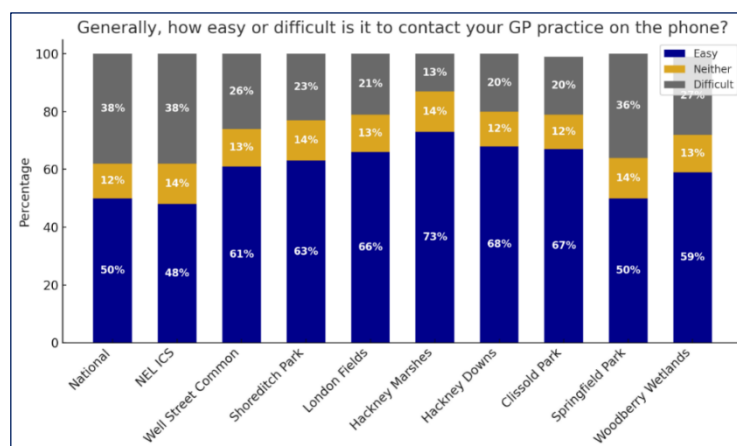
## Barriers to GP access

Feedback collected by Healthwatch Hackney indicates that most residents are satisfied with the care provided by healthcare professionals at their GP practice. However, access remains a significant concern, with many residents reporting difficulties in contacting their practice, highlighting this as a widespread and persistent issue.

The [IPSOS MORI GP Patient Survey \(2024\)](#) begins by assessing patients' ability to contact their GP practice. It asked patients three key questions on accessing their GP:

- Via telephone
- Via the practice website
- Using the NHS app

### Question 1: GP Access via telephone



Source: Contact with GP practice by phone (IPSOS GP Survey)

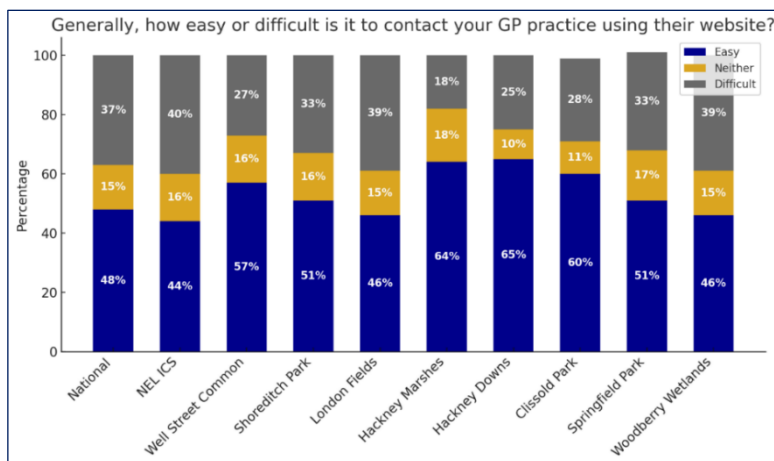
In Clissold Park, 67% of respondents said it was easy to contact their GP practice by phone. However, access by phone remained a challenge for around one in six residents (20%), highlighting persistent barriers to GP access. This suggests there is still room to improve telephone booking systems:

*"Long waiting on telephone calls. Some months ago, I spent over an hour on the phone, waiting to book an appointment and when I finally did, I was told that the doctor would call me soon.*

*However, the doctor never called back."*

**Clissold Park resident**

## Question 2: GP Access via practice website



Source: Contact with GP practice via website (IPSOS GP Survey 2024)

In Clissold Park, 60% of respondents said it was easy to contact their GP practice online. However, 28% still reported difficulties with online access, pointing to ongoing issues with digital exclusion and website navigation. Further improvements are therefore needed to ensure everyone can confidently use these digital access routes.

*"The booking system online was **easy and quick**."*

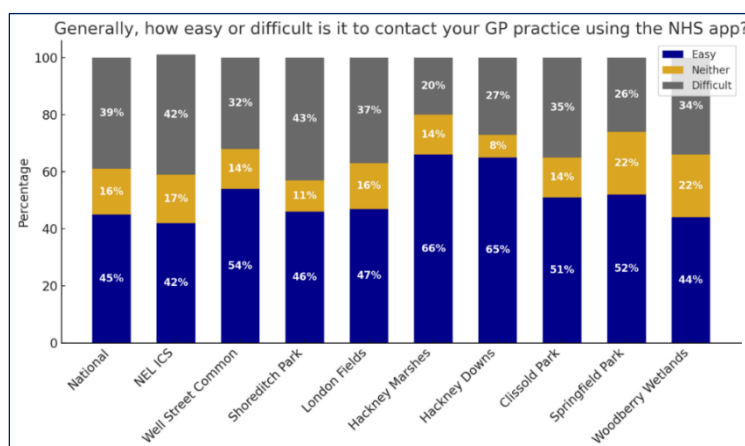
*"I filled out the online form this afternoon and was seeing a doctor 2 hours later. **Amazing service**."*

**Patients from Barton House Group Practice**

*"I do not like the online self-diagnosis form, it puts a barrier between healthcare providers and patients. I have a neurodiversity, dyslexia, which makes it difficult for me to always articulate myself in the written word."*

**Clissold Park resident**

### Question 3: GP access via NHS app



Source: Contact with GP practice using NHS App (IPSOS GP Survey 2024)

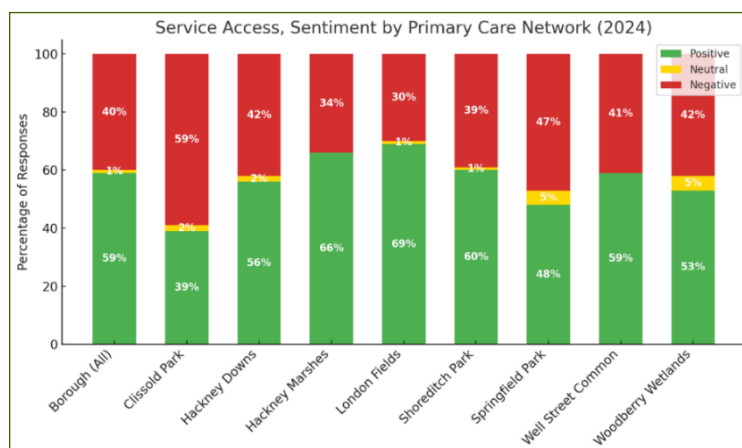
51% of respondents in Clissold Park found it easy to contact their GP practice via the NHS app. However, around a third (35%) still faced difficulties using the app, highlighting ongoing digital barriers, particularly for residents with limited digital skills or access to technology.

Taken together, the findings on telephone, website and NHS app access suggest that most residents in Clissold Park can contact their GP practice without major difficulties.

However, a significant minority still report challenges across all three methods, particularly when accessing services online. These findings highlight the need for ongoing improvements to ensure that digital and telephone systems are accessible and reliable for everyone.

### Healthwatch Hackney feedback on GP access

In 2024, feedback collected by Healthwatch Hackney showed 39% of respondents from Clissold Park felt positively about their GP access, while 59% shared negative experiences. This reflects a largely unfavourable view of local access to GP services.



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

## Comparing datasets – IPSOS MORI Vs Healthwatch Hackney

The 2024 IPSOS MORI GP survey and Healthwatch Hackney GP feedback largely align in assessing GP access across City & Hackney. Both indicate that while many residents find access relatively easy, experiences vary by Neighbourhood.

For Clissold Park, the two data sets show broad alignment. The IPSOS survey reports that 67% of residents found it easy to contact their GP by phone, 60% via the website and 51% via the NHS app. However, Healthwatch Hackney feedback shows that only 39% of those who shared their experiences reported a positive experience of accessing GP services<sup>11</sup>. Challenges persist, particularly with online services (approx. 40% negative sentiment).

## Additional roles reimbursement scheme (ARRS)

The Additional Roles Reimbursement Scheme (ARRS) has enabled practices to recruit a broader range of healthcare professionals, such as pharmacists, physiotherapists, mental health practitioners and social prescribers. The aim is to improve patient access to care, alleviate pressure on GPs and provide a more holistic, multidisciplinary approach to healthcare.

The ARRS workforce in Clissold Park has been developed with a focus on local population health needs and health equity. Roles have been introduced based on identified service gaps. Some staff are directly employed by the PCN, while others are integrated through partnerships with third-party providers, fostering a flexible approach to care.

## Access to sexual and reproductive health services (SRH)

Sexual and reproductive health (SRH) remains a priority across City and Hackney, where rates of sexually transmitted infections (STIs) continue to be among the highest in the country. In 2023, there were 7,693 new STI diagnoses in City & Hackney, with particularly high rates of gonorrhoea, syphilis and chlamydia in younger age groups.

The chlamydia detection rate among females aged 15 to 24 in City & Hackney was 3,388 per 100,000 in 2023, significantly higher than the England rate of 1,962. This suggests effective local screening and strong uptake of sexual health services among young people.

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<sup>11</sup> **Note:** This figure is based on feedback from those who chose to share their experiences and does not represent all GP service users or residents in the Neighbourhood.

See table below for a summary of key indicators for Hackney, updated March 2025<sup>12</sup>.

## Sexual and Reproductive Health Indicators – Hackney (2023)

Indicator	Hackney	England	Comment / Rank
New STI diagnoses (all ages)	2,942 per 100,000	704 per 100,000	Significantly higher; ranked 3rd highest
STI diagnoses excl. chlamydia (under 25s)	2,547 per 100,000	520 per 100,000	High rate; ranked 3rd highest
Chlamydia detection (females 15–24)	3,388 per 100,000	1,962 per 100,000	High detection, good testing coverage
Gonorrhea diagnoses	867 per 100,000	149 per 100,000	High burden; ranked 3rd highest
Syphilis diagnoses	67.3 per 100,000	16.7 per 100,000	Ranked 9th highest
HIV testing rate (all services)	14,103 per 100,000	2,771 per 100,000	Very high testing coverage
New HIV diagnoses	75 (Prevalence: 6.8 per 1,000)	— (Prevalence: 2.4 per 1,000)	High prevalence; ranked 9th highest
Late HIV diagnoses (2021–23)	38.9%	43.5%	Slightly better than England
LARC rate (excl. injections)	42.2 per 1,000	43.5 per 1,000	Stronger provision in SHS; lower in primary care
Abortion rate (2021)	19.5 per 1,000	19.2 per 1,000	Similar to England
Repeat abortions (under 25s)	34.1%	29.7%	Slightly higher repeat rate
Births to mothers under 18	Data suppressed	0.6%	No local figure available

Source: [Summary profile of local authority sexual health \(Hackney\) – UKHSA \(Mar 2025 update\)](#)

<sup>12</sup>The data in this UKHSA report either refers to Hackney or both Hackney and City of London combined. Unfortunately, the UKHSA automated report does not highlight which of these options applies for each data item.



Public Health Hackney and Homerton Healthcare provide a range of sexual and reproductive health (SRH) services, including contraception, STI testing and treatment, HIV prevention and specialist care.

### Residents can access free SRH services through various providers:

- **Online:** [Sexual Health London \(SHL\)](#) offers at-home STI testing kits, routine contraception (oral contraceptive pill) and emergency hormonal contraception (EHC).
- **Clinical Services:** The [Homerton Sexual Health Service](#) operates four clinics, including the Clifden Centre and John Scott Health Centre, which accept walk-in patients. Specialist services include PrEP for HIV prevention and LGBTQIA+ support.
- **Pharmacies:** [Pharmacies in City & Hackney](#) should provide free EHC, condoms for under-25s and chlamydia and gonorrhoea testing/treatment. However access varies and a 2025 campaign by LBH City & Hackney SRH Team aims to improve visibility of these services.
- **GPs:** All [local GP practices](#) offer sexual health advice, STI and HIV testing and Long-Acting Reversible Contraception ([LARC](#)), such as implants and coils.

### Accessing pharmacy-based emergency hormonal contraception (EHC)

From October 2025, EHC will be available free of charge nationally. This will address issues of the inconsistencies in access that have been reported.

A [NEL-wide Patient Group Direction](#) now enables more pharmacists to provide EHC and chlamydia treatment, helping to reduce variation across the system. A City & Hackney sexual health awareness campaign is also planned for 2025 to improve visibility and understanding of pharmacy-based sexual health services.

For a full overview of available SRH services in City & Hackney, including clinic locations and pharmacy services in Clissold Park, see the [interactive SRH services map](#). For those seeking LARC, such as implants and coils, City & Hackney service locations can be found on the [LARC access map](#).

## Young People's Access to SRH Services

### Addressing Barriers to Access

Consultation findings from the City & Hackney [Sexual and Reproductive Health Strategy \(2024\)](#) identified several key barriers to SRH access:

- **Confidentiality Concerns** – Many young people worry about parents or peers knowing about their visits.
- **Service Awareness Gaps** – A lack of knowledge about available SRH services remains a challenge.
- **Limited Walk-in and Evening Services** – Young people expressed a need for more flexible clinic hours.

The City and Hackney Participatory Research Project Report 2023, provided by LBH's Children, Young People, Maternity and Families, gathered the views of over 100 young people aged 16–25 from across the borough. While not specific to Clissold Park, the insights offer valuable context on the barriers young people face when accessing SRH services.

Findings reinforce the importance of culturally competent care, confidentiality, accessible information, and inclusive environments. Many young people reported uncertainty about what services were available, fears around being judged and concerns about privacy when accessing support close to home.

### 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."*

*"**Some places just feel off** – like you're being judged or they're not used to dealing with people like me."*

*"I'd go if there was someone more like me there, or even if my friends said it was okay. **It's not just about access, it's about how safe it feels**."*

## Key Hackney SRH Services for Young People:

- [Health Spot Clinic \(Forest Road Youth Club\)](#) – Provides weekly SRH clinics (Tuesdays 3–7 PM) offering STI testing, contraception and health promotion for young people.
- [Clifden Centre Walk-in Clinics](#): (Homerton University Hospital) Hosts dedicated walk-in SRH clinics for under-19s every weekday, offering contraception, PrEP, vaccinations and STI treatment.
- [Young Hackney Health Services](#): Includes sexual health drop-ins and outreach initiatives across the borough, focusing on youth-friendly and accessible services.
- [Positive East](#): Specialises in HIV prevention, testing and support for young people at higher risk.
- [Body & Soul](#): Provides a trauma-informed support network for young people living with or affected by HIV.
- [Pharmacies Offering SRH Services](#): 36 pharmacies across all eight Neighbourhoods should offer free condoms, STI testing and emergency contraception to young people.

## Condom distribution scheme – Mystery shopper findings

The [Condom Distribution Scheme \(CDS\)](#) provides free condoms and lubricant to young people aged 13–25 across City & Hackney, available from participating pharmacies after in-person or online registration. A [Mystery Shopper exercise \(2024\)](#) assessed service quality across 22 pharmacies, including Allen Pharmacy, Safedale Pharmacy (Green Lanes) and Safedale Pharmacy (Stoke Newington) in Clissold Park.

Findings highlighted good staff engagement and confidentiality in many locations but also inconsistencies in condom availability, lack of visible CDS materials and limited privacy options. Some pharmacies did not actively signpost young people to other SRH services, such as STI testing or emergency contraception.

## Digital & Mapping Resources

A new [online interactive map](#), developed by the LBH SRH Team, is being introduced to help young people easily locate sexual health clinics, pharmacies, GP practices and youth hubs. This tool enhances accessibility and visibility of SRH services, ensuring young people can quickly find confidential and youth-friendly support near them.

This interactive map complements existing service directories and addresses a key challenge identified in mystery shopper exercises: the lack of clear signposting to SRH services.

## Insights from young people across City and Hackney

As part of ongoing efforts to understand young people's needs and knowledge gaps regarding sexual and reproductive health (SRH), workshops were conducted across schools and academies in City and Hackney from June 2023 to December 2024. This work was carried out by LBH's [Young Hackney](#) Health and Wellbeing team, providing valuable insight into young people's awareness and concerns.

### Key findings:

- A total of 775 students participated in 39 sessions across City and Hackney.
- Surveys conducted before and after the sessions demonstrated a significant improvement in students' understanding:
- On average, 51% of students rated their knowledge as 'Good' or 'Very Good' before the sessions.
- This increased to 90% after the sessions, highlighting the effectiveness of the workshops.

### School staff comments:

*"Very likely to have a **positive impact**."*

*"**Great videos, good examples**, very approachable facilitation."*

*"Very good. Kind and firm, **helpful, approachable and knowledgeable**."*

*"My group was very **interested and engaged**."*

*"Well structured and planned, **right approach for the age of the students**, warm welcoming questions, **encouraging to share**, supporting all students."*

*"I enjoyed the session and I am sure my students too. The **facilitator was very approachable and kind** in answering all questions, which **encouraged greater participation**."*

### Topics young people most wanted to learn more about (when asked):

- Drugs and Alcohol
- Smoking and Vaping
- Stress and Anxiety
- Sex and Pleasure
- Relationships
- Personal Hygiene
- Puberty
- Sex and Consent

## Access to pharmacy services

Pharmacies provide vital community healthcare, offering medication, health advice and minor ailment treatments.

Clissold Park has [seven community pharmacies](#). However, the number of pharmacies alone does not guarantee accessibility; factors such as service availability, opening hours and language support still impact whether residents can effectively access pharmacy services.

According to a [Healthwatch England report \(2024\)](#), to which Healthwatch Hackney contributed, a nationally representative poll found that 72% of respondents had used a pharmacy in the past three months, demonstrating their critical role in local healthcare. However, unexpected closures due to staff shortages disrupted access for 7% of patients. Some pharmacies operate with only one pharmacist, leading to closures at lunch or during absences.

### Medication Shortages

Pharmacists report difficulties in obtaining drugs, which result in patients experiencing problems receiving their prescribed medication. This can include common medicines such as HRT and painkillers.

*"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..."*

**-Hackney pharmacy user**

### Language and Translation Barriers

The [Hackney Pharmaceutical Needs Assessment \(2022\)](#) states that all Hackney pharmacies *should* have access to [Language Line UK](#) for interpreting services. However, a Healthwatch Hackney audit of 18 pharmacies (Dec 2023) found that many relied on Google Translate, multilingual staff or asked patients to bring an English-speaking friend, compromising patient confidentiality.

*"I **had to bring my teenage son with me to translate, which was embarrassing**. There should be a better system for people who don't speak English well."*

**-Hackney pharmacy user**

## Limited Awareness of Available Services

Many residents are unaware that pharmacies offer contraception, blood pressure checks and minor illness consultations, leading to underutilisation.

*"People talk about primary care and just automatically think GPs and that's not the case."*

**-Pharmacist, Hackney**

## Sexual Health Community Pharmacy Project

The Neighbourhoods Programme has partnered with local pharmacists and residents to enhance sexual health services, focusing particularly on understanding emergency contraception use and young women's contraceptive choices.

Through collaborative efforts, including focus groups with community pharmacists and young residents, and a borough-wide survey developed with Hackney Council, the project aims to gather valuable insights and address misconceptions about contraception options.

Special attention is being given to culturally sensitive outreach, particularly engaging Bengali women through community-led peer research, facilitated by [Volunteer Centre Hackney](#). Additionally, resident advisors from diverse backgrounds have been instrumental in mapping local sexual health resources and supporting tailored engagement strategies.

**March 2025 Update:** Next steps include hosting a co-design workshop with residents and pharmacists to improve communication, awareness, and referral pathways for contraception and sexual health services.

## Access to Adult Social Care

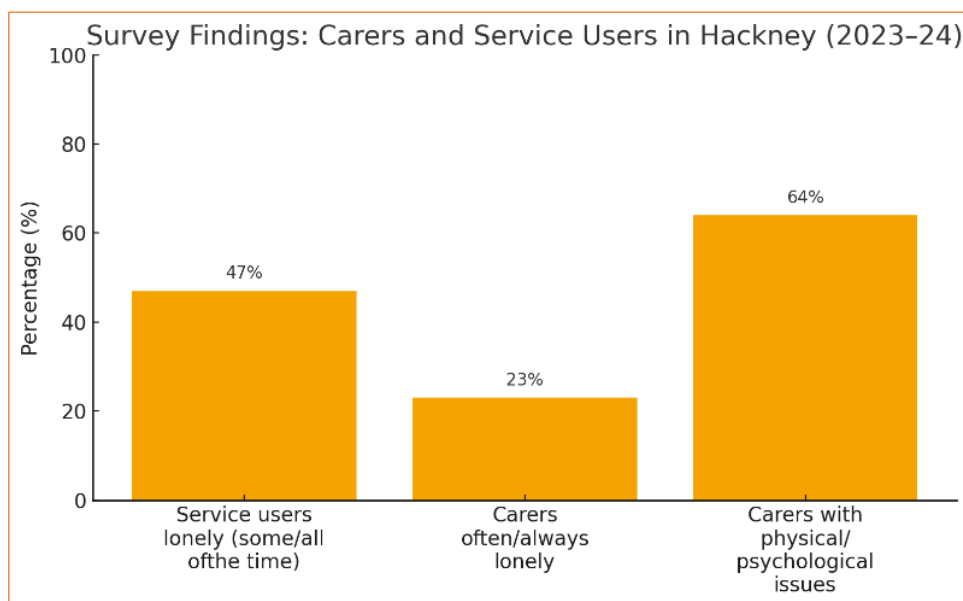
Adult Social Care (ASC) supports residents in City & Hackney who need help due to age, disability or LTCs. The goal is to help people live independently and with dignity. Services are provided through a mix of council teams, NHS partners, voluntary sector organisations and private care providers.

### Adult Social Care in the London Borough of Hackney (October 2024)

As of October 2024, approximately 3,300 residents were receiving ASC support across the London Borough of Hackney (LBH). In the year from September 2023 to August 2024, around 800 unpaid carers also received a service either directly from ASC or through its commissioned partner at the time, [Carers First](#) (now delivered by [City & Hackney Carers Centre](#) - April 2025).

Survey findings from the [Adult Social Care User Survey \(ASCS\) 2023-24](#) and the [Personal Social Services Survey of Adult Carers in England, 2023-24](#) highlight challenges faced by both carers and service users in Hackney:

- 47% of service users said they felt lonely some or all of the time.<sup>13</sup>
- 23% of carers reported feeling often or always lonely, with some describing feelings of isolation and depression.<sup>14</sup>
- 64% of carers said they had physical or psychological health issues.<sup>14</sup>



*Information provided by Adult Social Care (Oct 2024)*

These figures reflect the extent of social isolation and health challenges faced by many people supported by Adult Social Care.

## Local Strategy and Vision

The [Hackney Joint Health & Wellbeing Strategy 2022-26](#) promotes a strengths-based, holistic approach to health and social care. It supports prevention, early intervention and a 'no wrong door' model to ensure people can access the right help at the right time, particularly those with complex needs or acting as unpaid carers.

The [Hackney Adult Carers Strategy \(2024-2027\)](#) recognises the vital role of unpaid carers. While there are an estimated 19,000 unpaid carers in Hackney (including young carers and carers of children), only a proportion are eligible for support from ASC, which supports adult carers of adults.

<sup>13</sup> [Adult Social Care User Survey \(ASCS\) 2023-24](#)

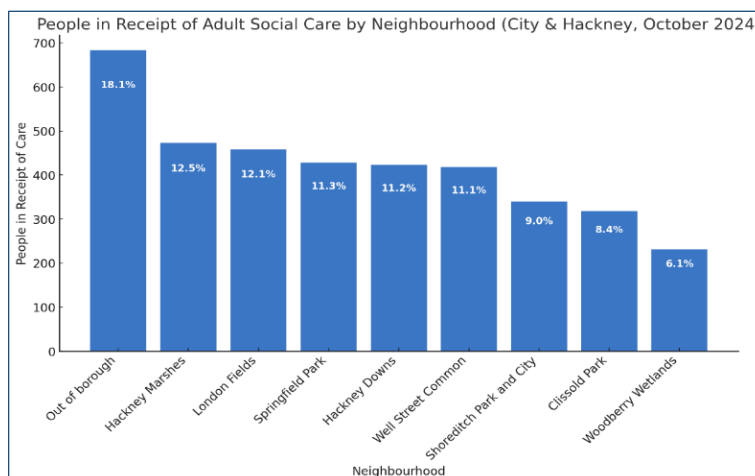
<sup>14</sup> [Personal Social Services Survey of Adult Carers in England, 2023-24](#)



One way the strategy commits to improving support for carers who do engage with ASC is by increasing the number of carers' assessments. Between the first and second half of 2024, Hackney Council increased the number of carer assessments by 19%.

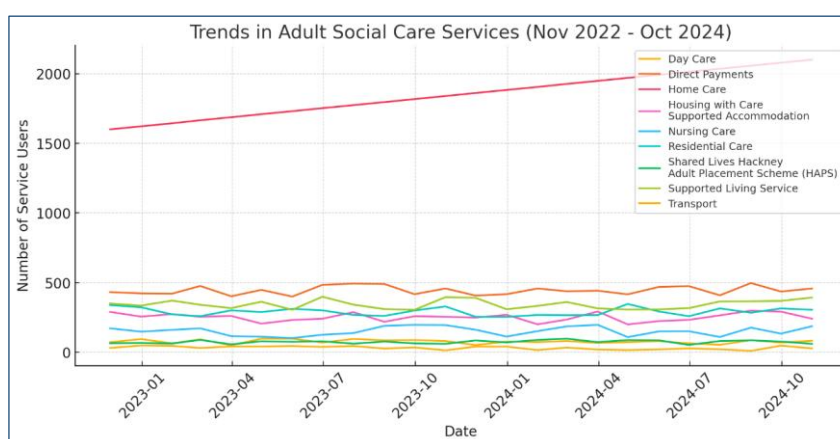
## Neighbourhood-Level Data

Neighbourhood-level data is only applicable to long-term ASC services (not carers). As of October 2024, 8.4% of all long-term ASC service users in Hackney lived in Clissold Park, placing it among the lower-ranking Neighbourhoods.



Information provided by Adult Social Care (Oct 2024)

## Trends in Adult Social Care Services (Nov 2022 – Oct 2024)



Information provided by Adult Social Care (Oct 2024)

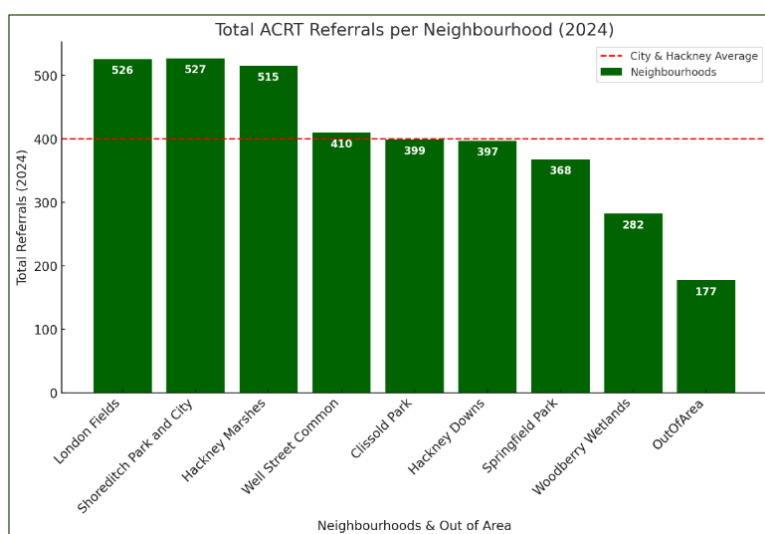
Between November 2022 and October 2024, the number of people receiving home care in City & Hackney rose from 1,626 to 2,138, reflecting rising demand and a shift towards preventative care, reablement and support at home after hospital stays.



Loneliness and social isolation remain significant concerns, especially among service users and unpaid carers.

## Access to Community Rehabilitation Services

The [Adult Community Rehabilitation Team \(ACRT\)](#), based at St Leonard's Hospital, is a multidisciplinary service including physiotherapists, occupational therapists, speech and language therapists, psychologists, dietitians, and rehabilitation assistants. ACRT supports residents to set individual goals and provides tailored [group programmes](#), run by specialists throughout the year.



Source: City & Hackney [ACRT](#) (2025)

In 2024, there were 399 referrals from Clissold Park, placing the Neighbourhood just below the City and Hackney average. A total of 3,959 clinical activities were delivered to local residents, including assessments, therapy sessions and reviews, provided at home, in clinics and community settings.

## New Community Assessment Clinics

To improve access and reduce wait times, new Community Assessment Clinics have opened at Frampton Park Baptist Church and St Leonard's Hospital. Open to residents across all Neighbourhoods, these clinics prioritise high-demand areas such as walking aid provision and neuro-physiotherapy, helping to streamline care pathways.

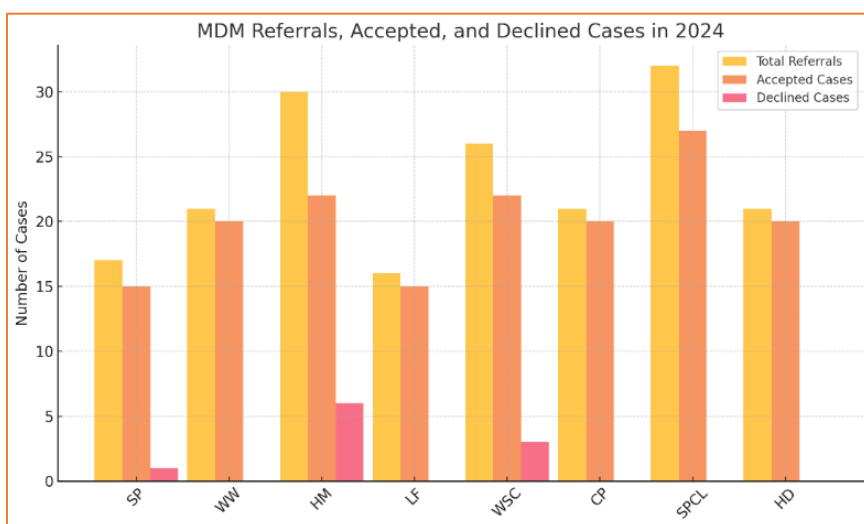
## Multidisciplinary Team Meetings in City and Hackney

[Multidisciplinary Team Meetings \(MDMs\)](#) play a key role in City and Hackney's Neighbourhoods way of working by facilitating collaborative, multi-agency working. Residents with complex needs often require support from various services, organisations and professionals, each addressing different aspects of their care.

MDMs bring together the people supporting a resident, including professionals, families, carers and those close to them, on a regular basis to develop a holistic, person-centred plan. These meetings help address not only medical needs but also wider social determinants of health, such as housing, financial difficulties and safeguarding concerns. By reducing siloed working and enhancing information sharing, MDMs promote a more coordinated and effective approach to care.

### Cases referred in 2024

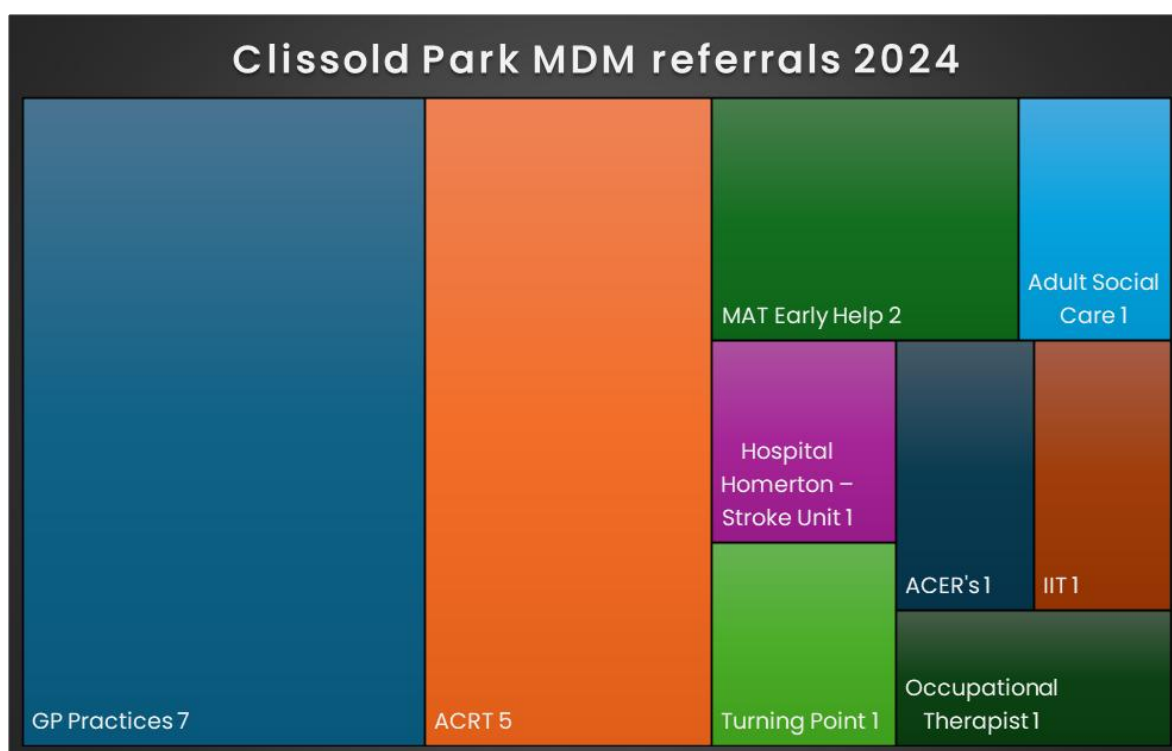
In 2024, there were 20 referrals to the Clissold Park MDM team. The acceptance rate in 2024 stood at 100%. The percentage of declined referrals was identical to 2023's.



Source: Homerton Healthcare NHS Trust, MDM Team (2025)

### Referral Sources

The following tree map of referral sources provides insight into which agencies were most engaged in the MDM process.



Source: Homerton Healthcare NHS Trust, MDM Team (2025)

## Insights from the MDM Team

As part of ongoing efforts to improve the effectiveness of MDMs, the following key observations regarding impact, professional feedback and challenges were shared by the MDM Team (2025):

### Impact on Residents

While historical data on outcomes has not been systematically collected, GPs and ACRT report that residents discussed at MDMs often experience positive changes. From the new tax year, a new system will be introduced to track outcomes more consistently and effectively.

One recent case involved a resident with multiple risks (post-stroke), non-adherence to medication, facing eviction and language barriers. Through the MDM, professionals coordinated input from District Nurses, mental health services and a social prescriber, while the chair liaised with the housing association. This joint effort reduced the risk of homelessness and improved care access.

### Feedback from Professionals

Health professionals across City and Hackney have expressed strong support for MDMs, noting that they foster collaborative problem-solving and holistic care. However, one recurring challenge shared was the low number of referrals.

## Challenges and Areas for Improvement

Inconsistent attendance from some services limits the full potential of MDMs. To address this, the new MDM team lead is actively visiting local teams to boost engagement, increase referrals and ensure more residents benefit from coordinated support

## Future Developments

City and Hackney MDMs are moving towards an Integrated Neighbourhood Team (INT) model to deliver more coordinated care closer to home and reduce pressure on health and social care services. Each Neighbourhood will bring together district nursing, therapy and social care teams, working alongside voluntary and community sector organisations for the first time.

INTs will also develop tailored strategies to address local health inequalities by drawing on community networks. A dedicated City of London group will meet its specific needs and plans are underway to explore integrating children's services into the INT model.

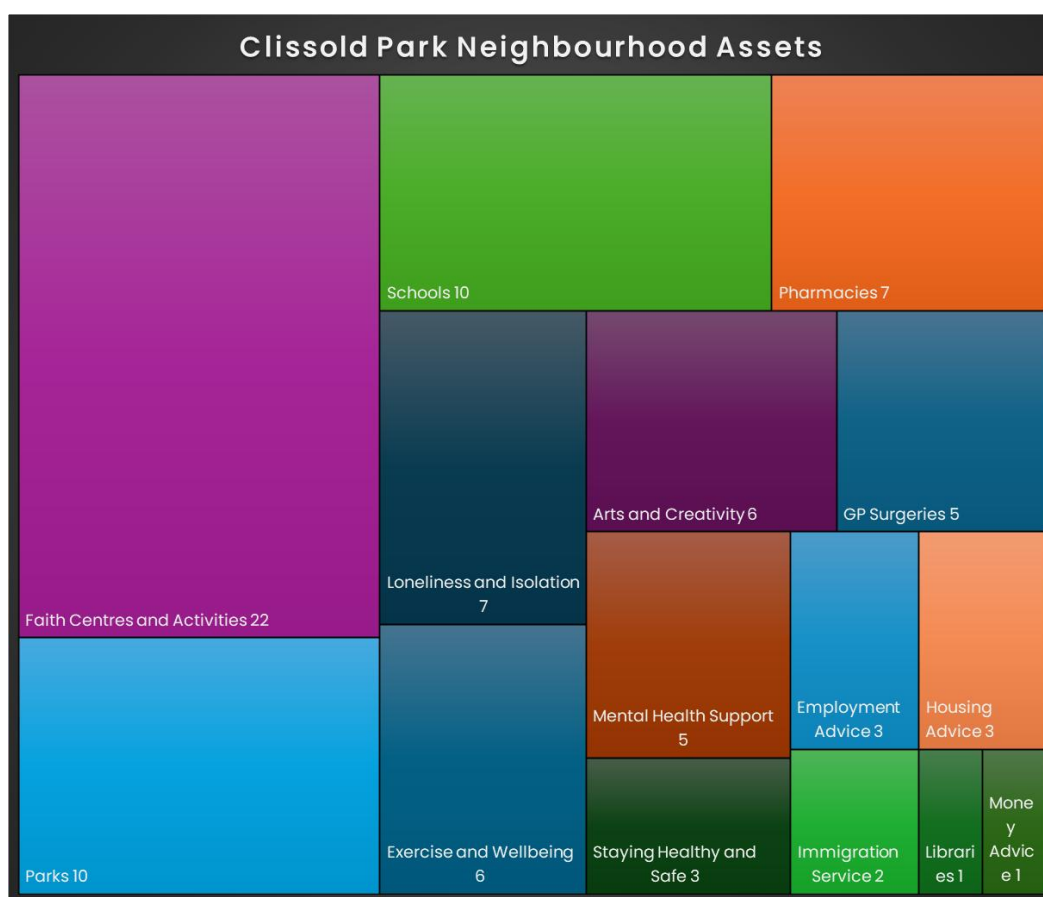
## Neighbourhood Assets in Clissold Park

Clissold Park Neighbourhood is home to a diverse and vibrant range of voluntary and community organisations that deliver vital services to local residents. These organisations play a key role in promoting health and wellbeing, tackling social inequalities, and strengthening community connections.

Local assets include services that support mental health, reduce loneliness and isolation, encourage physical activity, and provide faith-based support and social prescribing.

The neighbourhood is further enriched by a wide network of community venues, food services, children's centres, and arts initiatives. Many of these organisations work in partnership with healthcare providers, local authorities, and voluntary sector partners to offer residents holistic, joined-up support.

An interactive map of these local services is available through the '[Find Your Neighbourhood](#)' tool of the [City and Hackney Neighbourhoods](#) website. By entering a postcode, users can explore geographically mapped services in their area, complete with contact details and location information.



Source: <https://cityandhackneyneighbourhoods.org.uk/neighbourhoods/clissold-park/>

## Community hall hire

The following table presents the community hall hire spaces available in the Clissold Park area, as listed on the [Hackney Council's community halls directory](#). These venues offer a variety of facilities suitable for events, meetings and activities, catering to the diverse needs of the local community.

Clissold Park Neighbourhood Community Hall Hire			
Venue	Type of venue	Capacity	Wheelchair access
<a href="#">Lordship South Community Hall</a> <a href="#">14 Lordship Grove,</a> <a href="#">London, N16 0QA</a>	71m <sup>2</sup> hall, terrace, kitchen. Used for classes, meetings, events, parties and social gatherings.	60	yes

<a href="#">Walrond Community Centre</a> <a href="#">79 Walrond House,</a> <a href="#">Matthias Road,</a> <a href="#">London, N16 8BF</a>	61m <sup>2</sup> hall, kitchen with tables/chairs + outdoor space. Used for fitness classes, yoga, parties, family gatherings + social events.	50	yes
<a href="#">Walrond Community Centre</a> <a href="#">79 Walrond House,</a> <a href="#">Matthias Road,</a> <a href="#">London, N16 8BF</a>	Two connected rooms, tables and chairs included. Used for meetings, small group events or local orgs.	15	no
<a href="#">Walrond Community Centre</a> <a href="#">79 Walrond House,</a> <a href="#">Matthias Road,</a> <a href="#">London, N16 8BF</a>	Connects to Room 2. Used for meetings, small groups or local organisations.	15	no
<a href="#">Walrond Community Centre</a> <a href="#">79 Walrond House,</a> <a href="#">Matthias Road,</a> <a href="#">London, N16 8BF</a>	The room is small, bright, carpeted and includes tables and chairs. It's used for meetings or one to one sessions.	8	yes
<a href="#">Yorkshire Grove Community Hall</a> <a href="#">20 Gunster Road,</a> <a href="#">London, N16 8HF</a>	175m <sup>2</sup> hall (100m <sup>2</sup> main space), kitchen with a capacity of 70 people. Ideal for classes meetings and parties.	70	yes

## Hackney Caribbean Elderly Organisation

The [Hackney Caribbean Elderly Organisation](#) offers venue hire at its centrally located premises on Leswin Road, London N16. The space includes a main hall, lounge area, commercial kitchen and meeting rooms, making it suitable for community events, meetings, training sessions, celebrations and private functions. Facilities are accessible, with disabled access, and the venue is equipped with Wi-Fi, audio-visual equipment, and flexible seating arrangements. Discounts available for community groups and long-term bookings.

## Community Health Champions

The [City & Hackney Community Health Champions](#) (CHC) programme empowers local residents by training volunteers (known as Community Health Champions) to be trusted sources of health information in their communities.

Delivered in partnership by [Volunteer Centre Hackney](#) (VCH) and City & Hackney Public Health teams, the programme recently awarded [Community Health Champion Network Grants for 2024-2025](#) to local voluntary, community, and faith-sector organisations to strengthen their involvement in promoting community health.

Each year, the programme collaborates with Champions to identify health priorities reflecting residents' most pressing issues.

For 2025, these priorities are:

- **Physical Activity**
- **Diet, Nutrition, and Food Poverty**
- **Vaccinations and Immunisations**
- **Long-Term Health Conditions** (focusing specifically on cardiovascular disease, diabetes, and cancer)

In addition, the CHC programme recognises cross-cutting themes such as Mental Health and Wellbeing, the Cost of Living, Health Literacy, Special Educational Needs and Disabilities (SEND) and adopting a Whole Person Approach.

To effectively address these priorities, the CHC team provides Champions with ongoing support, through tailored training, peer support sessions and targeted communication resources.

Champions also play a crucial role in gathering insights into local health needs, which the CHC team shares with health and care partners to inform service design and help reduce health inequalities.

For more information, or to explore collaboration opportunities with Community Health Champions, please contact:

- Ros Jones ([rosalind.jones@cityandhackneyph.hackney.gov.uk](mailto:rosalind.jones@cityandhackneyph.hackney.gov.uk)) or
- Jo Hunt ([joanne@vchackney.org](mailto:joanne@vchackney.org)).

## Social prescribing

Social Prescribing is a service that connects residents with community resources to enhance their health and well-being. In City and Hackney, [Family Action](#) delivers [Social Prescribing](#) across eight PCNs and 41 GP practices. This initiative aims to improve mental health and well-being by linking individuals to community support, reducing reliance on traditional health services.

Social Prescribers assist service users in accessing a wide range of community-based activities, including social groups, arts and creative sessions, physical activities, smoking cessation, weight management, healthy lifestyle programs, skills development and volunteering opportunities. In addition, [volunteer befrienders](#) support service users in overcoming barriers and engaging with local support networks.

### Who is Social Prescribing for?

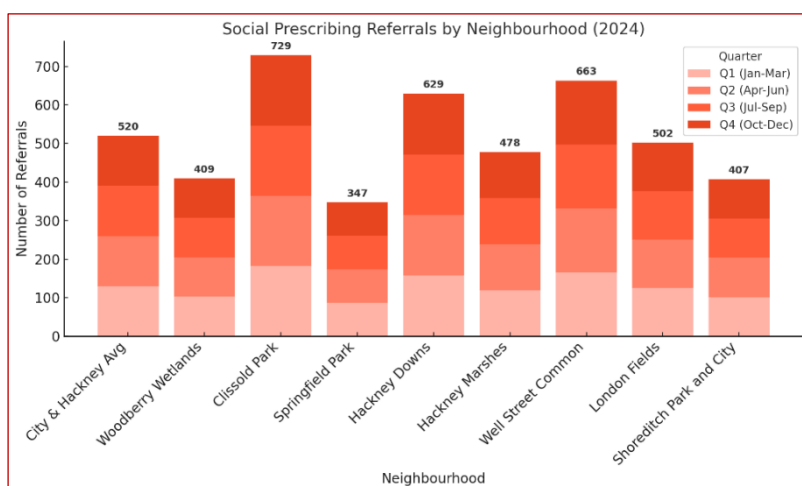
The service is available for residents aged 18 and over who may be experiencing:

- Social isolation
- Mild to moderate mental health issues
- Long-term health conditions (LTCs)
- Social or financial challenges
- Limited engagement with healthcare services
- Disproportionate impacts of the COVID-19 pandemic
- Barriers due to language, disability, or cultural background

Additionally, the [Macmillan Social Prescribing Service](#) supports individuals aged 18 and over who have had a previous cancer diagnosis, providing a person-centred approach to enable them to live well during and after cancer treatment.

### Referral Trends Across Neighbourhoods

In 2024, 4,164 referrals were recorded across City and Hackney. Clissold Park recorded the highest referral rate, with 729 referrals.



Source: [Family Action](#), 2025



## Key themes from referrals include:

- **Mental health difficulties** (particularly anxiety and depression).
- **Social isolation**, particularly among older adults and single-parent households.
- **Financial hardship** and housing insecurity, with many residents needing foodbank access, financial aid or housing support.

## Service User Insights

Feedback from residents highlights the impact of Social Prescribing in Clissold Park:

*"...Since seeing you, I'm better able to chase things up. Before, I felt I couldn't. **Nothing can replace human contact.**"*

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

*"**It's been amazing**, just having that regular session and someone to help make a plan with—I had no idea those resources were out there and for free!"*

*"My **social prescriber helped me** access foodbanks, money vouchers and the benefits system when I was at my lowest and struggling and has helped me begin to work on myself through art and counselling'.*

## Clissold Park VCS Services

### Neighbourhood Forums and Action Groups

The [Neighbourhood Forum programme](#) runs across all City & Hackney Neighbourhoods. It offers a structured way for residents and professionals to connect, share information and co-produce service improvements aimed at reducing health inequalities.

Each Neighbourhood has an [Action Group](#), made up of residents and professionals, who work together on agreed health and wellbeing priorities each year. In 2024, Clissold Park's action group decided on:

- **Long Term health Conditions:** Access to health information services and Primary Care
- **Financial security and community support**

Bi-annual Forums provide accessible spaces for residents to meet with local services, share experiences and gather insights to influence change at the hyper-local level. In Clissold Park, the Forum is facilitated by [Damali Beautiful Vision CIC](#), who support Global

Majority community members and their families in their navigation of bereavement after the loss of a young child or young adult.

### Community Infrastructure Levy Neighbourhood Fund

Hackney Council introduced the Community Infrastructure Grant scheme to support organisations that have the capacity and reach to bring together and strengthen other local voluntary and community groups. There are currently no recipient organisations within the Clissold Park Neighbourhood. However, [London Gypsies and Travellers](#), based at Mildmay Community Centre just outside the Neighbourhood, has received funding through this grant.

### Ambitious College

[Ambitious College](#) is a specialist college providing education and training for young adults with autism. It offers a range of programmes, including vocational courses, supported internships and life skills training. To be eligible, students must be aged 16–25 and have a diagnosis of autism.

### Daymer

[Daymer](#) is a charity serving Turkish and Kurdish-speaking communities across London, with a focus on supporting individuals who are vulnerable or disadvantaged. Services include advice and advocacy, employment support, housing advice, health and wellbeing support and a range of educational and cultural activities.

### Hackney Caribbean Elderly Organisation

The [Hackney Caribbean Elderly Organisation](#) runs a popular Caribbean-inspired lunch club at 39 Leswin Road, London N16 7NX. Lunch is served on Tuesdays, Wednesdays and Thursdays from 1 to 2pm. The lunch club offers not only meals but also a space for older people to connect and access wider support.

*“The lunch club and support from the network forms the heart of what we do to **support older people in the community**. From this base we ‘pick up’ on some of the other challenges of ageing they are facing and developing a programme of work to include local partnerships and cross-cultural opportunities.”*

**Hackney Caribbean Elderly Organisation**

### Shelter Hackney

[Shelter Hackney](#) is a local service run by the national charity Shelter, offering free housing advice and support to Hackney residents facing housing issues or homelessness. The service provides help with eviction, rent arrears, disrepair and homelessness and is open to anyone living in Hackney.

Support is available via a helpline or at the drop-in service. The aim is to help people secure safe, stable housing and prevent homelessness. Shelter Hackney works across multiple Neighbourhoods.

### **Hackney Playbus:**

[Hackney Playbus](#) operates a converted double-decker bus, bringing early years play environments to housing estates and public parks in East London. Their free sessions cater to children aged 0-4, offering activities that support early learning and development.

### **Hackney Quest**

[Hackney Quest](#) works with young people and families to help them build confidence, develop life skills and reach their full potential. The charity offers youth mentoring, after-school activities, family support services and tailored programmes that nurture resilience, leadership and emotional wellbeing.

### **Food Banks**

[Hackney Foodbank](#) is dedicated to providing emergency food parcels to individuals and families facing crises or poverty within the Hackney community. Operating on a voucher referral system, they ensure that those in need receive essential support with dignity and compassion. Their services are available six days a week at various locations:

- **Monday:** Homerton Food Bank Centre at Kingsmead Kabin, Kingsmead Way, Homerton, E9 5QG, open from 6:00 pm to 8:00 pm.
- **Tuesday:** Dalston Food Bank Centre at Our Lady and St Joseph Church, 100a Balls Pond Road, Dalston, N1 4AG, open from 11:00 am to 1:00 pm.
- **Wednesday:** Upper Clapton Food Bank Centre at St Andrews Church, 106 Bethune Road, Stoke Newington, N16 5DU, open from 5:00 pm to 6:45 pm.
- **Thursday:** Stoke Newington Food Bank Centre at St Mary's Church, Stoke Newington Church Street, N16 9ES, open from 12:00 pm to 2:00 pm.
- **Friday:** Hoxton Food Bank Centre at the Museum of the Home, Fire Gate 3 Entrance, Geffrye Street, Hoxton, E2 8EA, open from 10:00 am to 12:00 pm.
- **Friday:** Hackney Quest provides free community meals twice a week and distributes food parcels every Friday to support those experiencing food insecurity.
- **Saturday:** Pembury Food Bank Centre at Pembury Community Centre, 1 Atkins Square, Dalston Lane, E8 1FA, open from 11:00 am to 1:00 pm.

## Social Housing Providers in Clissold Park

As highlighted in Chapter One, over a third of residents in Clissold Park live in socially rented accommodation (38%). Social housing providers (also known as Registered Social Landlords) operate across multiple Neighbourhoods, managing properties for individuals and families in need of affordable housing.

These providers often reflect the diverse needs of local communities. Some offer sheltered accommodation for older residents (e.g. [Anchor Hanover](#)), while others have strong cultural or faith-based links, such as the [Industrial Dwellings Society](#) (IDS), which has longstanding ties to the Jewish community; the [North London Muslim Housing Association](#); and [Shian Housing Association](#) (a Black Minority Ethnic-led organisation).

Several providers also deliver wider services that support resident wellbeing, including employment programmes, financial inclusion support, youth activities and health and wellbeing initiatives. The chart below provides a selection of the key social housing providers operating across City & Hackney Neighbourhoods.

Network Housing Association	One Housing Group	Newlon Housing Association	London and Quadrant Housing Association	Southern Housing Association
Anchor Hannover	Peabody Housing Association	North London Muslim Housing Association	Clarion Housing Association	IDS
	Guinness Trust	Sanctuary Housing Association	Shian Housing Association	
		Notting Hill Genesis		

## Conclusion

Clissold Park is one of the least deprived Neighbourhoods in City and Hackney, with strong early childhood outcomes, high digital inclusion and good self-management of long-term conditions.

However, many residents still face challenges. Mental health needs are high across age groups, with younger people experiencing barriers to support and older residents more likely to live alone. Financial hardship and housing insecurity are present despite the area's overall affluence.

Access to services is uneven, with issues reported around GP appointments, digital systems and mental health waiting times. Language barriers and fragmented services affect some residents' ability to access support.

The Neighbourhood has a wide range of community services and strong social prescribing networks, but awareness and access remain inconsistent.

## Neighbourhood Challenges and Opportunities

Snapshot summary of key themes emerging from this year's Neighbourhood Insight Report

Challenges	Opportunities
<b>Mental Health</b>	<b>Mental Health</b>
Anxiety and depression remain common, but residents report poor awareness of services and long waits. Some say they only receive support once in crisis. Stigma is still a barrier.	Promote direct access NHS Talking therapies. Promote <a href="#">NHS 111 'Option 2'</a> mental health crisis line + peer support to improve access / earlier intervention.
<b>Access to GP Services</b>	<b>Access to GP Services</b>
Resident frustration with appointment systems / inconsistent communication. Key barriers: Online systems, including NHS app.	Upskill residents on use of NHS app. Promote digital inclusion initiatives like IT classes at Age UK's <a href="#">Marie Lloyd Centre</a> and GP practice-based digital inclusion champions. New roles via ARRS / better triage models to help improve patient experience and reduce pressure on GPs.
<b>Long-Term Conditions (LTCs)</b>	<b>Long-Term Conditions (LTCs)</b>
Many residents live with multiple LTCs (e.g. diabetes, obesity, hypertension), and feel unsupported or unsure where to go for help. Isolation is a recurring theme.	Encourage access to peer support networks and stronger follow-up care. Improve signposting to community-based health programmes.

<b>Children and Young People</b>	<b>Children and Young People</b>
Young people report few accessible training, work or wellbeing opportunities. Some feel disconnected from local services and unsure where to get help.	Work with youth groups to co-produce employment and training pathways. Explore partnerships with local colleges and arts organisations for skills development.
<b>Housing and Health</b>	<b>Housing and Health</b>
Poor housing a major issue, closely linked to mental and physical health challenges.	Promote Housing + Integrated Care Programme. Use cross-sector partnerships offer to align housing + health support more effectively through place-based models.
<b>Economic Hardship</b>	<b>Economic Hardship</b>
Financial stress persists, especially among carers and young families. Some rely on food banks or charity support. Not always clear where to access advice.	<a href="#">Social prescribing/Citizens Advice</a> Hackney play critical role in helping residents access financial, legal and housing support. Promote coordination between statutory and voluntary services.
<b>Community Assets and the Voluntary Sector</b>	<b>Community Assets and the Voluntary Sector</b>
Many residents unaware of available services or how to access them. Staff across system not always familiar with full range of local resources.	Promote <a href="#">interactive services map</a> on Neighbourhoods website, offering postcode-based navigation.
<b>Sexual and Reproductive Health</b>	<b>Sexual and Reproductive Health</b>
Young people face barriers to accessing SRH services including stigma, confidentiality concerns + lack of clear signposting. Inconsistent pharmacy SRH service quality.	Promote <a href="#">online interactive map</a> + borough-wide awareness campaign and pharmacist training to improve visibility and access.

## Supporting Resident Engagement in City & Hackney Neighbourhoods

Involving residents is essential to successful Neighbourhood working. Without residents sharing their experiences to shape local priorities and service delivery, addressing health inequalities effectively becomes challenging. Resident engagement requires thoughtful planning to ensure everyone has opportunities to participate, especially those who might otherwise face barriers, such as digital exclusion.

Healthwatch Hackney runs monthly [resident engagement surgeries](#) for Neighbourhood professionals, providing peer guidance and support on effective resident involvement. These meetings are open to those engaging with residents across City and Hackney. To learn more or attend a session, email [info@healthwatchhackney.co.uk](mailto:info@healthwatchhackney.co.uk).

Neighbourhood Forum meetings continue to provide a valuable space for discussing local challenges with those who live and work in the Neighbourhood. These forums are now held quarterly in each Neighbourhood and are further supported by Neighbourhood-specific Resident Action Groups. These groups bring together residents and professionals to explore forum issues in greater depth and determine how best to implement insights gained through resident engagement.

To [find out more](#), contact: [VCSNeighbourhoods@hcv.org.uk](mailto:VCSNeighbourhoods@hcv.org.uk) or visit the [Resident & Community Engagement](#) page of the City & Hackney Neighbourhoods website.








# healthwatch

Hackney

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