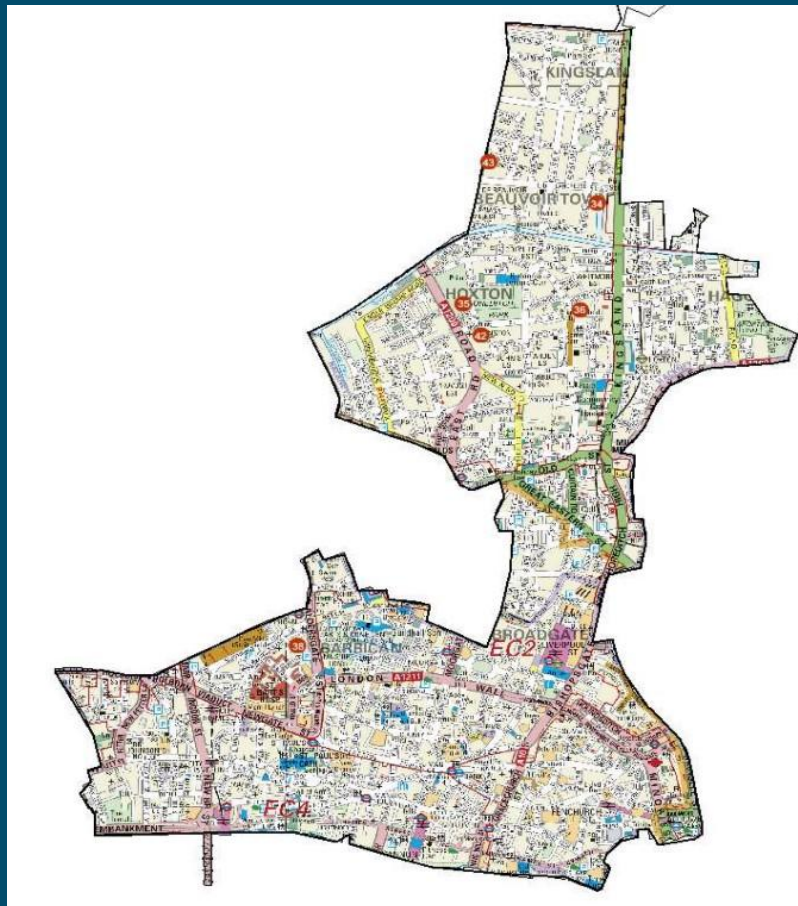




# Shoreditch Park & City Neighbourhood Insight Report 2025



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## Acknowledgements:

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London Borough of Hackney: Various Teams  
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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.

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## 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 Shoreditch Park & City 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 Shoreditch Park & City.

## 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 Shoreditch Park & City 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 Shoreditch Park & City.

## Who lives in Shoreditch Park & City?

Shoreditch Park and City Neighbourhood spans North-East Hackney and the City of London. It brings together a mix of communities, with notable variation in population density and housing types across the area.

### Summary of key Neighbourhood demographic statistics

The Neighbourhood has a high percentage of young adults aged under 40 years old.	25.8% of Neighbourhood population is aged 25–34 years old in City of London. Shoreditch Park & City has similar age profile to City & Hackney although higher proportion of adults aged 25–34.
The percentage of children aged under 18 is low in City of London but overall similar to other Neighbourhoods.	9% of population aged under 18 years old in the City of London. Across Shoreditch Park and City 14.9% of population aged under 18 years old.
The Neighbourhood has high percentage of older people compared to other Neighbourhoods.	14% of population aged 65+ in City of London. Across Shoreditch Park and City 7.7% of population aged 65+.

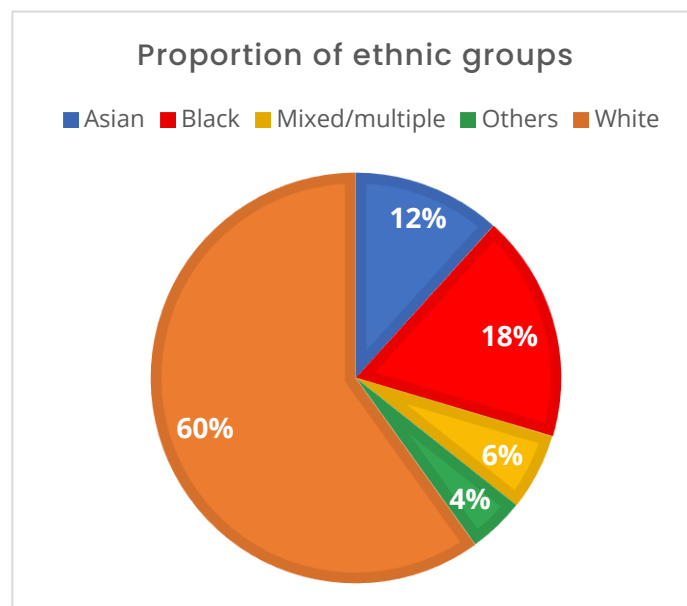


Shoreditch Park & City has high rates of <b>problem alcohol misuse and substance misuse</b> .	Highest rate of high-risk alcohol drinkers in City & Hackney. Also highest prevalence (1.2%) of substance misuse in City & Hackney.
There is a high level of English proficiency in this Neighbourhood.	76% of residents speak English as main language. 4.8% residents cannot speak English or cannot speak English well. (0-2% in the City of London).

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

Shoreditch Park and City has some of the highest rates of high-risk alcohol use and substance misuse in Hackney. According to local health data, 1.2% of residents are recorded as having substance misuse issues, the highest rate across the borough.

The largest ethnic group is White (60%), followed by Black (18%) and Asian (12%). This is a higher proportion of white residents than other Hackney Neighbourhoods, largely due to the City of London being less ethnically diverse.

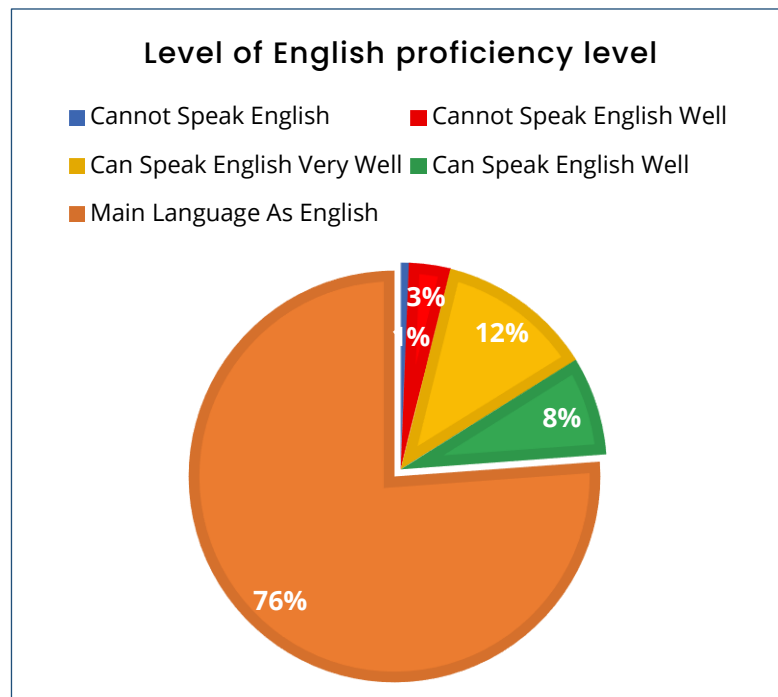


Source: Breakdown of Ethnicity in the Neighbourhood, NEL Health and Care Partnership, Baseline Needs Assessment (Aug 2022).

The Neighbourhood has a varied age profile, with a relatively young population in Shoreditch and a higher proportion of older adults in the City of London. Around 26% of residents in the City are aged 25–34, while 14% are aged over 65. Across the full Neighbourhood, 14.9% of residents are under 18.

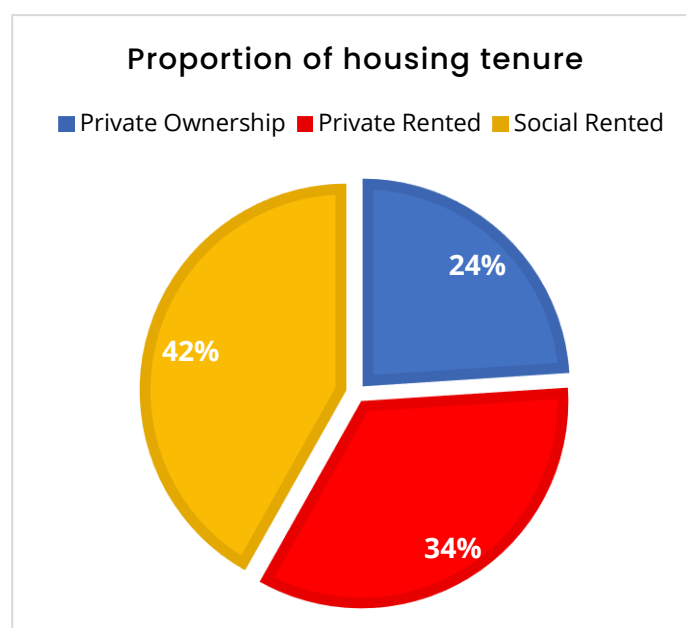
English language proficiency is generally high. In Shoreditch Park and City, 76% of residents speak English as their main language, while 4% have limited English proficiency, either not

speaking it well or at all. However, in the City of London, 17% of households have no residents who speak English as a main language ([ONS, 2021](#)), which suggests there may be pockets where accessible communication is a concern.



Source: Breakdown of English Language Proficiency, NEL Health and Care Partnership, Baseline Needs Assessment (Aug 2022).

Most residents live in rented accommodation. In Shoreditch Park and City, 42% live in social housing, 34% in private rented homes and just 24% are homeowners. This contrasts with the City of London specifically, where home ownership is more common (37%). In both areas, housing tenure and affordability remain key issues linked to health inequalities.



Source: Breakdown of housing tenure, NEL Health and Care Partnership, Baseline Needs Assessment (Aug 2022).

## Health outcomes in Shoreditch Park & City

### Long-Term Health Conditions in Shoreditch Park & City

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).

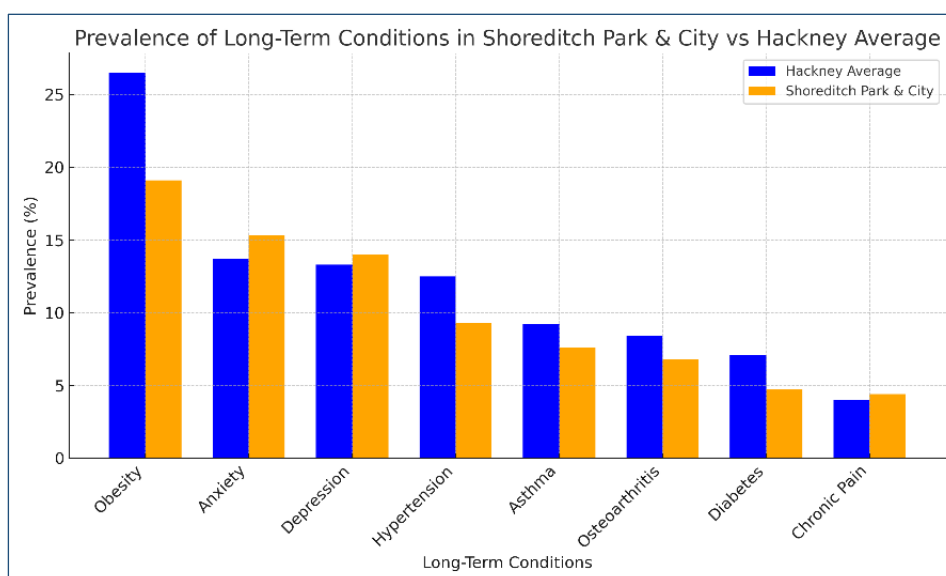
Existing evidence suggests that the number of people with at least one long-term condition as well as those with multiple long-term conditions is increasing nationally. This might further increase pressures on the health and care sector, as treatment and care for people with LTCs is already estimated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

Compared to the Hackney average, Shoreditch Park & City has slightly lower levels of obesity, asthma and diabetes, with broadly similar rates of mental health conditions.

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

1) <b>Obesity</b> – 19.1%	5) <b>Asthma</b> – 7.6%
2) <b>Anxiety</b> – 15.3%	6) <b>Osteoarthritis</b> – 6.8%
3) <b>Depression</b> – 14.0%	7) <b>Diabetes</b> – 4.7%
4) <b>Hypertension</b> – 9.3%	8) <b>Chronic Pain</b> – 4.4%

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



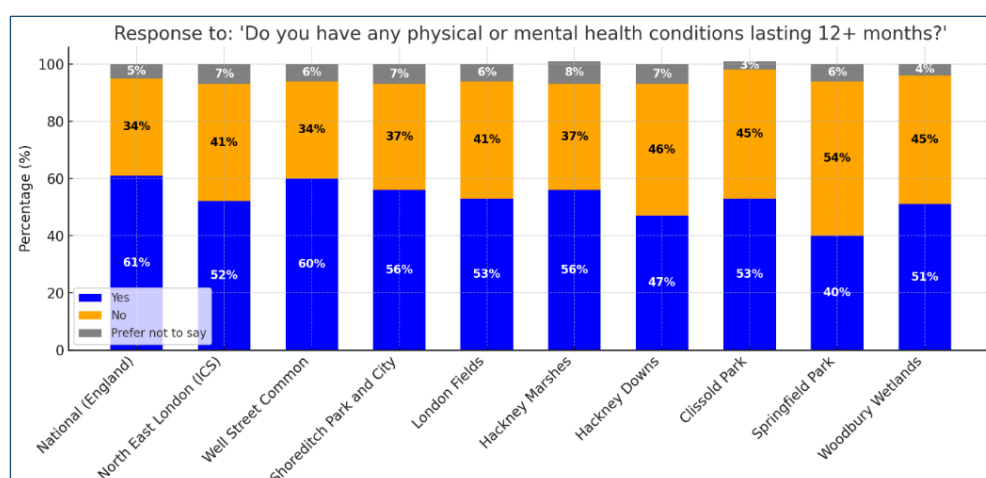
Source: NHS NEL Intelligence & Insights Team (Dec 2024)

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 Shoreditch Park & City, 60% of respondents reported having at least one long-term condition, above the NEL average of 52%.



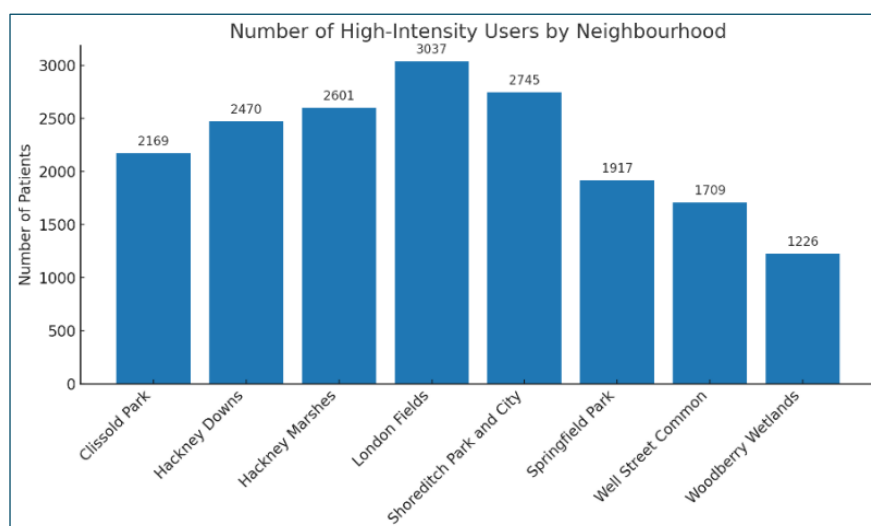
Source: Patients with Long-term Conditions by Neighbourhood (IPSOS GP Survey 2024)

## 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)

Shoreditch Park & City had 2,745 high-intensity users, the second-highest number across all Neighbourhoods, indicating substantial levels of health and care need.

### Spotlight on Shoreditch Park & City

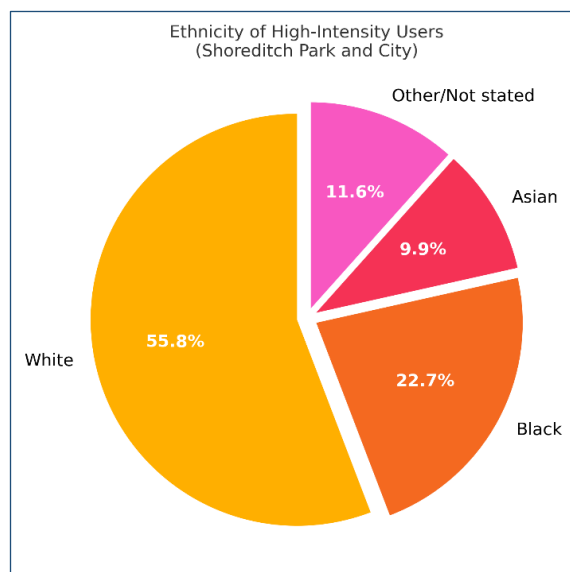
Of the 2,745 residents identified in the Neighbourhood as high-intensity users:

- 48.5% live in the most deprived quintile
- 6.4% are housebound
- 26.1% have three or more long-term conditions

The most common conditions include:

- **Hypertension** (26.8%)
- **Obesity** (21.3%)
- **Diabetes** (15.0%)

While the proportion of patients with complex needs is slightly lower, the large number of users and levels of deprivation make this Neighbourhood a key area for integrated care planning.



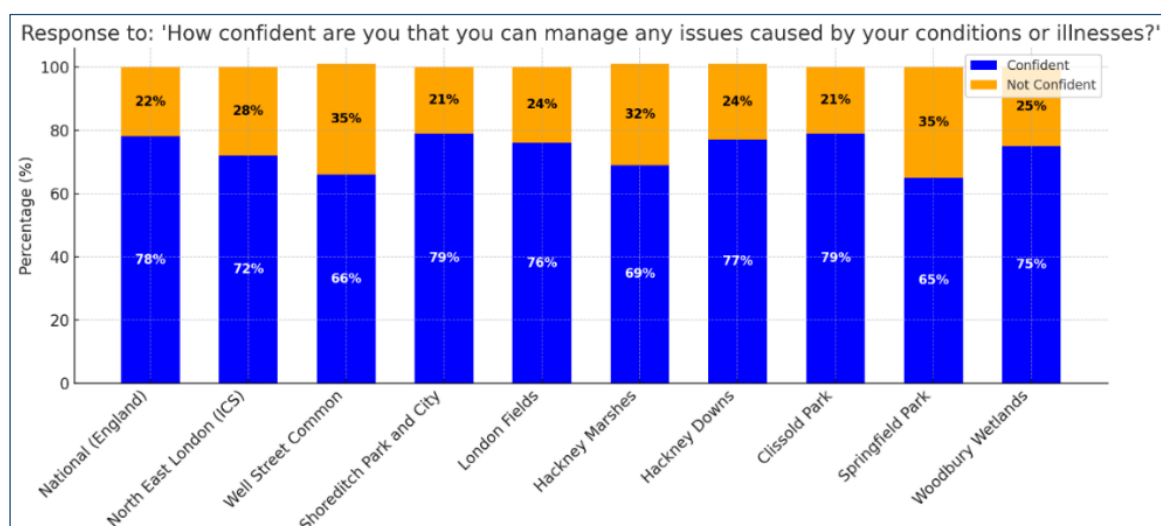
Source: City & Hackney Intelligence & Insights Team (Sept 2024)

The ethnic breakdown shows that over half of high-intensity users in Shoreditch Park and City were White, with just under a quarter identifying as Black. Smaller proportions identified as Asian or Other/Not stated.

## Confidence in managing long-term conditions

Shoreditch Park & City residents were asked how confident they felt in managing any issues caused by their conditions or illnesses. 79% reported feeling confident in managing any issues caused by their conditions or illnesses, while 21% said they did not.

This is the highest level of confidence across all Neighbourhoods and above the City and Hackney average (71%). This suggests that residents in this area may feel particularly well-equipped to manage their long-term conditions.



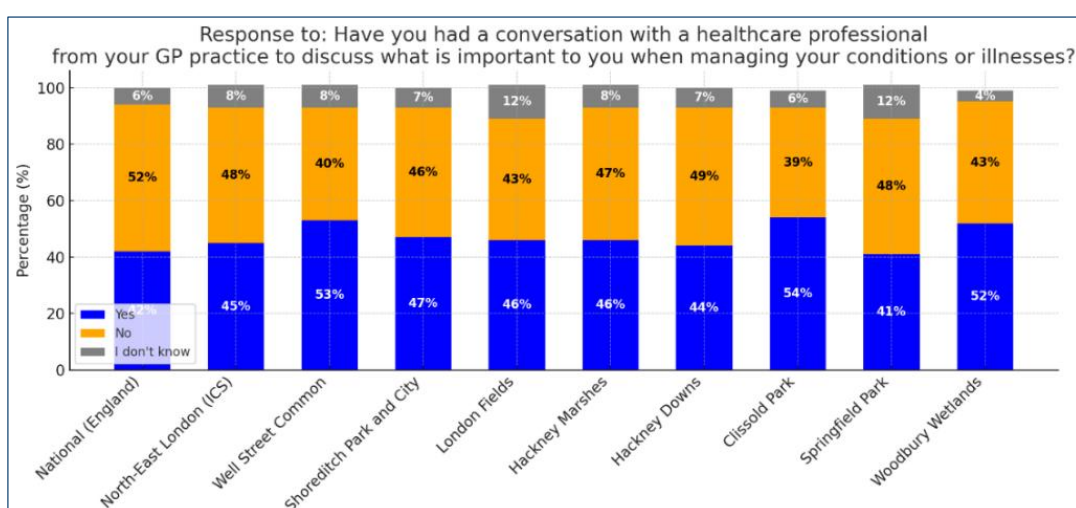
Source: Confidence to manage LTCs by Neighbourhood (IPSOS GP Survey 2024)

## Contact with a health care professional

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

47% of respondents said they had, above the City and Hackney average (46%). This suggests that patients in Shoreditch Park and City are about as likely as those in other local Neighbourhoods to have these important discussions with their GP practice.

However, 46% of respondents said they had not had this conversation, while 7% were unsure. This highlights that, while Shoreditch Park & City 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 Shoreditch Park & City Neighbourhood, highlighting the impact of compassionate care:

**"Kind, calm and efficient,**I was seen incredibly promptly and the appointment was comprehensive, efficient without being rushed. Reception staff are always charming."

"All staff, reception, nurses, Drs are **very approachable and put you at ease**, answering any questions, making sure you understand."

**-Patients from De Beauvoir Surgery**

"Everyone in the surgery is supportive of everything you take to them. Over the last two years, I've gone through so much with my health (...) My GP is one of the most caring Doctors in the world. I had been feeling the lowest for the past few months. **If I hadn't had support from the team I don't think I would be here to write this.** Thank you so much."

"The doctor was extremely helpful and well informed. I felt she covered everything, wanted the best for me and **listened attentively.**"

**-Patients from the Lawson Practice**

"My experiences, both over the phone and in person, have been **outstanding.** They speak to you so kindly and go the extra mile to offer reassurance, they ask you what treatment/medication you would prefer rather than providing blanket prescriptions. The **appointments always feel patient-led.**"

**-Patient from the Neaman Practice**

"I was quite unwell with various long term health issues when I moved to the GP practice, but with the **support, kindness and encouragement** of Dr Kelland over the years I am now back to full health and no longer need any medical input."

**-Patient from Shoreditch Park Surgery**

"I recently made a phone call to the reception, [the receptionist] was incredibly informative and kind. He **patiently listened to my concerns** and provided clear, concise information about the next steps I needed to take. His professionalism and courteous manner made the entire process **seamless and stress-free.**"

**-Patient from The Hoxton Surgery**

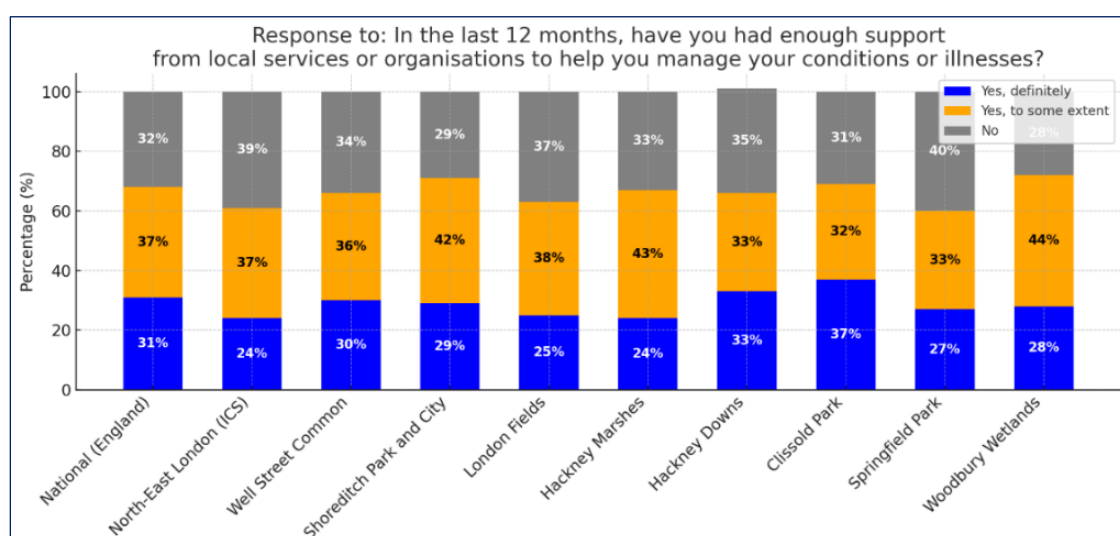


## Support from local services

Shoreditch Park and City 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.

29% of respondents said they had definitely received enough support, while 42% felt they had received some support, but not fully. However, 29% of respondents said they had not received enough support.

While some residents in Shoreditch Park and City are benefiting from local service support, nearly a third 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 Shoreditch Park and City, just under half of survey respondents (47%) said they had spoken with a healthcare professional about what matters to them when managing their conditions. However, only 29% said they had definitely received enough support from local services, and 29% 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.”

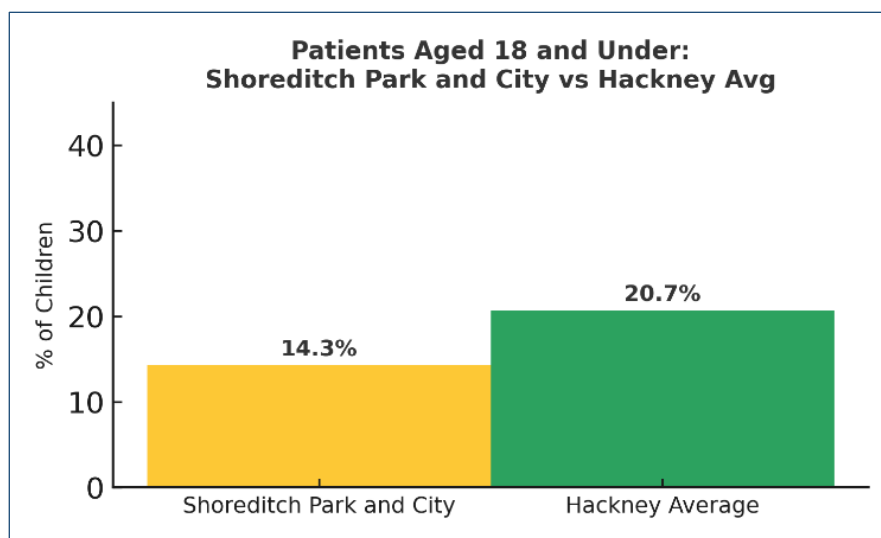
**-Family Action Social Prescribing service user**

## 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 Shoreditch Park & City Neighbourhood, focusing on key indicators that influence early-life health outcomes. According to Patient Master Index (PMI) data, 14.3% of patients in Shoreditch Park & city are aged 18 and under.



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

The next graph illustrates the percentage of children who:

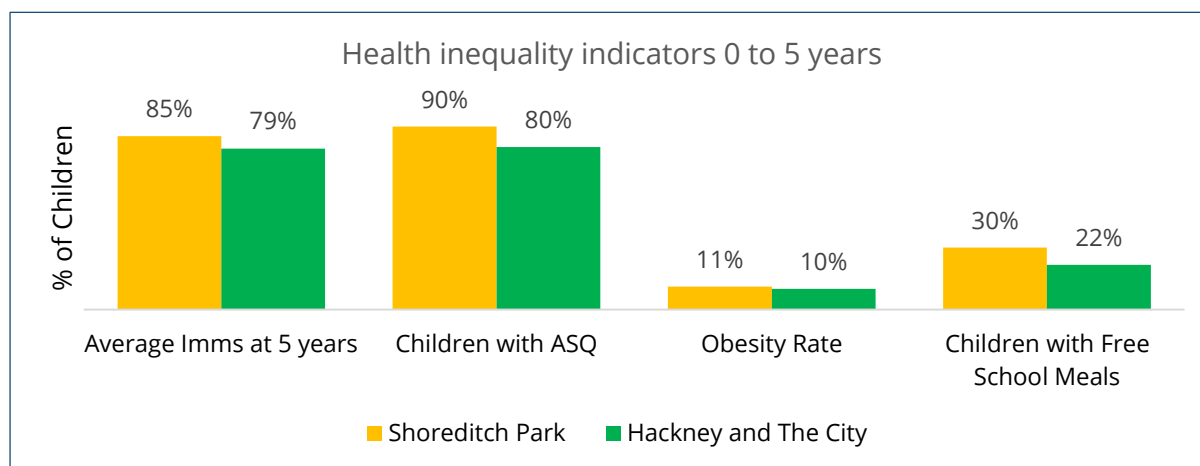
- Have received all recommended immunisations by age 5
- Have met developmental milestones, as assessed by the Ages and Stages Questionnaire (ASQ)
- Are classified as obese based on their Body Mass Index (BMI)

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

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

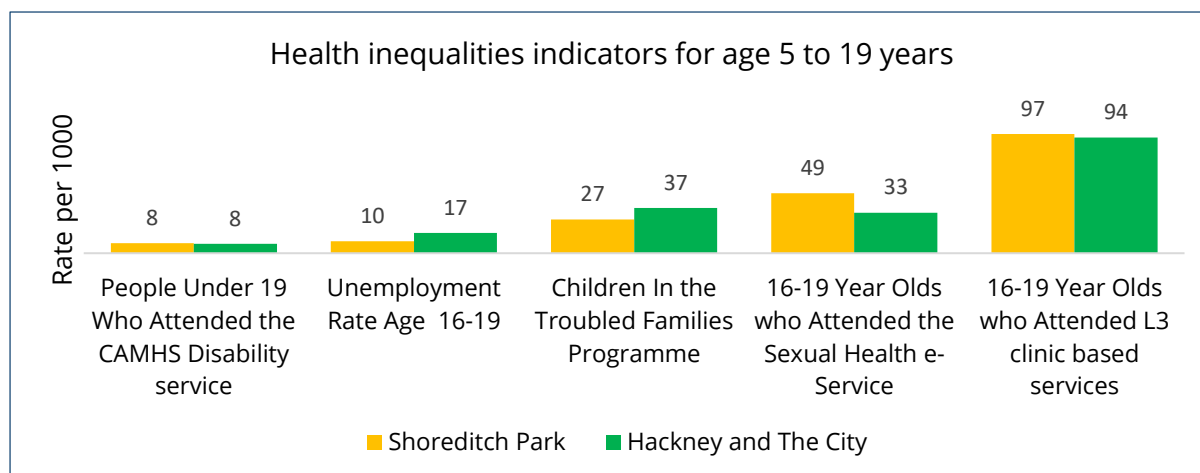
- Are eligible for free school meals, a common indicator of socioeconomic disadvantage

These factors provide insight into early childhood health disparities and the broader social determinants influencing wellbeing in shoreditch Park & City.



Source: Hackney Council (2023)

Health outcomes for under 5s in Shoreditch Park and City show a mixed picture. Immunisation rates are above the City and Hackney average (85% vs. 79%) and a higher proportion of children meet their developmental milestones (90% vs. 80%). However, 30% of children in the Neighbourhood are eligible for free school meals, considerably higher than the City and Hackney average of 22%, suggesting significant economic disadvantage. Childhood obesity rates in Shoreditch Park and City are slightly above the average (11% vs. 10%).

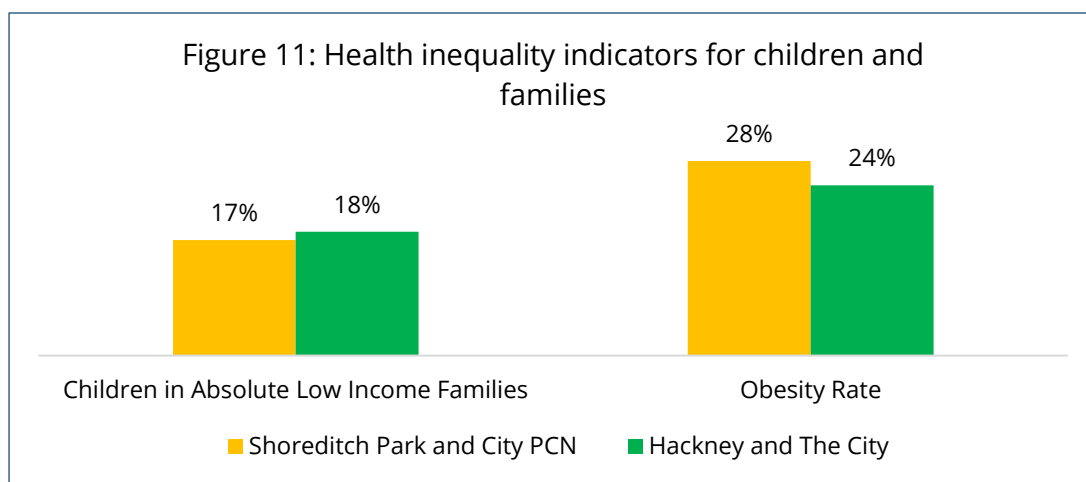


Source: Hackney Council (2023)

Young people in Shoreditch Park and City show high levels of engagement with sexual health services. Attendance at the e-service is notably higher than average (49 vs. 33 per 1,000), and use of Level 3 clinic-based services is also elevated (97 vs. 94 per 1,000). This may reflect both higher sexual health needs and better access to services in this area.

Participation in the Troubled Families Programme is slightly lower than the City and Hackney average (27 vs. 37 per 1,000), while unemployment rates among 16–19-year-olds are significantly lower (10 vs. 17 per 1,000), suggesting better outcomes in these areas.

The final chart focuses on broader indicators of economic hardship and obesity.



Source: Hackney Council (2023)

In contrast to the high eligibility for free school meals shown in earlier indicators, the proportion of children living in absolute low-income households in Shoreditch Park and City is slightly below the City and Hackney average (17% vs. 18%).

However, obesity among older children remains a concern, with 28% classified as obese compared to the borough average of 24%. These findings reinforce the need for targeted early years and adolescent health interventions, especially around obesity and sexual health.

## Neurodiversity among young people in Shoreditch Park & City

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.

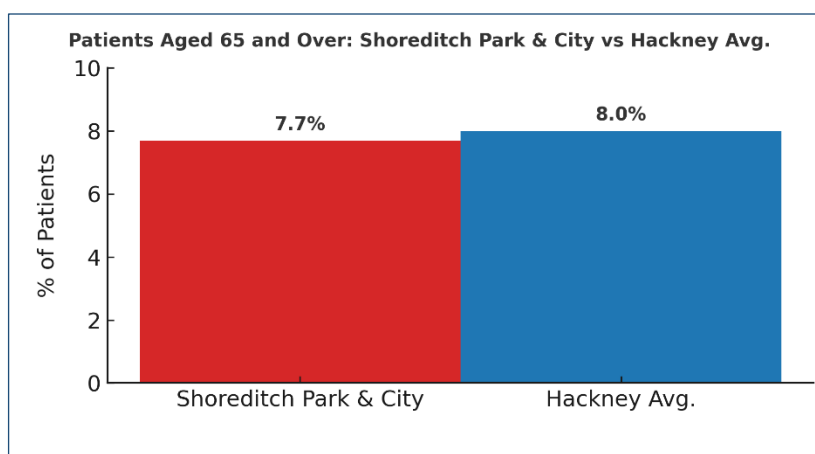
A key initiative supporting neurodivergent young people in Hackney is the [Targeted Health Outreach \(THO\)](#) service. This service provides group activities and one-to-one casework for young people aged 14–19 (up to 25 in the over-18s group) with Special Educational Needs and/or disabilities (SEND) 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 Shoreditch Park & City

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.

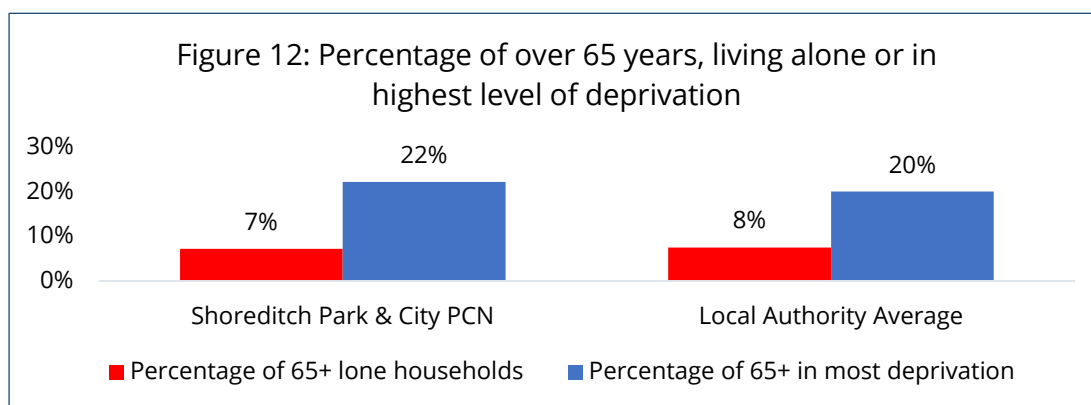
Older patients make up a slightly smaller proportion of the Shoreditch Park & City population compared to the Hackney average. According to PMI data, 7.7% of patients in the Neighbourhood are aged 65 and over.



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

While this data provides insight into the proportion of older patients in Shoreditch Park & City, 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 exclusion is a significant issue for older residents in Shoreditch Park & City, with a proportion of the population likely to be less IT literate. Those who lack digital literacy are at greater risk of fraud, misinformation and financial exploitation, which can contribute to stress, anxiety and worsening health outcomes.

*"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

To help bridge this gap, 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.

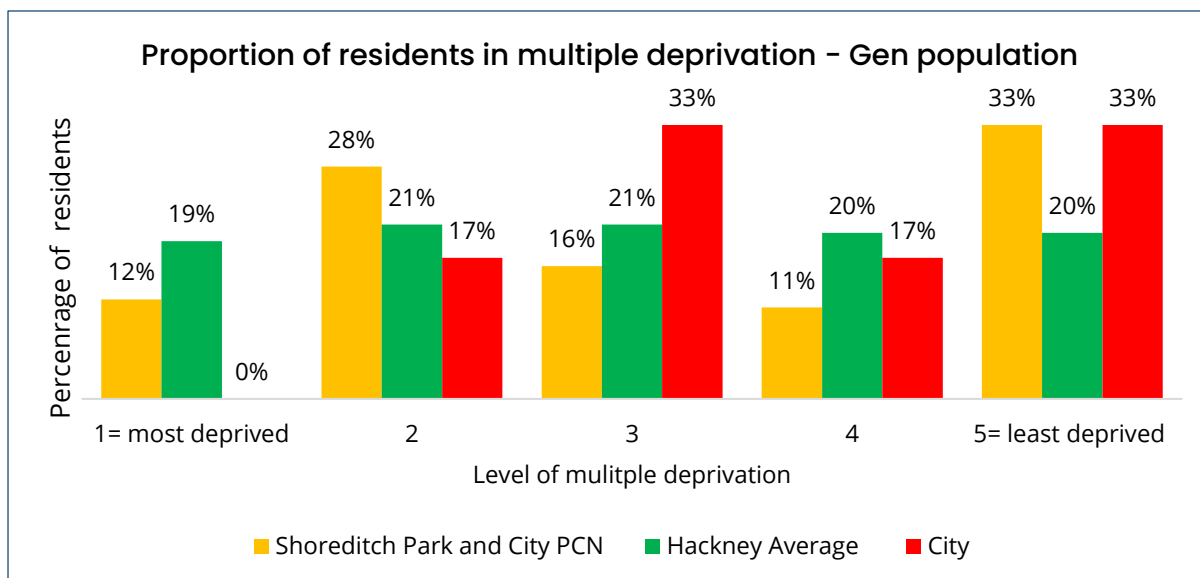
## General population in Shoreditch Park & City

### Deprivation

Shoreditch Park and City is one of the least socioeconomically deprived Neighbourhoods in City and Hackney. The [Indices of Multiple Deprivation \(IMD\)](#) measure deprivation across various factors, including income, education, housing and crime. All GP practices in the area report lower deprivation scores than the City and Hackney average.

Deprivation is less concentrated in Shoreditch Park and City, with:

- A third of residents (33%) living in the least deprived category (Level 5).
- 28% and 17% in Level 2.
- 16% and 33% in Level 3.
- 12% in the most deprived category (Level 1).
- 11% and 17% in Level 4.



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

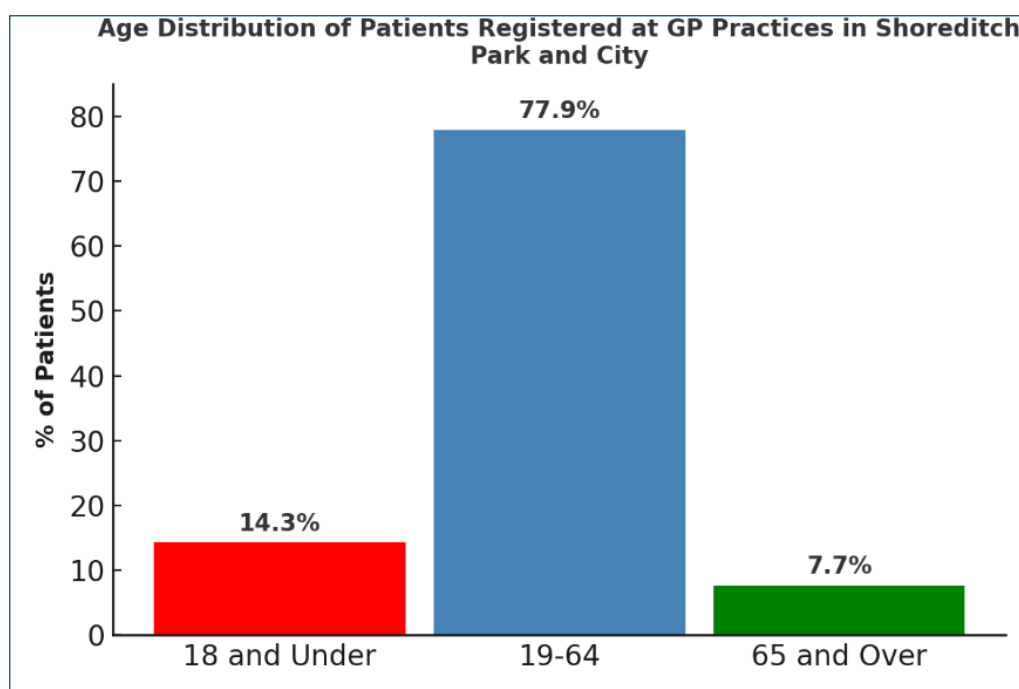
Residents in Shoreditch Park and City experience lower levels of deprivation when compared to other Neighbourhoods. Lower deprivation is often associated with better health outcomes, improved access to services and greater financial stability. All factors that reduce the risk of health inequalities.

The demographic profile of patients registered at GP practices in Shoreditch Park and City offers further insight into health needs and service provision across the area.

## Age distribution of registered patients

Shoreditch Park & City is dominated by a working-age population, with relatively few older or younger residents.

- 14.3% of patients are aged 18 and under
- 77.9% are aged 19–64
- 7.7% are aged 65 and over



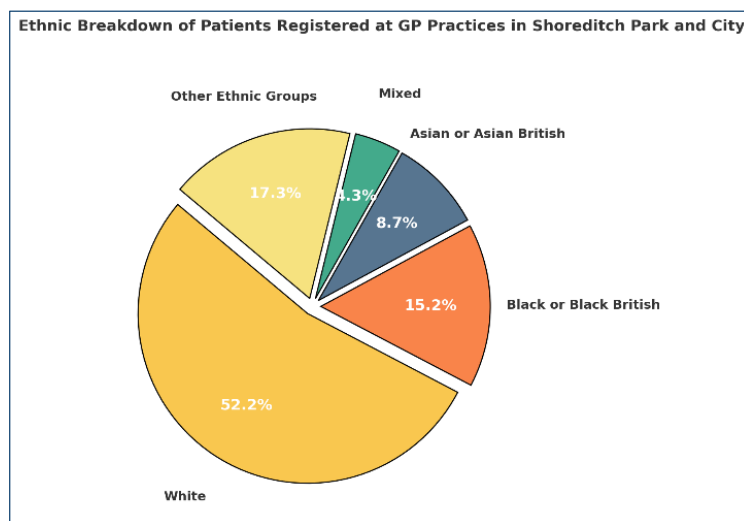
Source: NEL Intelligence & Insights Team, PMI Data (Dec 2024)



## Ethnic breakdown of registered patients

PMI data for Shoreditch Park & City shows the following ethnic breakdown among registered patients:

- White – **52.2%**
- Black or Black British – **15.2%**
- Asian or Asian British – **8.7%**
- Mixed Ethnic Background – **4.3%**
- Other Ethnic Groups – **17.3%**



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

This Neighbourhood has a slightly higher proportion of White and Other Ethnic Groups than the wider borough.

This is significant as:

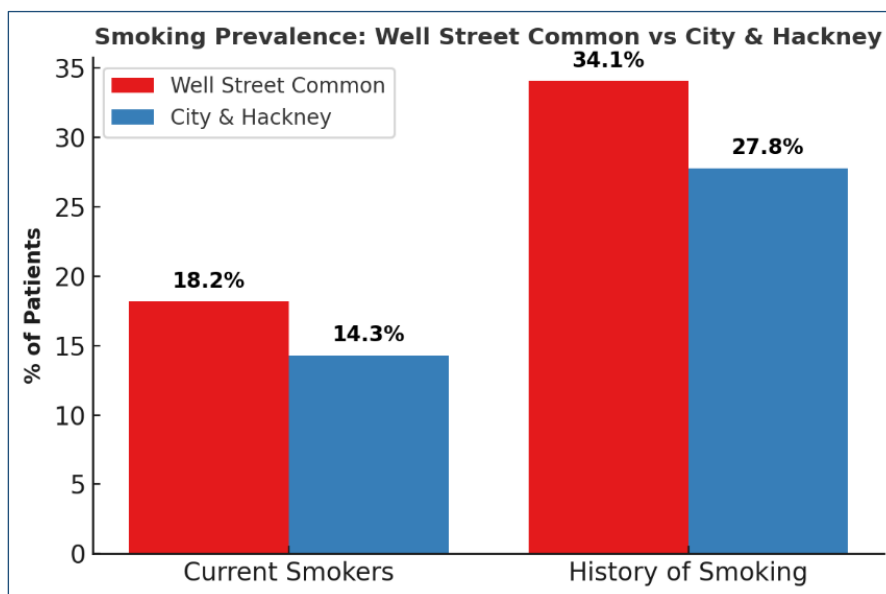
- Higher representation of Other Ethnic Groups may indicate a need for more inclusive community engagement and targeted outreach.
- Disparities in access and outcomes may be less visible but still present.
- Local services need to remain aware of evolving demographic shifts and tailor their approaches accordingly.

## 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 Shoreditch Park & City (14.9%) 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 [Shoreditch Park Surgery](#), [Shoreditch Library](#) and City of London's [Shoe Lane Library](#) 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 Shoreditch Park & City, 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 Shoreditch Park & City patient:

*"We usually see Dr. Lalitha always as she is very helpful to my mum every time she goes in to see her as **she speaks the same language** as my mum. So it's **really helpful** and easy for my mum to access the GP service without any language barrier."*

**Patient from Lea Surgery**

## 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'."*

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

### **-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**

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.

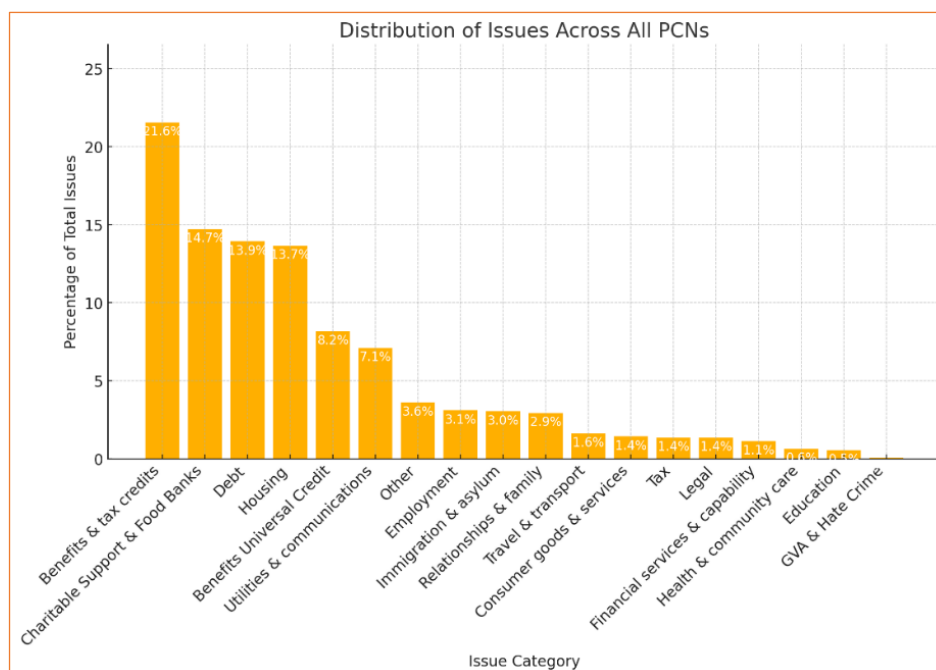
However, we remain concerned that the NHS's increasing emphasis on digitalisation may create new barriers to registration for patients who are digitally excluded or experiencing data poverty.

## **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 Shoreditch Park & City Neighbourhood.

## Issues raised across Hackney PCNs



Source: Citizens Advice Hackney, 2025

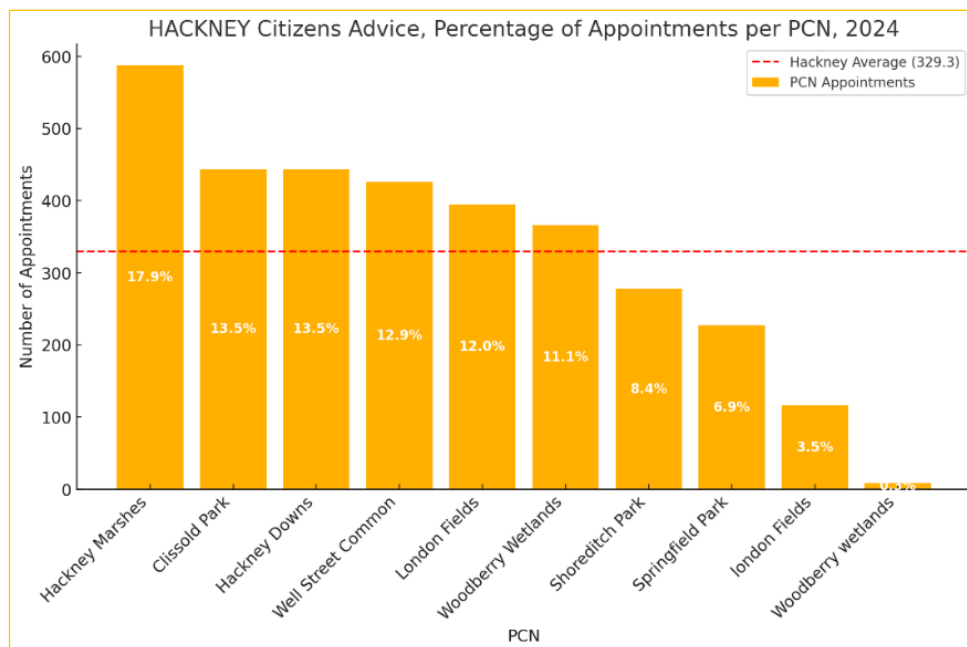
Benefits & Tax Credits (21.6%) is the most frequently raised concern across Hackney, followed by Charitable Support & Food Banks (14.7%) and then Debt (13.9%). These trends suggest financial insecurity is a major driver of residents seeking advice, with many requiring support for benefits and even food 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

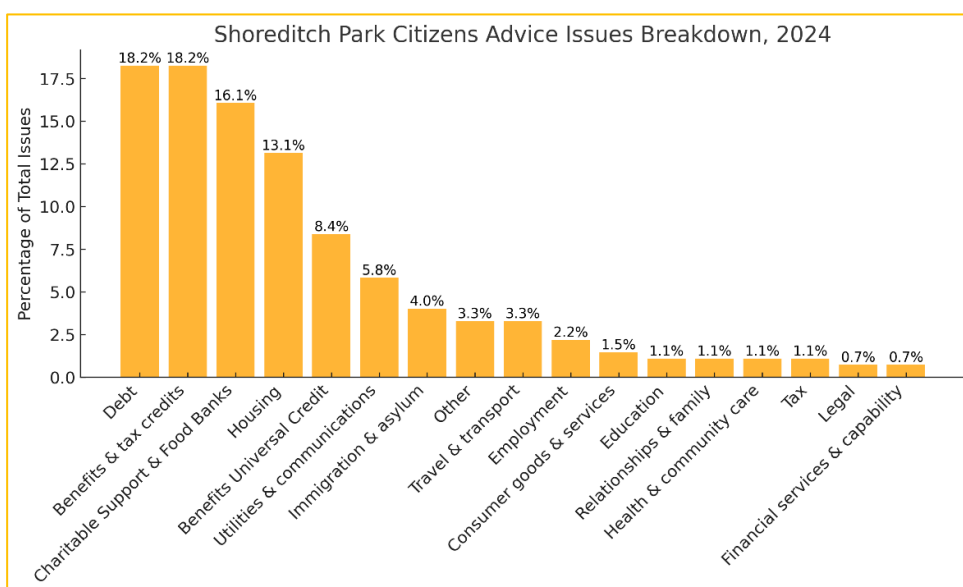
The next graph compares the number of appointments booked per PCN, giving insight into the demand for the Citizens Advice service across Hackney. Shoreditch Park had a slightly lower number of Citizens Advice appointments, making up 8.4% of the total across Hackney.



Source: Citizens Advice Hackney (2025)

## Issues raised in Shoreditch Park

The next graph details the breakdown of issues raised in Shoreditch Park. The most common concerns raised were Debt and Benefits & Tax Credits, each accounting for 18.2% of all issues. This was followed by Charitable Support & Food Banks (16.1%) and Housing (13.1%), pointing to high levels of financial stress in the area.



Source: Citizens Advice Hackney (2025)



The prominence of both debt and basic needs support suggests that many residents are facing acute economic hardship, likely to impact on their physical and mental wellbeing.

## 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>

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>

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<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](#)

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

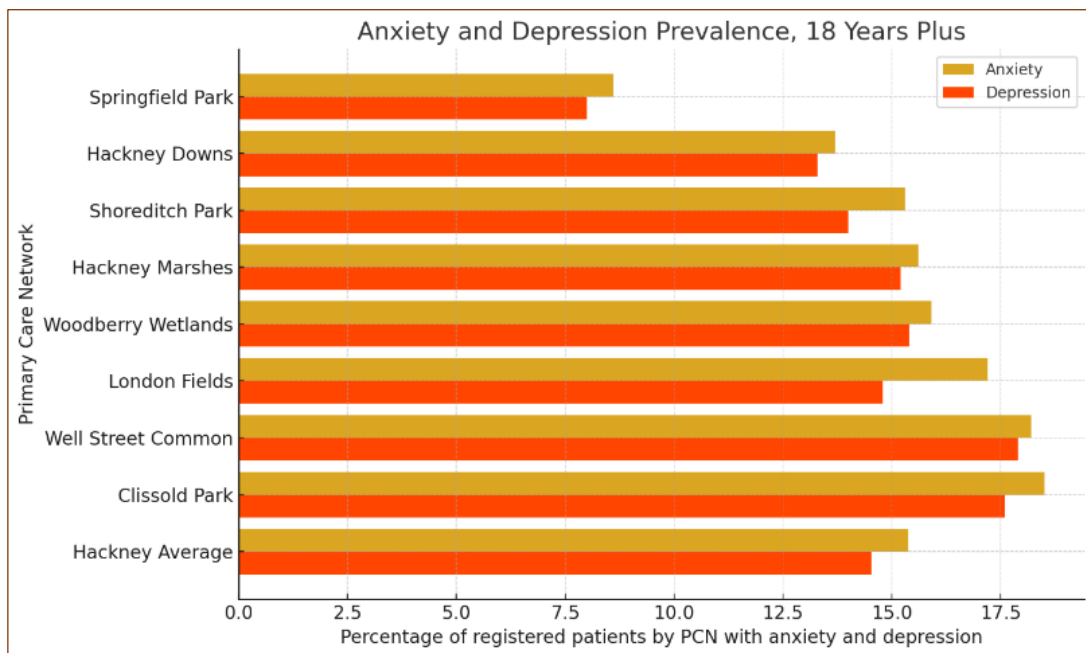
<sup>9</sup> [Structural racism leading to stark health inequalities in London, report shows - The Guardian Oct 2024](#)

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



- **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)

## Shoreditch Park & City: Residents' mental health experiences

Mental health remains a significant concern in Shoreditch Park & City 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**

Despite challenges, when residents manage to access mental health support many have positive experiences with compassionate professionals:

*"Overall great and helpful. I **appreciate them a lot**, Thank You! Over a year ago I'd fallen into a very deep and dark depression but with small steps and not giving up I have regained my strength, will and pleasure in life, and to live. I can't imagine not having a **helpful practice** like this one. There's still a lot of work to do but not as much, as it's done already."*

**Patient from the Lawson Practice**

However, many residents remain unaware of alternative ways to access mental health support beyond GP referrals (see below for the 111 – '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**

## Case Study – Living with Complex Mental Health Needs in Later Life

### Barriers faced by those with mental health issues in Shoreditch Park

Pauline (name changed to maintain confidentiality) is in her 60s and lives with long-term mental health issues, including depression, anxiety and suspected PTSD and OCD. Alongside this, she manages multiple physical health conditions such as high blood pressure, arthritis in both knees, IBS, diverticulitis and acid reflux.

Pauline is also a cancer survivor, having undergone a hysterectomy and chemotherapy in 2018. She later developed stomach polyps, believed to be a side effect of previous medication, which has made her extremely hesitant to take further mental health medication.

Pauline grew up in a household where mental health problems were present but unacknowledged. She believes these difficulties *"run in the family."* The recent death of her father, who she had also cared for, has had a profound impact on her mental wellbeing.

### Motivation for seeking support

Pauline described feeling overwhelmed and alone in managing both her physical and mental health:

*"I'm not sleeping, and the anxiety is worse at night. **It affects everything.**"*

She is currently not receiving any mental health support through her GP and is not on medication due to fear of side effects. Previous experiences with antipsychotics and sedatives left her feeling *"like a zombie"* and she is cautious about being left to cope alone if medication worsens her condition.

### Challenges encountered

Pauline felt that many health professionals took a rigid and impersonal approach to her complex mental health needs:

*"If you don't fit in the box, then **they don't want to know.**"*

She was told by psychiatrists she had to join group therapy or be discharged, despite not feeling group settings were right for her. While she tried attending groups, Pauline said it didn't meet her needs.

She reported that some clinicians were cold and dismissive:

*"They had **no empathy** or personality – you hit a brick wall with them."*

One GP appointment stood out:

*"Ten minutes isn't enough – they don't know me, and there's **too much to go through.**"*

Pauline also described feeling judged and let down by multiple clinicians, with one even responding, *"so what if that happened?"* after Pauline disclosed a previous distressing experience. A particularly painful episode involved a two-year wait for a referral, only to be told the paperwork had been lost:

*"**It made me feel angry**, dismissed, and like no one cared."*

She described the healthcare system as fragmented and impersonal, where professionals:

*"throw numbers for the Samaritans at you and then give you pills. And **if that doesn't work, you're left in the cold.**"*

### Benefits and areas for improvement

Despite these challenges, Pauline shared that some 1-to-1 counselling experiences had been deeply beneficial, especially a year-long course of support following the death of her father:

*"You get to know them as a person – it helps. **It felt warmer, not clinical.**"*

Six weeks of counselling at the [Ivy Centre](#) and support from [City & Hackney Mind](#) were also helpful. However, changes in service delivery, such as sessions moving online during lockdown, left Pauline feeling *"cut loose"* once these had ended.

Support from the voluntary and community sector made a significant difference. Through a referral by her GP's social prescriber, Pauline accessed the [Together Better](#) programme run by [Volunteer Centre Hackney](#). Joining a walking group and working with a care coordinator helped her feel part of a community:

*"That **walking group helped** me through tough times – it really did."*

She also valued receiving a befriender through the Volunteer Centre:

*"She was **a source of joy**. I felt like I made a real friend and I didn't feel alone anymore."*

However, when the initial social prescriber left, Pauline felt the continuity and quality of support dropped. She has also accessed occupational therapy at Homerton Hospital, which she found less impactful and shared that she often had to seek out resources herself:

*"I got more out of reading books from the doctors than from some of the sessions."*

Pauline continues to face financial stress, which exacerbates her mental health issues:

*"The more you worry, the more stress you have, **the anxiety gets worse.**"*

*"**You get hope, and then it's taken away.** It's not enough. I need ongoing support – not just six weeks and goodbye."*

## Availability of mental health services

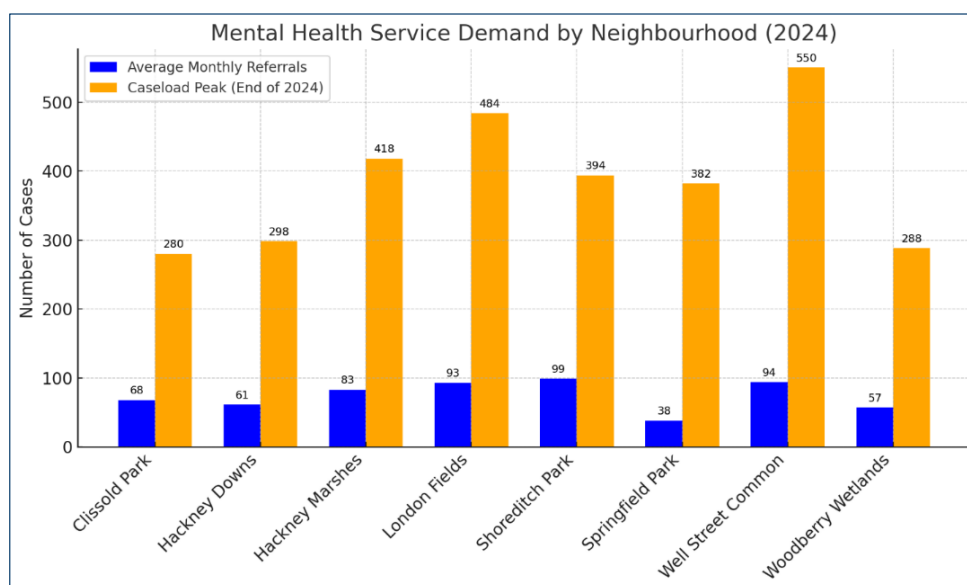
Residents in Shoreditch Park & City can access a range of mental health services, including GP-led mental health support, talking therapies, crisis intervention teams and specialist secondary care services.

### 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 Shoreditch Park & City has been steadily rising, with an average of 99 referrals per month in 2024 (see below graph)
  - Caseloads in the neighbourhood peaked at 394 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, Shoreditch Park & City recorded the fourth highest caseload across the Neighbourhoods, peaking at 394 individuals, indicating a high demand for mental health services. The Neighbourhood also saw an average of 99 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 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.

### Case Study – Finding Stability Through Community Support in the City of London

#### Mental and physical health care after relocation

Tanya (name changed to maintain confidentiality) is nearly 60 and recently moved from Lincolnshire to the City of London. She is a single mother of two children with complex needs and lives with a range of physical and mental health conditions, including arthritis, depression, anxiety, PTSD and OCD. The move to London was daunting:

***“It was a big shock**, as someone who is nervous. Moving to London has been overwhelming. I’m not trusting, and it took quite a while to settle in.”*

Despite the challenges, Tanya reported that the support she has received in the City has been far better than in her previous area:

***“The support I’ve had has been great** and much better than where I was.”*

*“The Neaman Practice has been really on the ball with things. I get appointments really quick, and **the doctor knew straight away what to do** and how to get me support.”*

***“They really take the time to listen**. Everything seems faster here, and they seem to be doing all they can for me.”*

#### Struggles with Short-Term Therapy and Unmet Mental Health Needs

Tanya received CBT and 12 weeks of therapeutic support but found this inadequate for her complex needs:

*“Short-term therapy is okay, but **it takes me a long time to open up**. I was shut down for so long in dealing with childhood trauma that I couldn’t do it (...) It’s a lot to deal with and emotionally draining (...) I couldn’t take it anymore.”*

She was referred by her GP to [Women’s Solace Aid](#) for longer-term therapy but is still waiting:

***“I tried different groups**, I’ve tried rape crisis support but there doesn’t seem to be much in this area that doesn’t have a **long waiting list**.”*

*“The only thing is **not knowing where I am on a waiting list causes me more anxiety**. I understand there’s a lot of people needing it, but how long am I going to have to wait?”*



## Barriers to Self-Help and Challenges Accessing Neurodiversity Support

Although she tries to stay proactive through self-help strategies, Tanya shared that it is difficult without professional guidance:

*"I look online and go on courses. Self-help is fine but **a professional leading you through stuff is so much better.**"*

She also believes she is neurodivergent, including dyslexia and ADHD, which affects her ability to manage support independently:

*"Referrals are drying up and **no one can get a diagnosis for anything like that.**"*

## Living with Chronic Pain and Anxiety About the Future

Tanya experiences constant physical pain, which contributes to her mental health struggles and feelings of helplessness:

*"I'm **in pain all the time**, and it's so draining."*

*"My mum and gran were immobile by the time they were 60. I'm **60 next year and so worried** about that."*

She also described feeling anxious about her benefits and encounters with the Job Centre:

*"I was told five years ago that **I'm going to lose the use of my hands, so I can't work.** This stresses me out, as I have to go to the Job Centre and deal with a handout."*

*"Every month I go to the Job Centre and they ask me about what I'm doing to find work but they're not listening, that I can't use my hands for long (...) and **not even trying to support me to find something I can do.**"*

## The Transformative Impact of Community-Based Support

Earlier this year, Tanya reached a low point and began feeling suicidal. A referral from her GP to Together Better changed things:

*"**Together Better changed everything.**"*

Through the programme, she joined a walking group where she could bring her dog:

*"I get overwhelmed meeting new people but after meeting the Together Better staff, I went on the walk and **I didn't feel too intimidated. Everyone is so nice.**"*

This led to other activities, including an art group that she found profoundly healing:

*"I love the art group. I hadn't done art since I was tiny. I drew these flowers, and **it really opened me up.**"*

*"I can do things my way, and **I'm really enjoying it.**"*

*"The support here is brilliant. I've met a lot of people. **It's given me a routine and the confidence to join in.**"*

## Improved Connections but Continued Navigation Difficulties

While referrals from her GP have helped, Tanya finds it difficult to find out about opportunities on her own:

*"I don't always know where to find out about things, and getting to things on my own. It's the **not knowing where to go that can be a problem.**"*

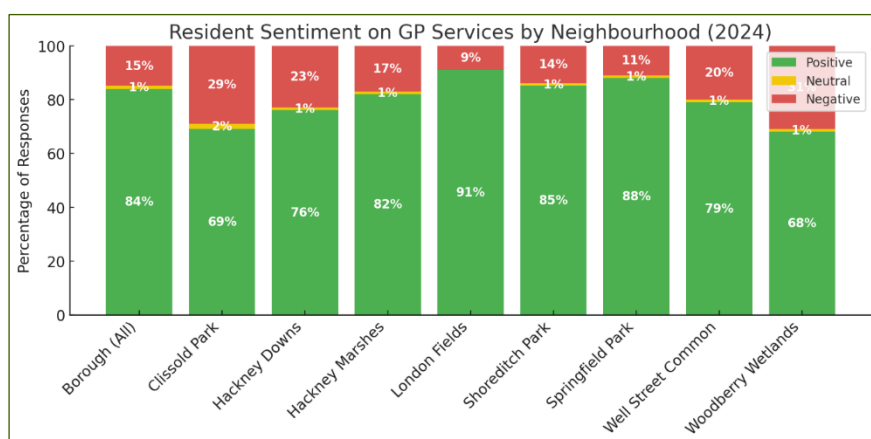
She found St Luke's Community Centre to be a helpful resource:

*"St Luke's Community Centre has been really helpful for finding things out and **helping me connect with the community** as well."*

## 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 Shoreditch Park & City. 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 Shoreditch Park & City 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:

*"Very good care. I saw a nurse for a cervical screening. She was friendly, clear, efficient and highly professional. **I felt safe and respected** and in highly capable hands. Thank you!"*

**Patient from De Beauvoir Surgery**

*"This is such an amazing surgery. **The Drs and Nurses are so kind**, always patient and really helpful and friendly."*

**Patient from Shoreditch Park Surgery**



*"Receptionists are kind and doctors are listening. **I feel listened to** and cared for."*

**Patient from The Hoxton Surgery**

*"Really **helpful and careful** service. HCA I saw in November first class. Doctor saw in November easy to deal with and filled me with confidence (...) Receptionist extremely helpful and easy to deal with."*

**Patient from the Lawson Practice**

*"**Lovely reception staff**, booked an appointment online quickly, excellent doctor – asked lots of questions, was interested in my general health as well as the specific thing I booked an appointment for. I am really pleased I registered with them."*

**Patient from Neaman Practice**

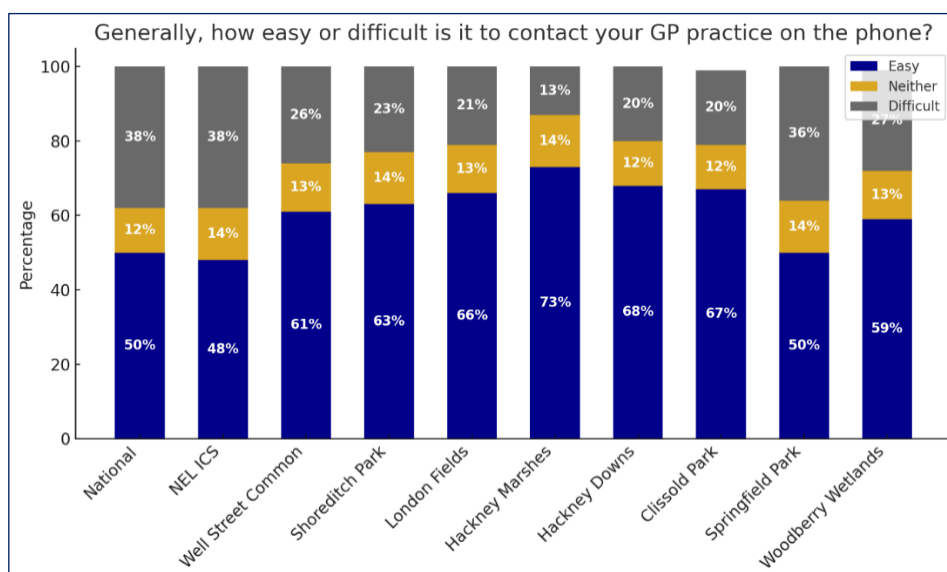
## Barriers to GP access

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



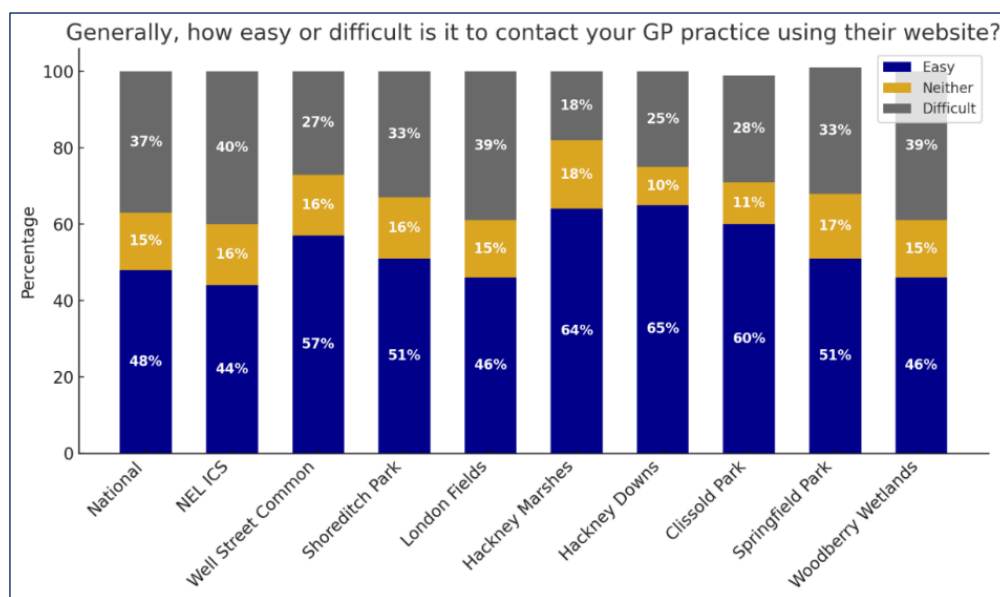
Source: Contact with GP practice by phone (IPSOS GP Survey 2024)

In Shoreditch Park & City, 63% of respondents said it was easy to contact their GP practice by phone. However, access by phone remained a challenge for around one in four residents (23%), highlighting persistent barriers to GP access. This suggests there is still room to improve telephone booking systems.

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

**Hackney patient**

## Question 2: GP Access via practice website



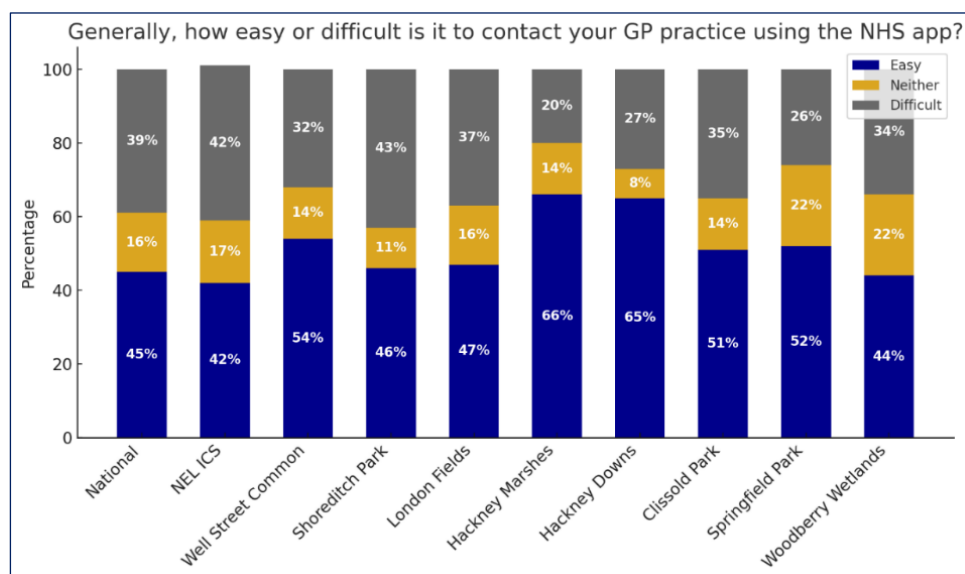
Source: Contact with GP practice via website (IPSOS GP Survey 2024)

In Shoreditch Park & City, 51% of respondents said it was easy to contact their GP practice online. However, 33% 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.

*“Booked an appointment online quickly, excellent doctor...”*

**Patient from Neaman Practice**

### Question 3: GP access via NHS app



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

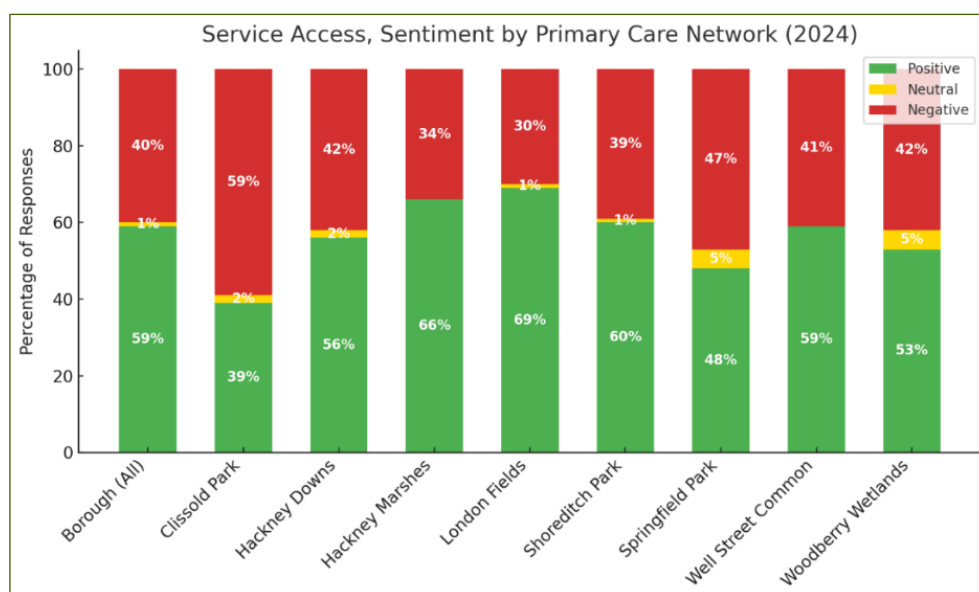
46% of respondents in Shoreditch Park & City found it easy to contact their GP practice via the NHS app. However, over two in five (43%) still faced difficulties using the app, highlighting ongoing digital barriers, particularly for residents with limited digital skills or access to technology.

Taken together, the findings on telephone, website and NHS app access suggest that most residents in Shoreditch Park & City 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 60% of respondents from Shoreditch Park felt positively about their GP access, while 39% shared negative experiences. This reflects a mostly positive experience of local 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 Shoreditch Park and City, the two data sets show strong alignment. The IPSOS survey reports that 63% of residents found it easy to contact their GP by phone, 51% via the website and 46% via the NHS app.

Similarly, Healthwatch Hackney feedback shows that 60% of those who shared their experiences reported a positive experience of accessing GP services, reinforcing that GP access is generally well-regarded. However, challenges persist, particularly with online services (approx. 50% 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 Shoreditch Park & City 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.

See table below for a summary of key indicators for City & Hackney, updated March 2025<sup>11</sup>.

### Sexual and Reproductive Health Indicators – City & Hackney (2025)

Indicator	City & Hackney	England	Comment / Rank
<b>New STI diagnoses (all ages)</b>	2,942 per 100,000	704 per 100,000	Significantly higher; ranked 3rd highest
<b>STI diagnoses excl. chlamydia (under 25s)</b>	2,547 per 100,000	520 per 100,000	High rate; ranked 3rd highest
<b>Chlamydia detection (females 15–24)</b>	3,388 per 100,000	1,962 per 100,000	High detection, good testing coverage
<b>Gonorrhea diagnoses</b>	867 per 100,000	149 per 100,000	High burden; ranked 3rd highest
<b>Syphilis diagnoses</b>	67.3 per 100,000	16.7 per 100,000	Ranked 9th highest
<b>HIV testing rate (all services)</b>	14,103 per 100,000	2,771 per 100,000	Very high testing coverage
<b>New HIV diagnoses</b>	75 (Prevalence: 6.8 per 1,000)	– (Prevalence: 2.4 per 1,000)	High prevalence; ranked 9th highest
<b>Late HIV diagnoses (2021–23)</b>	38.9%	43.5%	Slightly better than England
<b>LARC rate (excl. injections)</b>	42.2 per 1,000	43.5 per 1,000	Stronger provision in SHS; lower in primary care

<sup>11</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.

<b>Abortion rate (2021)</b>	19.5 per 1,000	19.2 per 1,000	Similar to England
<b>Repeat abortions (under 25s)</b>	34.1%	29.7%	Slightly higher repeat rate
<b>Births to mothers under 18</b>	Data suppressed	0.6%	No local figure available

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

The City of London saw a significant rise in chlamydia detection rates in recent years, with rates more than tripling between 2020 and 2022. In contrast to the London average, which remained broadly stable over the same period and the Hackney average, which rose more modestly.

The City and Hackney Public Health Team's 2024 '[Sexually Healthy](#)' report raised concerns that the withdrawal of walk-in services at sexual health clinics has created additional barriers for some residents.

Those most affected include individuals experiencing low-level mental health challenges or navigating complex financial and social circumstances, for whom booking appointments in advance can be particularly difficult.

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 Shoreditch Park & City, 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 Shoreditch Park & City, 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 Finstead Pharmacy, Judds Chemist and Spring Pharmacy in Shoreditch Park & City.

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.

## Additional 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.

Shoreditch Park & City has [26 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

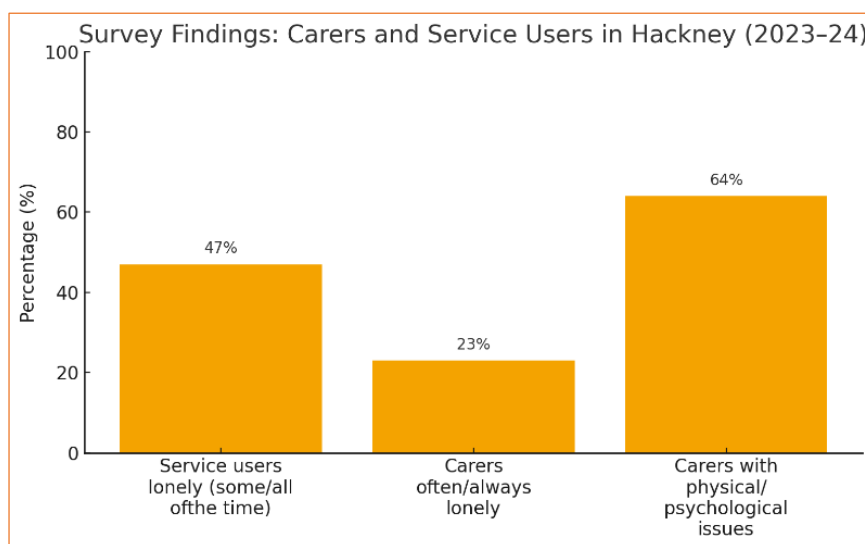
Adult Social Care (ASC) supports residents in City & Hackney who need help due to age, disability or LTCs. The goal is to help people live independently and with dignity. Services are provided through a mix of council teams, NHS partners, voluntary sector organisations and private care providers.

### 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)<sup>12</sup>. 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)

<sup>12</sup> City of London is a separate local authority and not represented in this dataset.

<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](#)

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

## Local Strategy and Vision

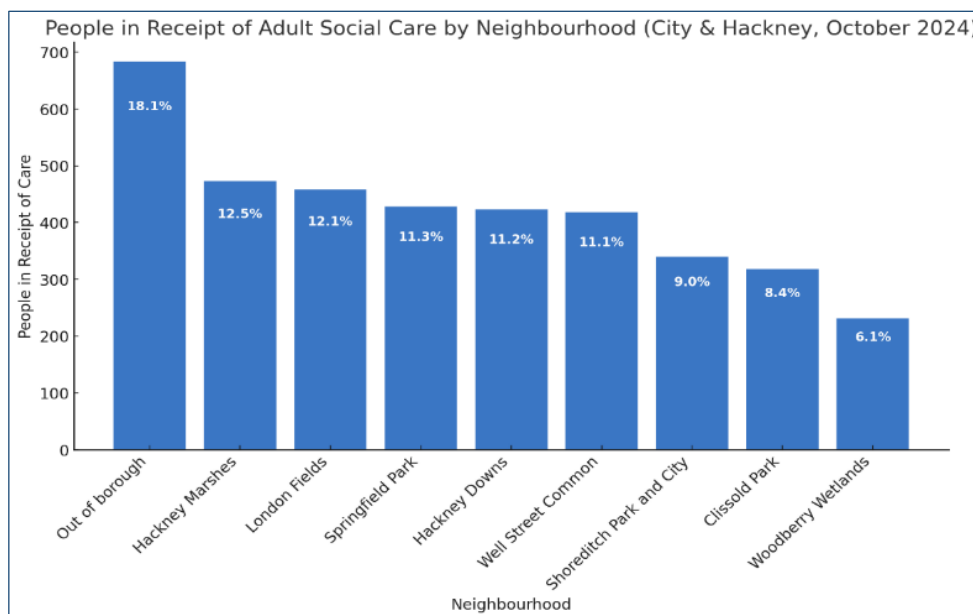
The [Hackney Joint Health & Wellbeing Strategy 2022-26](#) promotes a strengths-based, holistic approach to health and social care. It supports prevention, early intervention and a 'no wrong door' model to ensure people can access the right help at the right time, particularly those with complex needs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

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%.

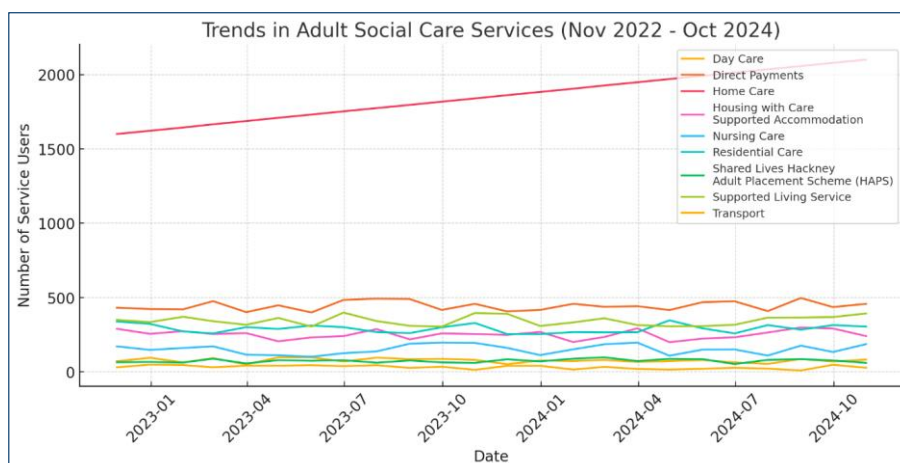
## Neighbourhood-Level Data

Neighbourhood-level data is only applicable to long-term ASC services (not carers). As of October 2024, 9% of all long-term ASC service users in Hackney lived in Shoreditch Park, placing it in the lower mid-range compared to other Neighbourhoods.



Information provided by Adult Social Care (Oct 2024)

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



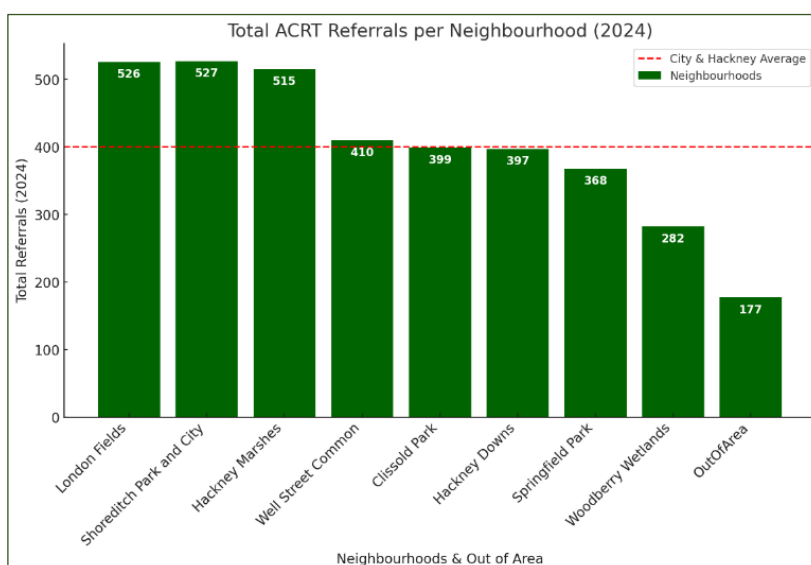
Information provided by Adult Social Care (Oct 2024)

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 527 referrals from Shoreditch Park and City, placing the Neighbourhood above 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.

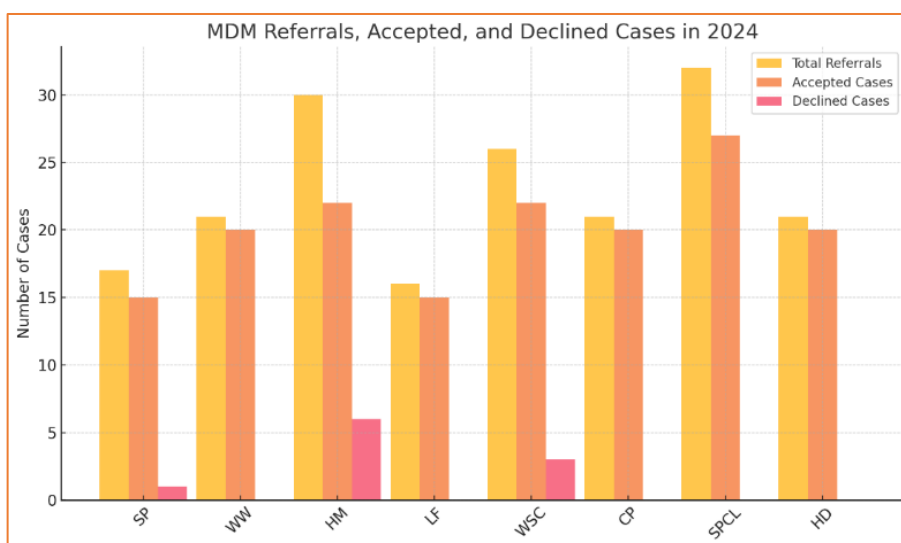
## Multidisciplinary Team Meetings in City and Hackney

[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 30 referrals to the Shoreditch Park and City MDM team. The acceptance rate stood at 97%, with 29 cases accepted and 1 declined.



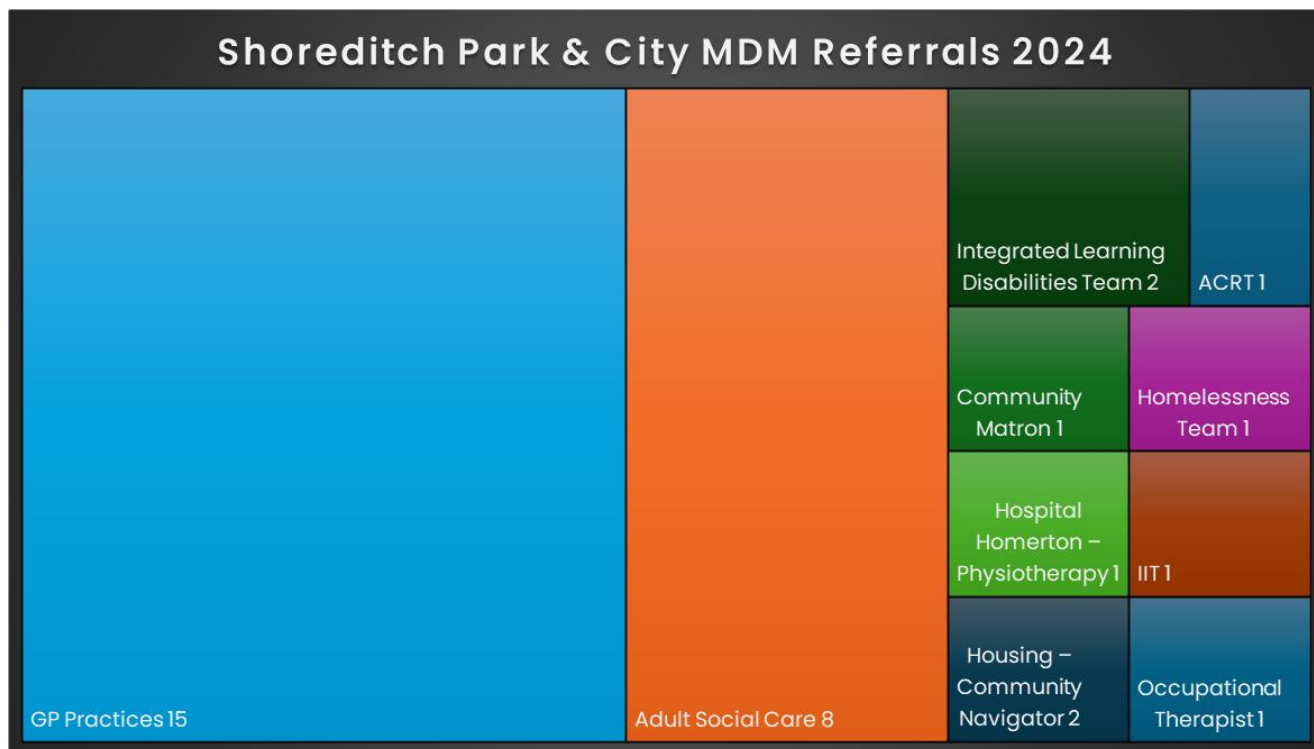
Source: Homerton Healthcare NHS Trust, MDM Team (2025)



Shoreditch Park and City recorded the highest number of referrals across City and Hackney. The number of declined cases in Shoreditch Park and City decreased slightly from 2023 to 2024.

## 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 Shoreditch Park & City**

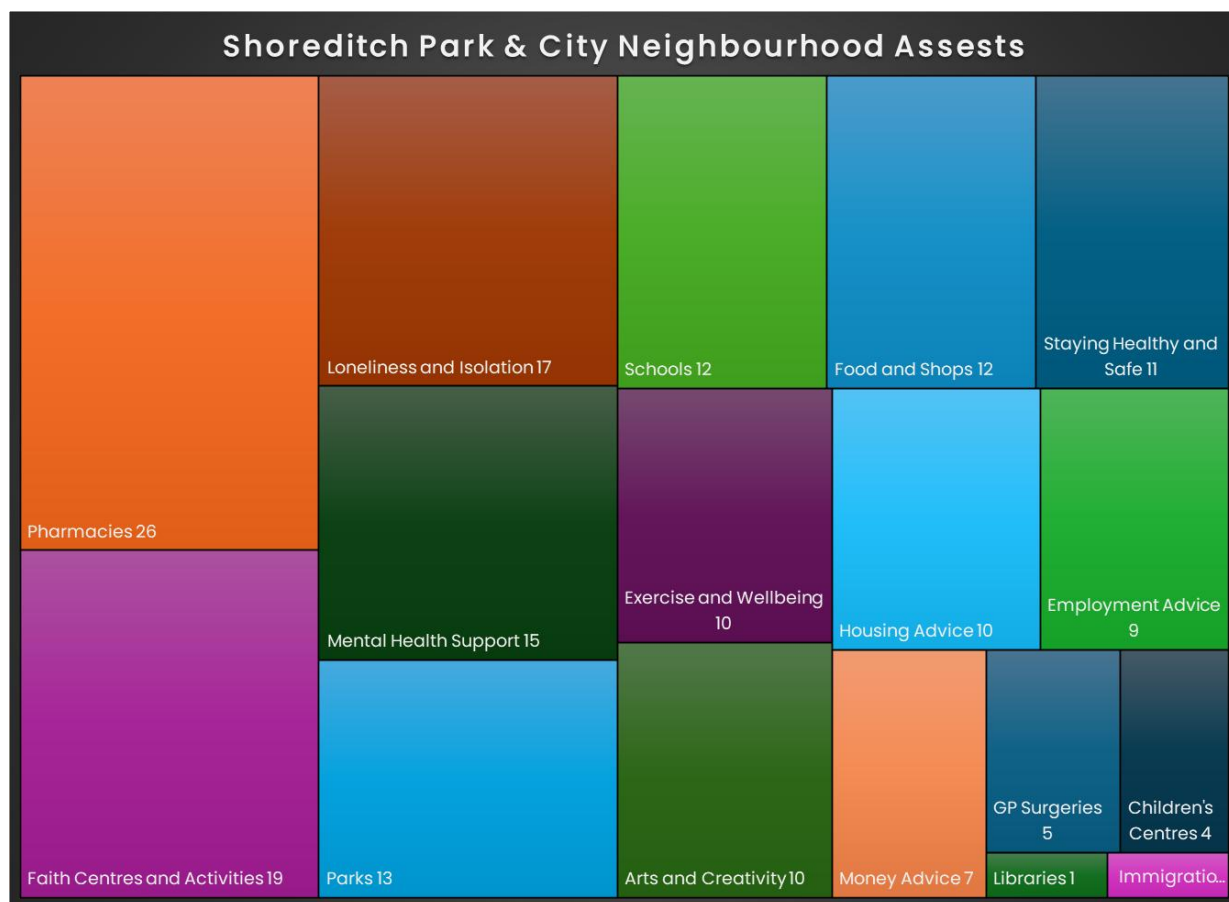
Shoreditch Park & City Neighbourhood is home to a diverse and vibrant range of voluntary and community organisations that deliver vital services to local residents. These organisations play a key role in promoting health and wellbeing, tackling social inequalities and strengthening community connections.

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 on 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/shoreditch-park-city/>

## Community hall hire

The following table presents the community hall hire spaces available in the Shoreditch Park & City 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.

Shoreditch Park & City Neighbourhood Community Hall Hire			
Venue	Type of venue	Capacity	Wheelchair access
<a href="#">Fellows Court Community Centre</a> <a href="#">Weymouth Terrace,</a> <a href="#">London, E2 8LR</a>	165m <sup>2</sup> hall with 37m <sup>2</sup> stage on first floor, dedicated stage entrance + max capacity 150 people.	150	No
<a href="#">Fellows Court Community Centre</a> <a href="#">Weymouth Terrace,</a> <a href="#">London, E2 8LR</a>	92m <sup>2</sup> ground-floor area + seating / activity spaces. Ideal for youth engagement activities.	N/A	Yes
<a href="#">Geffrye Community Hall</a> <a href="#">Falkirk Street, London, N1 6RP</a>	100m <sup>2</sup> hall with high ceiling, tables, chairs + small raised platform. Suitable for events, fitness classes, meetings + conferences.	80	Yes
<a href="#">Kingsgate Community Hall</a> <a href="#">Buckingham Road,</a> <a href="#">London, N1 4DB</a>	47.5m <sup>2</sup> hall with vinyl flooring, tables + chairs. Suitable for social gatherings.	50	Yes
<a href="#">Napier Grove Community Centre</a> <a href="#">1 Napier Grove, London, N1 7HU</a>	78m <sup>2</sup> hall with kitchen, chairs + tables (stored separately).	80	No
<a href="#">Napier Grove Community Centre</a> <a href="#">1 Napier Grove, London, N1 7HU</a>	Onsite office available for long term hire.	4	No
<a href="#">Provost Community Hall</a> <a href="#">Provost Estate, Murray Grove, London, N1 7QX</a>	62m <sup>2</sup> wooden-style hall suitable for fitness classes, social classes, social events, meetings + training sessions.	60	No
<a href="#">Provost Community Hall</a> <a href="#">Provost Estate, Murray Grove, London, N1 7QX</a>	Rear office available for long-term lease.	2	No
<a href="#">St Johns Community Hall</a> <a href="#">New North Road , London, N1 6TL</a>	Bright space with vinyl flooring and floor-to-ceiling windows on three sides.	70	Yes

## 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?

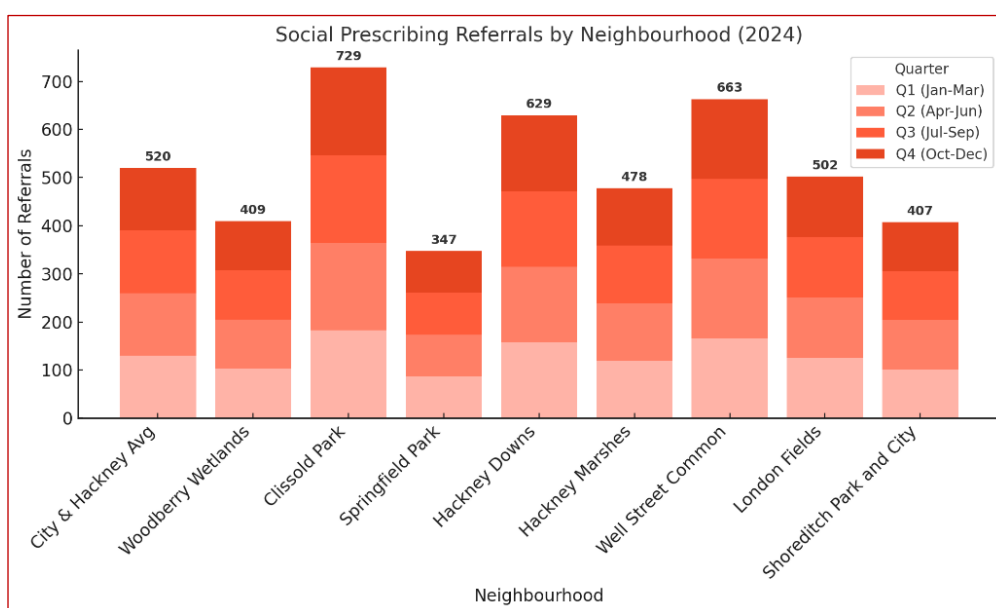
The service is available for residents aged 18 and over who may be experiencing:

- 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. Shoreditch Park & City Neighbourhood recorded one of the lower referral rates (407 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 Shoreditch Park & City:

*"...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'.*

Historically, in Shoreditch Park and City PCN, high levels of isolation were identified among males over 40 with long-term conditions. In response, a social prescriber established a weekly men's support group, which proved to be highly successful and was extended for a second year.

[The Get Together](#) now runs as a weekly drop-in every Tuesday from 2-4PM at St John's Community Centre on New North Road (N1 6JB). The group provides a safe, welcoming

space for local men to meet new people, share stories and enjoy good conversation over free tea, coffee and biscuits. Its purpose is to reduce isolation and help men stay connected through social engagement.

For more information, contact Sahir on 07824 498922 or [sahir.ahmed@nhs.net](mailto:sahir.ahmed@nhs.net).

## Shoreditch Park & City 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, Shoreditch Park & City's action group decided on:

- **Mental health support** – Focus on groups who face barriers to engagement (Shoreditch)
- **Mental health** – Detail tbc

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 Shoreditch Park & City, the Forum is facilitated by [Hackney CVS](#), whose mission is to support City and Hackney's VCS to engage and collaborate with each other and local decision-makers in the health and care system.

### Ivy Street Family Centre

[Ivy Street Family Centre](#) welcomes anyone caring for pre-school children. It operates on a drop-in basis, so there's no need to book in advance. A suggested donation of £1 per session is welcomed. Activities include music sessions, stay and play, messy play, and storytelling.

### City Advice

[City Advice](#) offers free advice on benefits, housing, consumer rights, debt, employment, and family matters. The service is available to anyone living or working in the City of London or on one of its estates. Support is provided remotely by phone, email or text, or in person at the drop-in service at Toynbee Hall every Thursday.

### Community Infrastructure Levy Neighbourhood Fund

The [Community Infrastructure Levy Neighbourhood Fund](#) supports community and voluntary sector projects that benefit City residents.

In Hackney, the Community Infrastructure Grant scheme was introduced to support organisations with the capacity to bring together and strengthen other local voluntary and community groups. In Shoreditch Park and City, the grant was awarded to [Idia's Community Kitchen](#). Based at [Fellows Court Community Centre](#) (E2 8LJ), the organisation provides free hot meals five days a week, including weekends and runs a £5 community pantry every Friday.

## 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 Shoreditch Park & City

As highlighted above, over a third of residents in Shoreditch Park & City live in socially rented accommodation (42%). 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

Shoreditch Park and City is a mixed Neighbourhood with varying health needs across its younger, urban population in Shoreditch and its older residents in the City. Despite lower overall deprivation, residents face high levels of alcohol and substance misuse, long-term health conditions and rising mental health needs.

Access to support remains inconsistent. While some report positive GP experiences and strong confidence managing their health, others (especially older adults and ethnic minority groups) struggle with digital exclusion, language barriers and service navigation.

Young people in the Neighbourhood face challenges related to obesity, sexual health and unmet neurodiverse needs. Meanwhile, many older residents experience isolation and difficulty accessing services.

A strong network of GP surgeries, VCS organisations and local initiatives is in place but better coordination, outreach and signposting are needed to ensure support reaches more residents.

## Neighbourhood Challenges and Opportunities

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

Challenges	Opportunities
Mental Health	Mental Health
High prevalence of anxiety and depression. Barriers include long wait times, digital exclusion + services not being culturally appropriate for diverse communities.	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.
Access to GP Services	Access to GP Services
Residents report frustration with online-only systems, language barriers + challenges booking appointments for children or carers.	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.
Long-Term Conditions (LTCs)	Long-Term Conditions (LTCs)
High levels of multiple LTCs, especially among Turkish, Kurdish and Bangladeshi residents. Some report lack of confidence managing their conditions.	Promote health literacy and self-management through community groups. Use social prescribing to connect residents to culturally relevant support.

<b>Children and Young People</b>	<b>Children and Young People</b>
Young people face barriers accessing mental health and SRH services. Some feel unsafe or unwelcome in clinical settings.	Co-design services with young people to improve trust and engagement. Promote safe, youth-friendly spaces and outreach models.
<b>Housing and Health</b>	<b>Housing and Health</b>
Poor-quality housing and overcrowding linked to stress, anxiety and respiratory conditions. Residents unaware of rights or how to escalate issues.	Promote Housing and Health Partnership work. Use advocacy and outreach to connect residents with housing advice and GP support.
<b>Economic Hardship</b>	<b>Economic Hardship</b>
Cost-of-living pressures lead to increased debt, food insecurity and mental health strain. Some rely on charitable support.	<a href="#">Social prescribing</a> / <a href="#">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 local services. Language and cultural barriers prevent access. Frontline staff not always confident signposting.	Promote postcode-based services map. Build staff awareness of local offers. Support smaller community groups through partnership working.
<b>Sexual and Reproductive Health</b>	<b>Sexual and Reproductive Health</b>
Young people face stigma, confidentiality concerns and lack of clear signposting. Inconsistent quality of pharmacy-based SRH services.	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.



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North East London