

**healthwatch**  
Waltham Forest

**Community insights  
on  
locality hubs**





# Introduction

This report provides insights into the design and implementation of a **local health hub** based on feedback from residents of Waltham Forest. The focus on **long-term conditions (LTCs)** stems from their significant impact on individual health outcomes and healthcare resource allocation. These conditions contribute to a **substantial disease burden**, highlighting the need for accessible, holistic, and person-centred care.

By understanding the services most valued by residents, alongside the challenges they face, this report aims to guide in prioritising resources to design a hub that meets community needs.

The findings are based on a community survey distributed to Waltham Forest residents, which received **231 responses**. The report explores:

1. **Current health needs (pg. 5)**
2. **Service preferences for a local health hub (pg. 8)**
3. **Service preferences for women's health services (pg. 11)**
4. **Recommendations (pg. 14)**
5. **Next steps (pg. 15)**

# Methodology

To gather community insights:

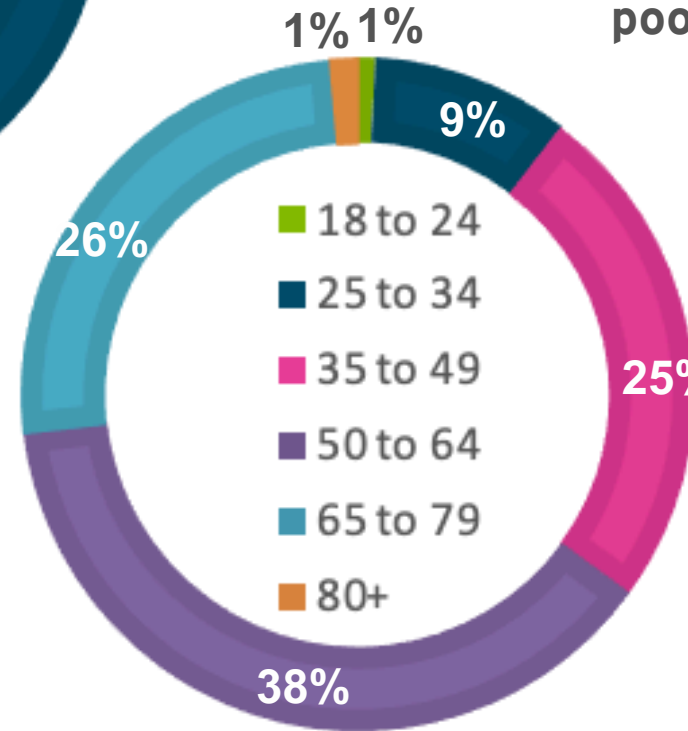
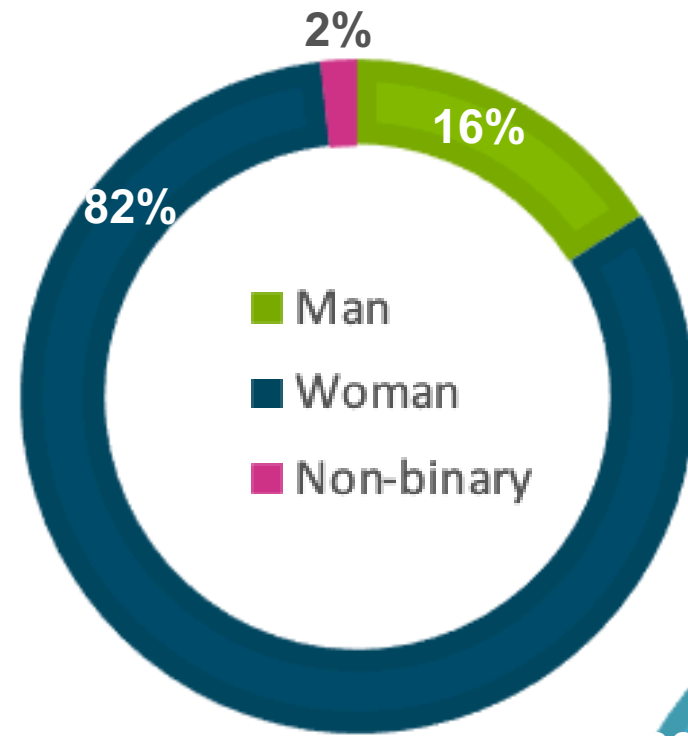
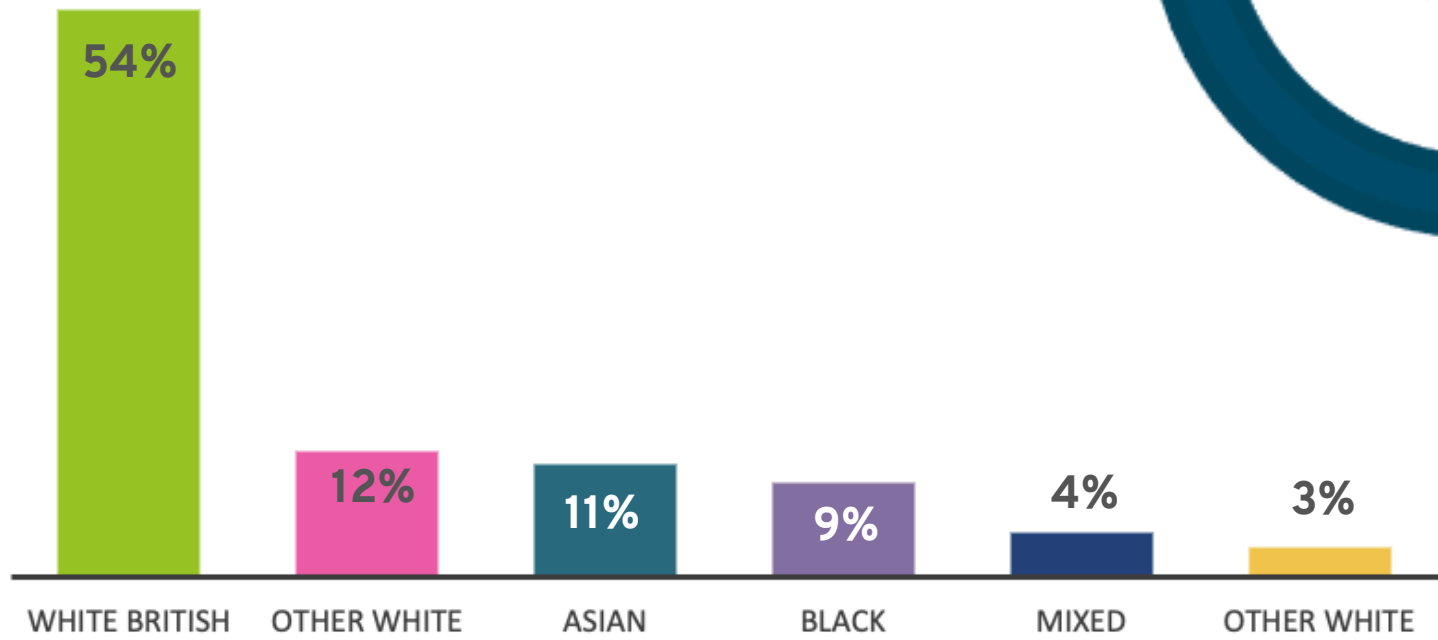
1. A structured survey was developed, targeting individuals in Waltham Forest.
2. The survey was distributed online and in-person to ensure accessibility.
3. A total of **231 respondents** participated, providing valuable data on demographics, health conditions, and service needs.
4. Responses were analysed to identify trends, challenges, and service priorities.

The data is representative of current respondents but highlights areas for further outreach and inclusion of underrepresented groups.

# Demographics

survey respondents only

## Ethnicity



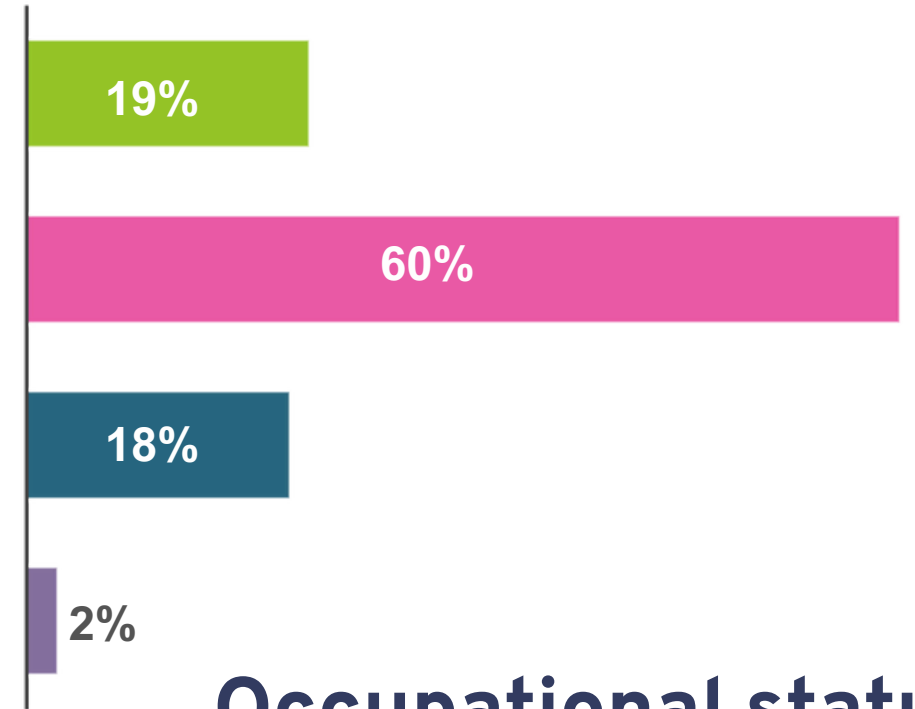
I am in very good health

I am in reasonably good health

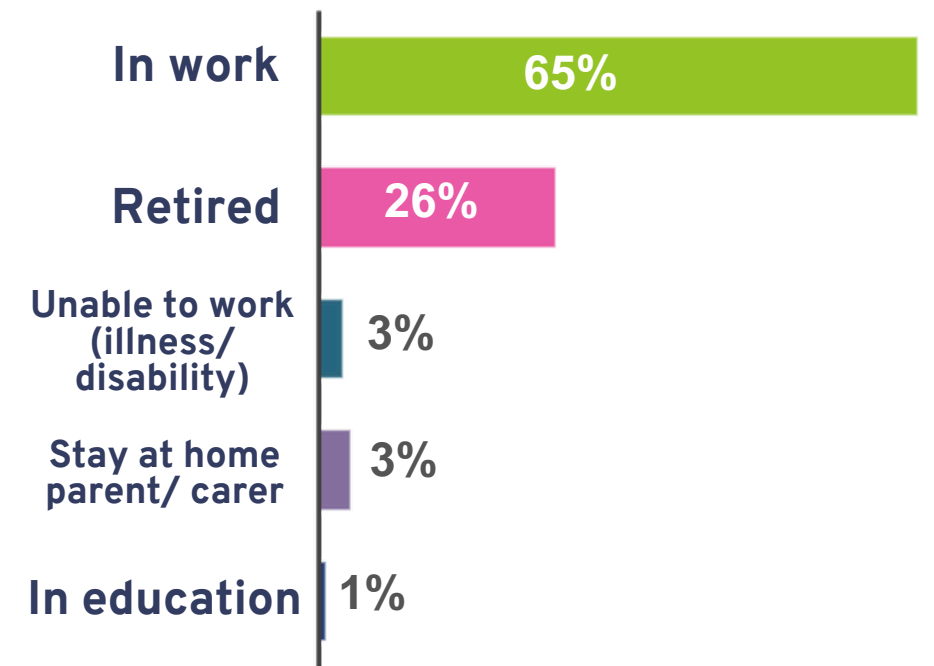
I am in somewhat poor health

I am in very poor health

## Health status



## Occupational status



**21%**

were parents of a child/ children aged under 18

**9%**

were digitally excluded

**20%**

were disabled

**14%**

were neuro-divergent

**49%**

had a long-term condition

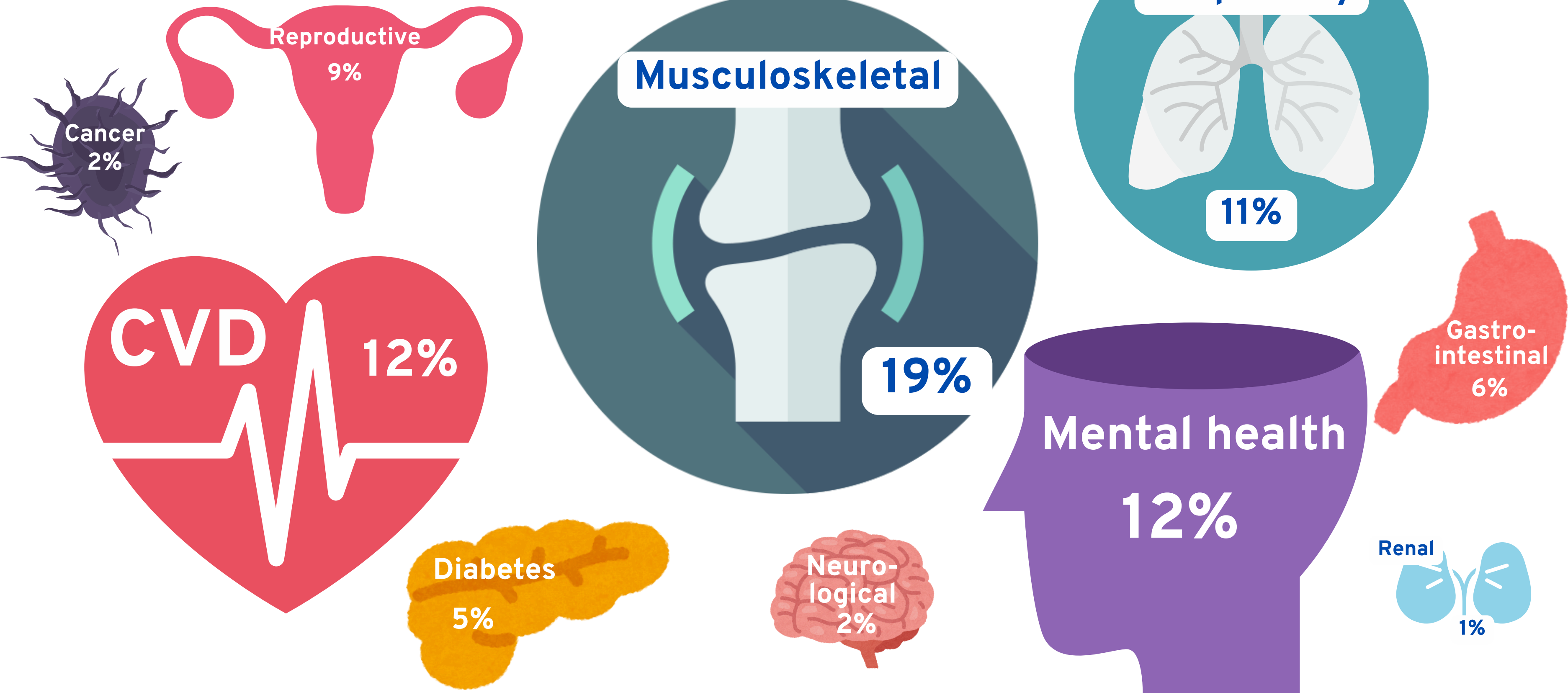
**18%**

were LGBT

**21%**

were struggling financially or just getting by

# Current health needs: proportion of respondents with long term conditions



# Current health needs: proportion of men and women with long term conditions

## Men:

Mental health conditions

Musculoskeletal conditions

Respiratory conditions

## Women:

Musculoskeletal conditions

Cardiovascular conditions

Respiratory conditions



# Identifying the biggest challenges across health conditions:



Long time to get appointments once you're in the system



Services not talking to each other



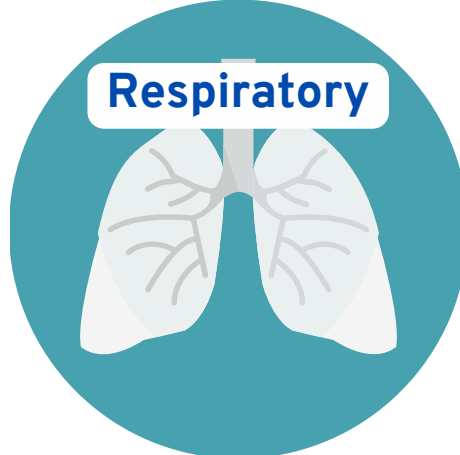
Not having access to the right kind of treatment, therapy or specialist



Not having access to the right kind of treatment, therapy or specialist



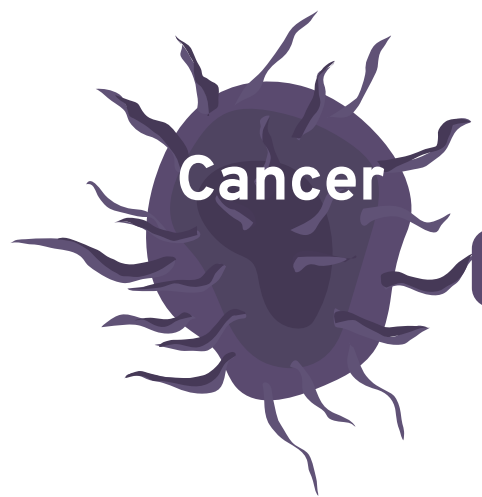
Services not talking to each other



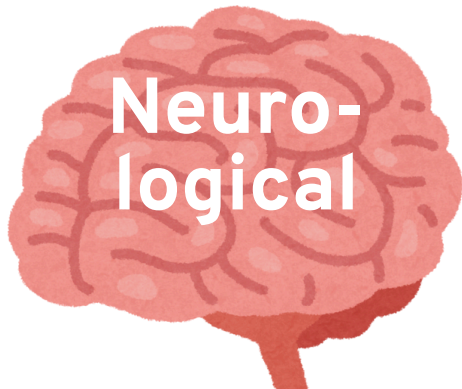
Long time to get appointments once you're in the system



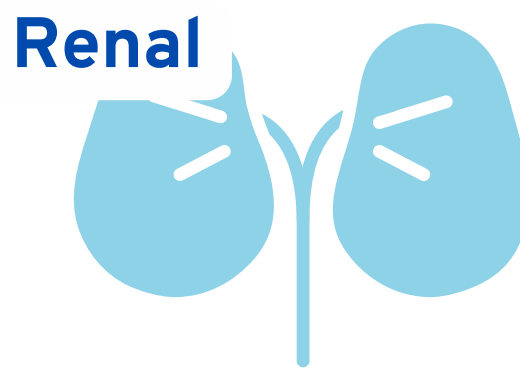
Long time to get appointments once you're in the system



Services not talking to each other

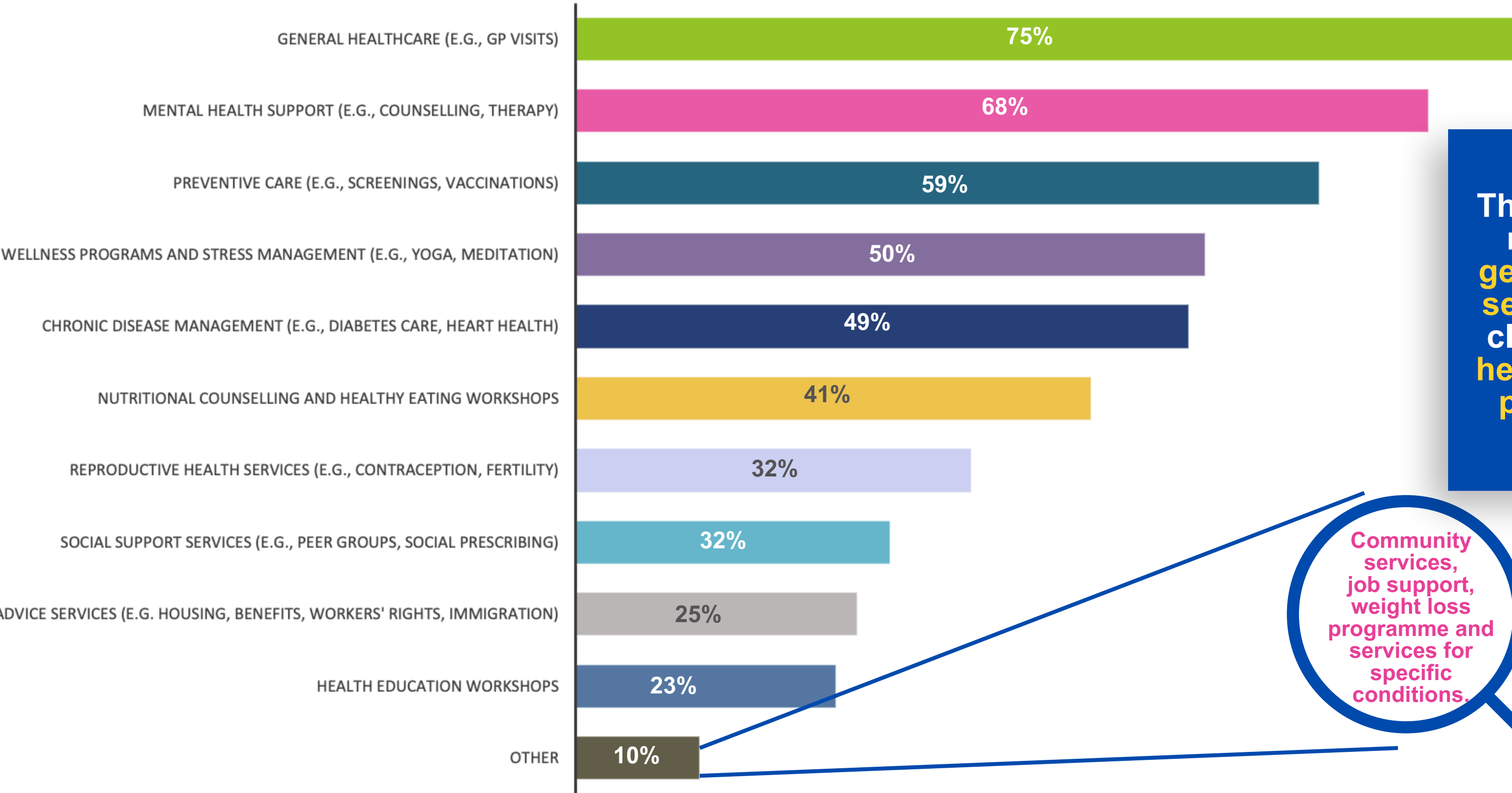


Limited availability of specialists



Waiting a long time for a referral

# Service preferences: services needed in a local health hub

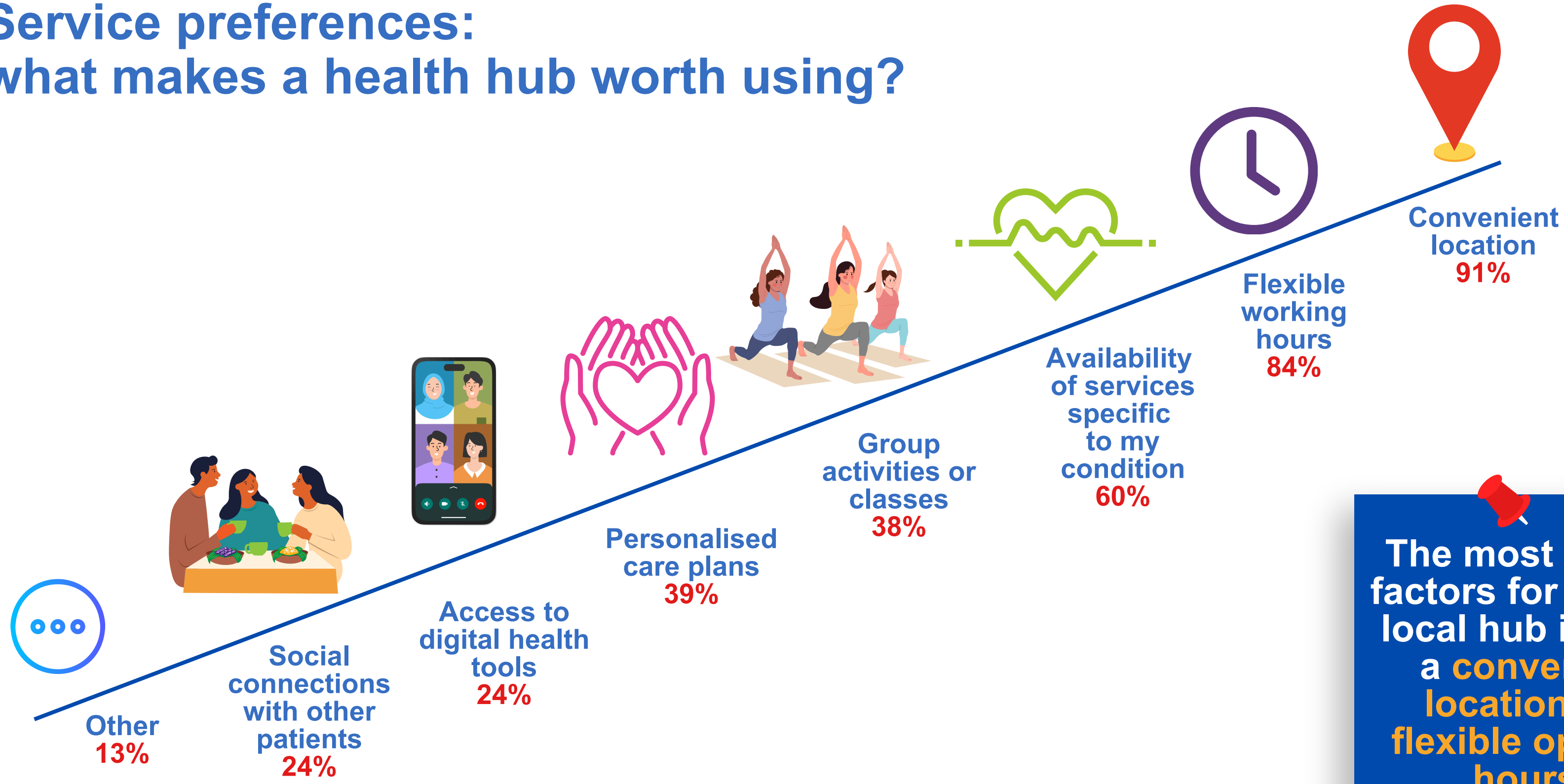


**The top priority for respondents is general healthcare services, followed closely by mental health support and preventive care.**

**Community services, job support, weight loss programme and services for specific conditions.**

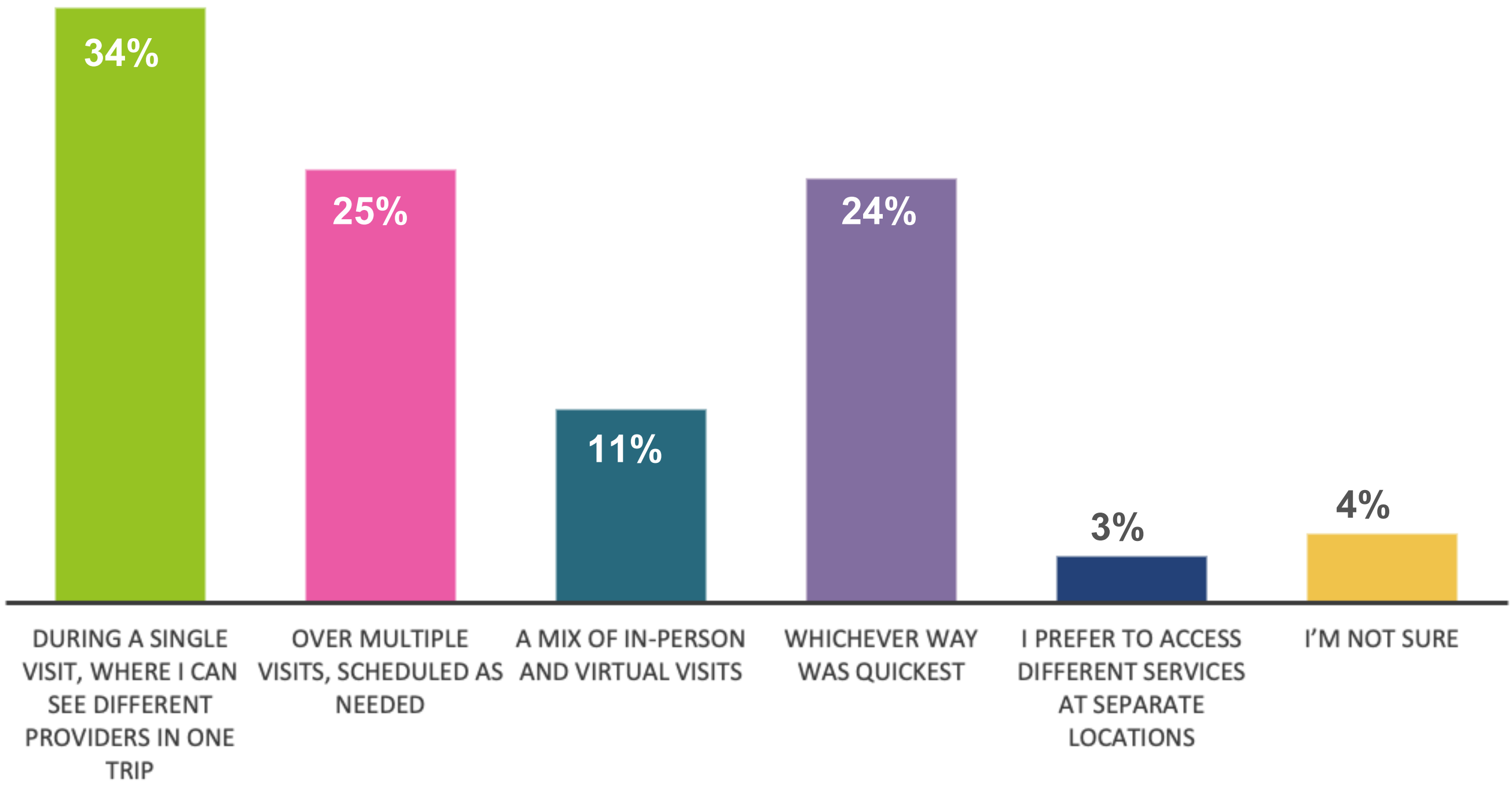


# Service preferences: what makes a health hub worth using?



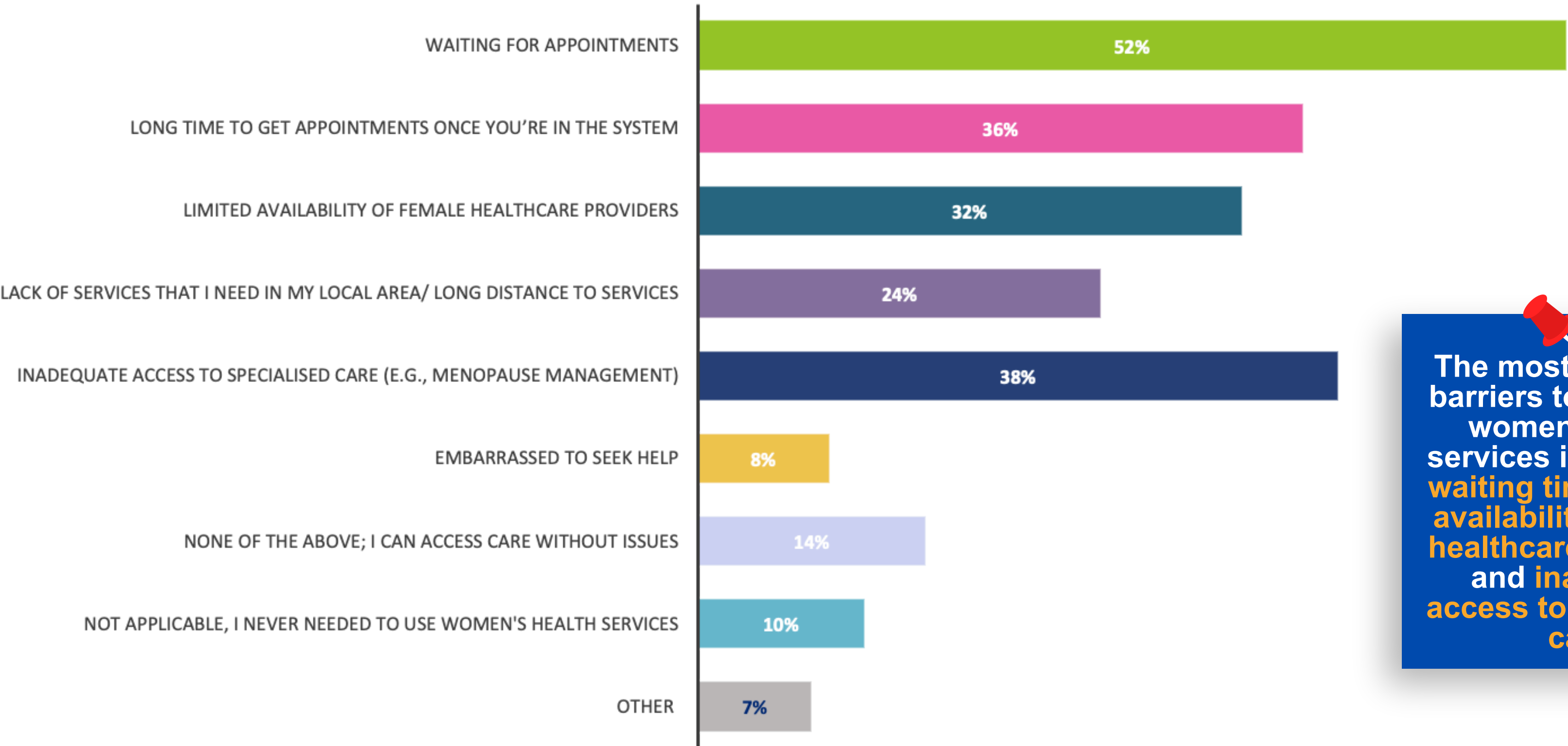
**The most critical factors for using a local hub include a convenient location and flexible opening hours.**

# Service preferences: how do people want to use a local health hub?



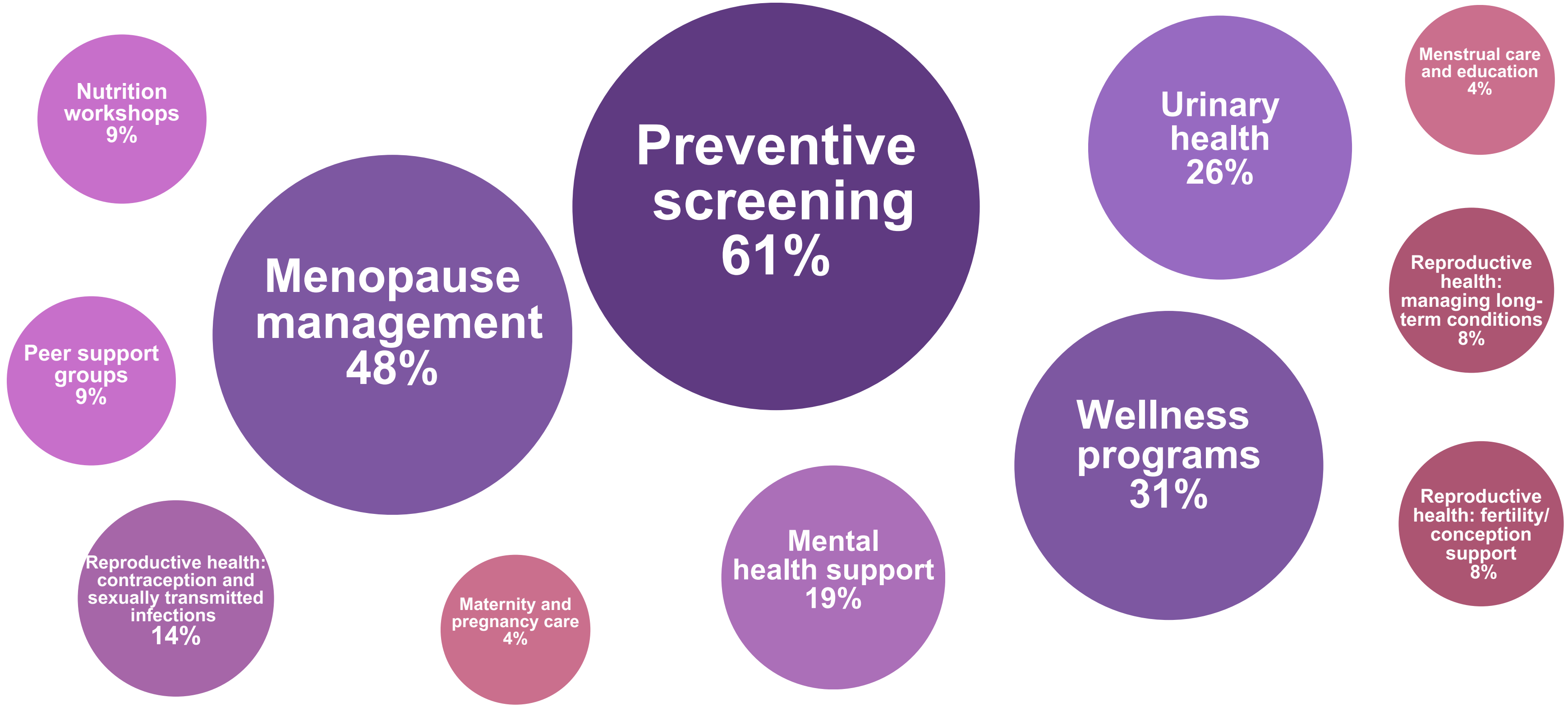
When asked how they would prefer to use a health hub, 34% of respondents favoured a **single visit where multiple services are available**. However, 25% preferred **multiple scheduled visits**, while 24% opted for the **quickest option**, highlighting a diversity of needs.

# Services for a women's health hub: barriers to accessing women's health services



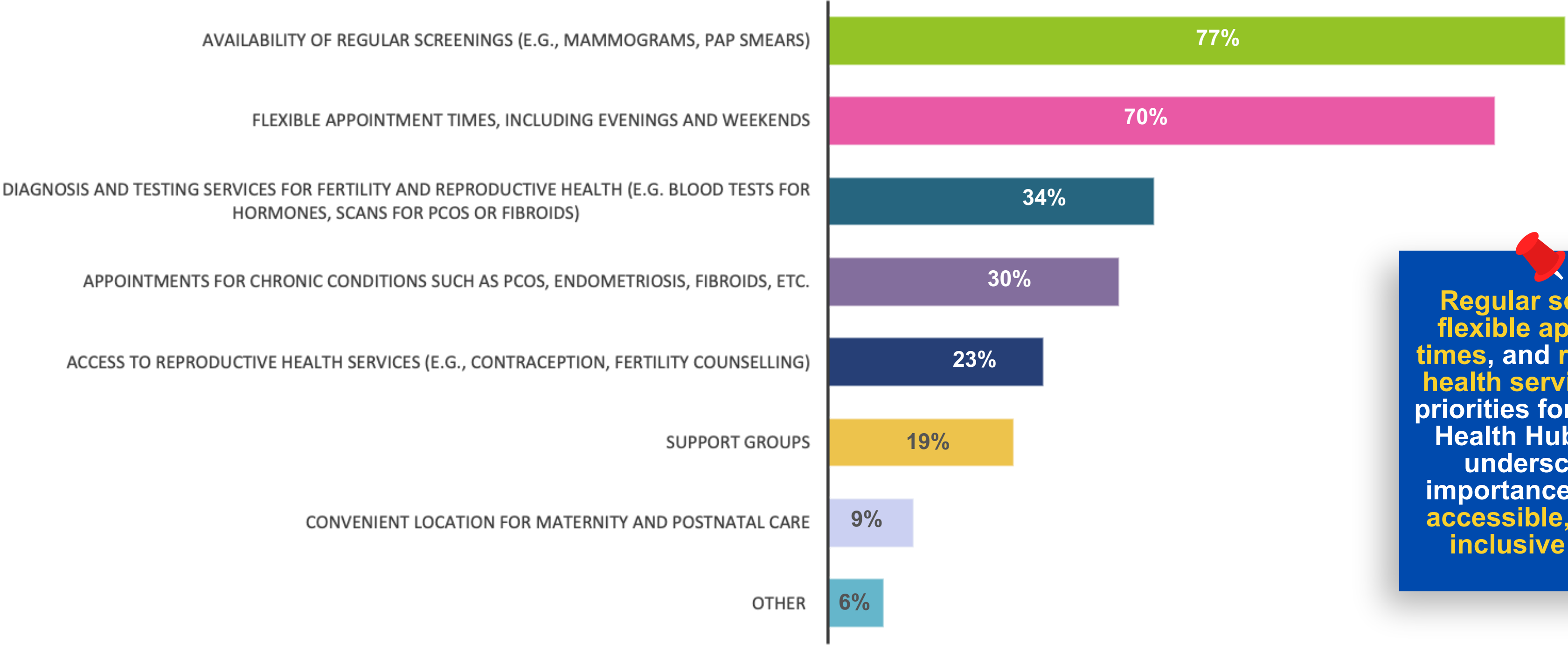
**The most significant barriers to accessing women's health services include long waiting times, limited availability of female healthcare providers, and inadequate access to specialised care.**

# Services for a women's health hub: what should a women's health programme include?





# Services for a women's health hub: essential services for a women's health hub



**Regular screenings, flexible appointment times, and reproductive health services are top priorities for a Women's Health Hub. The data underscores the importance of offering accessible, timely and inclusive services.**

# Recommendations: core services and design

## ➔ Core Services to Include:

- **Prioritise general healthcare, mental health support, and preventive care** as they are the most requested services.
- Offer **chronic disease management and wellness programs** to support holistic care.
- Incorporate **screenings and reproductive health services** to address specific needs, particularly for women.

## ➔ Designing for Accessibility:

- Ensure the hub is located in a **convenient location** and has **flexible opening hours** to meet user needs.
- Address **privacy and confidentiality** and provide **accessibility features for disabilities** to create an inclusive environment.



## Next steps:

- ➔ **Incorporate primary care data:**
  - Integrate **prevalence data** on long-term conditions from primary care records.
  - This will provide a more comprehensive understanding of disease burden and help align services with **population health needs**.
- ➔ **Expand survey reach:**
  - Target **underrepresented demographics** identified in the current report (e.g., men, respondents under the age of 35, ethnic communities, or digitally excluded individuals).
  - Ensures that diverse voices are included in the design of the hub.

## Next steps:

### ➔ Increase respondent numbers:

- Prioritise increasing the number of responses from individuals with long-term conditions to gather richer insights into their specific needs.
- Offer **incentives such as vouchers** to encourage participation.





# Conclusion:

## ➔ A community-driven approach:

- The recommendations prioritise **high-demand services like general healthcare, mental health support, and preventive care, ensuring the hub addresses core health needs.**

## ➔ Accessibility and inclusivity:

- Emphasis on **convenient locations, flexible opening hours, and privacy** ensures the hub is welcoming to all, including those with disabilities or privacy concerns.

## ➔ Holistic care model:

- Incorporating **wellness programs, chronic disease management, and personalised care plans** creates a comprehensive, patient-centered care environment.



# Conclusion:

## ➔ Bridging barriers to care:

- Addressing logistical challenges **like parking, transport assistance, and childcare** enables more individuals to access services without obstacles.

## ➔ The role of digital tools:

- Integrating **digital health tools** enhances access to care, making services more flexible and future-ready.

