

A Spotlight Report

How people feel about
living in Medway



A spotlight report focusing
on the peninsula villages
of Chattenden, Hoo,
Upnor and
Wainscott.

January
2025

A spotlight report on the Building Blocks of Life, focusing on the peninsula villages of Chattenden, Hoo, Upnor and Wainscott.

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About Us

Healthwatch Medway are independent champions for health and social care in Medway. Our aim is to improve services by ensuring local voices are heard – we want to hear about health and social care experiences so as to influence positive change for communities across the Medway area. We have the power to make sure NHS leaders and other decision makers listen to your feedback and improve standards of care.

Healthwatch Medway is hosted by EK360.

Background

Our health and wellbeing can be affected by things that we experience in everyday life. There is increasing interest in these wider determinants of health, and Healthwatch Medway wanted to understand what positively and negatively impacts the health and wellbeing of people in Medway. Medway has a range of diverse settlements, from isolated rural villages and hamlets on the peninsula to densely populated urban towns. In January 2025, we engaged with 28 residents living in rural areas on the peninsula, in Hoo (20), Upnor (5), Wainscott (2) and Chattenden (1).

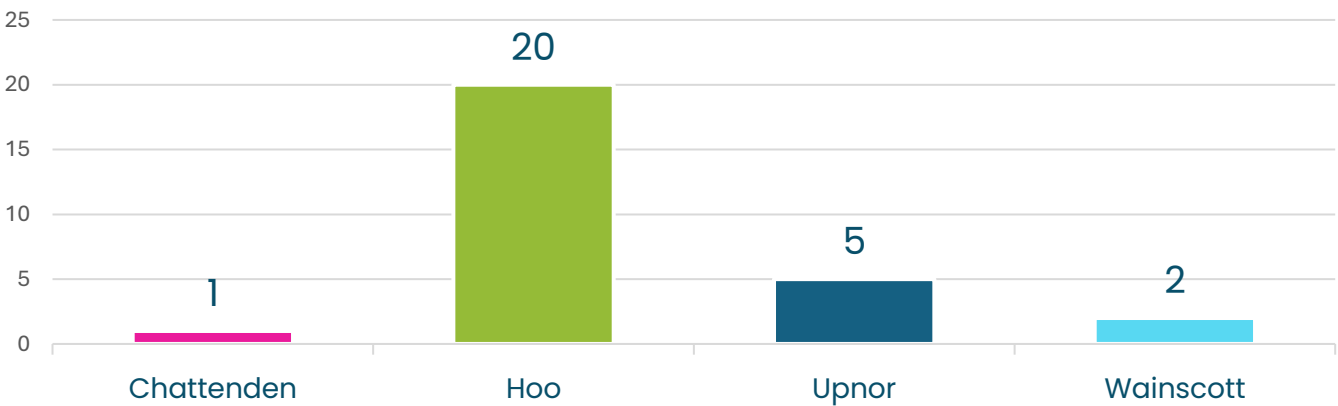


Figure 1 – Number of participants by location

Healthwatch Medway will share this report with health and social care services to help build an understanding of how the areas where people live impact on them, and how we can work together with services to improve Medway residents' quality of life. This report summarises what we have heard.

There will be 9 reports in this series coming out across 2025, as a follow on from the 9 reports in our 'Medway Areas' series in 2024.

Methodology

Using a semi-structured interview, we approached people face-to-face in local community areas. Participants were selected by a randomised sample of who was out and about in their local area on the days we were engaging.

Findings

The Impact Living in Medway has on Residents

What's good about living in your area?

We asked 28 Medway residents what they like about the area they live in.

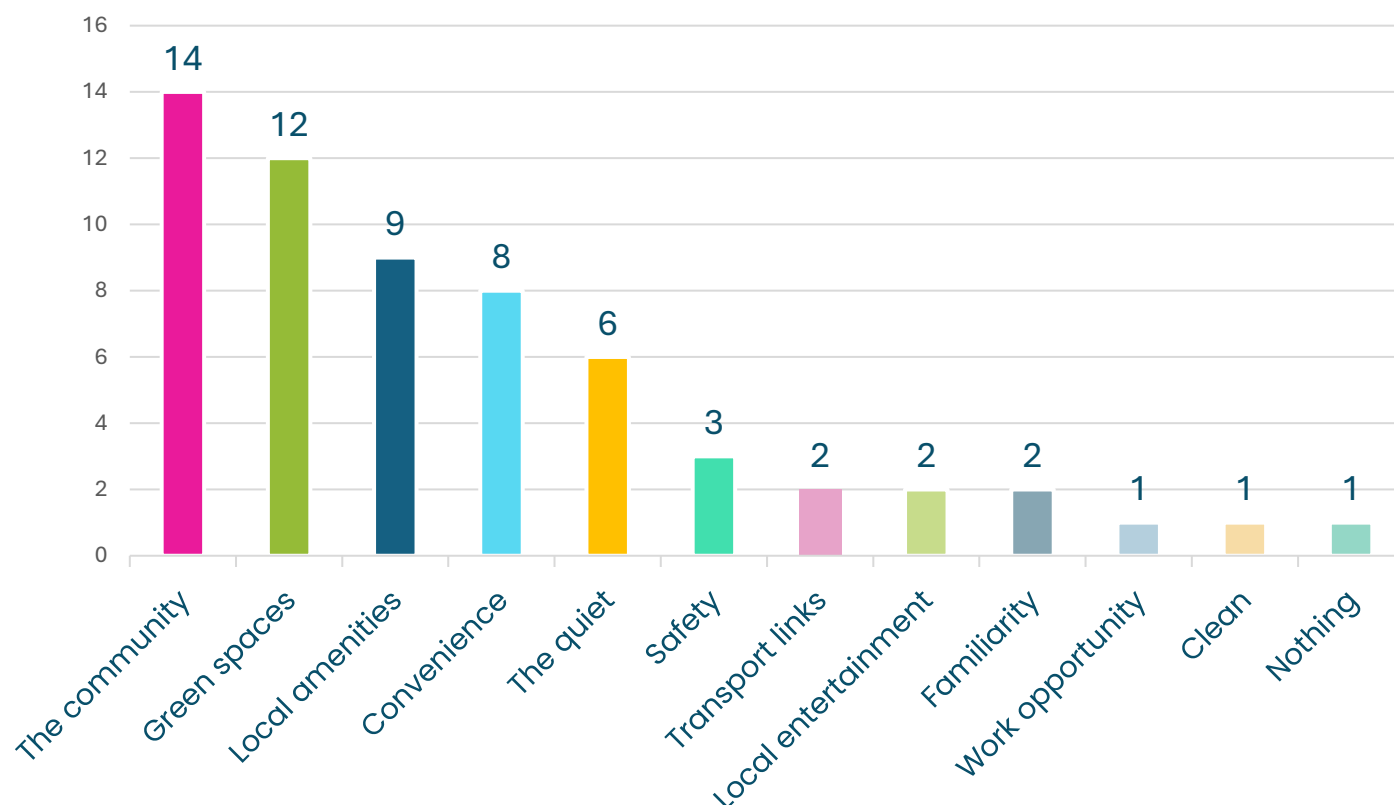


Figure 2 – Number of mentions by positive theme

The community (14 mentions)

50% mentioned the community, how friendly locals and neighbours are.

- "It's a really nice place, it's a lovely neighbourhood."
- "There is a friendly community."
- "It's a friendly place to live."
- "It's a proper little community and it's very pretty."
- "Nice living here, it's quite friendly and you know a lot of people here."
- "There's a good community and a baby group for other mums and the support makes me feel good and supported."

Green spaces (12 mentions)

43% of respondents mentioned that they enjoy the green spaces around the peninsula.

- "The surrounding woods are lovely to walk in."
- "Generally, what is good about living in my area is the people and it is near to the countryside."
- "I like the people and it's close to the countryside."
- "The people and the countryside are lovely."
- "There's a lot of nice walks in open spaces."
- "It's lovely around here. There's lots of places to walk around Upnor and there's a footpath that goes right along Upnor."

Local amenities (9 mentions)

32% mentioned local amenities.

- "There's lots of local shops."
- "There's a few nice shops and things."
- "We have everything we need, apart from big shops!"
- "The local pub is a family pub, they've done the garden up for kids and stuff. We have butchers, good schools and the park."

Convenience (8 mentions)

29% mentioned the convenience.

- "I'm new to the area 'cause I've just come to live with my son, but I like that the shops are close."
- "We don't have to go miles away for basics."
- "Everything is local."
- "It's accessible to the town, but also the country."
- "It's on the doorstep to the school."

The quiet (6 mentions)

21% mentioned the quiet.

- "It's nice and quiet."
- "It's quite quiet. We live in an older road, I mean the residents are older."
- "I moved from South London to Wainscott. It's lovely, nice and quiet."
- "I only moved to the area a year ago, but I have found it to be nice and peaceful."

Safety (3 mentions)

11% mentioned safety.

- "I don't see a lot of crime around here, whether I am naive or not."
- "It's a very safe area for me, I'm a single mum of two kids."

Transport links (2 mentions)

7% mentioned transport links.

- "Bus service is fairly regular."
- "The buses are quite good."

Local entertainment (2 mentions)

7% mentioned local entertainment and groups.

- "I used to like it. It's an improvement on Bexleyheath. I like the history of Rochester."
- "There's a few pubs and a restaurant and it's a really nice atmosphere."

Familiarity (2 mentions)

7% mentioned familiarity.

- "I love living in Hoo, I've lived there all my life."
- "I just like Hoo, I have lived here since 1986. Got married here too."

Opportunity (1 mention)

4% mentioned opportunity.

- "I love the water and feeling connected with the water I always have done. I get to volunteer at the boat yard."

Cleanliness (1 mention)

4% mentioned cleanliness.

- "It feels like France. It's nice and clean."

Nothing (1 mention)

4% mentioned 'nothing'.

- "I can't really think of much that is good in this area, not for my age group anyway."

Positive Impacts of the Area

Following up on our first question, we asked respondents, 'How does that have a positive impact on you?'

25 people out of the 28 respondents (89%) said that where they live has a positive impact on them.

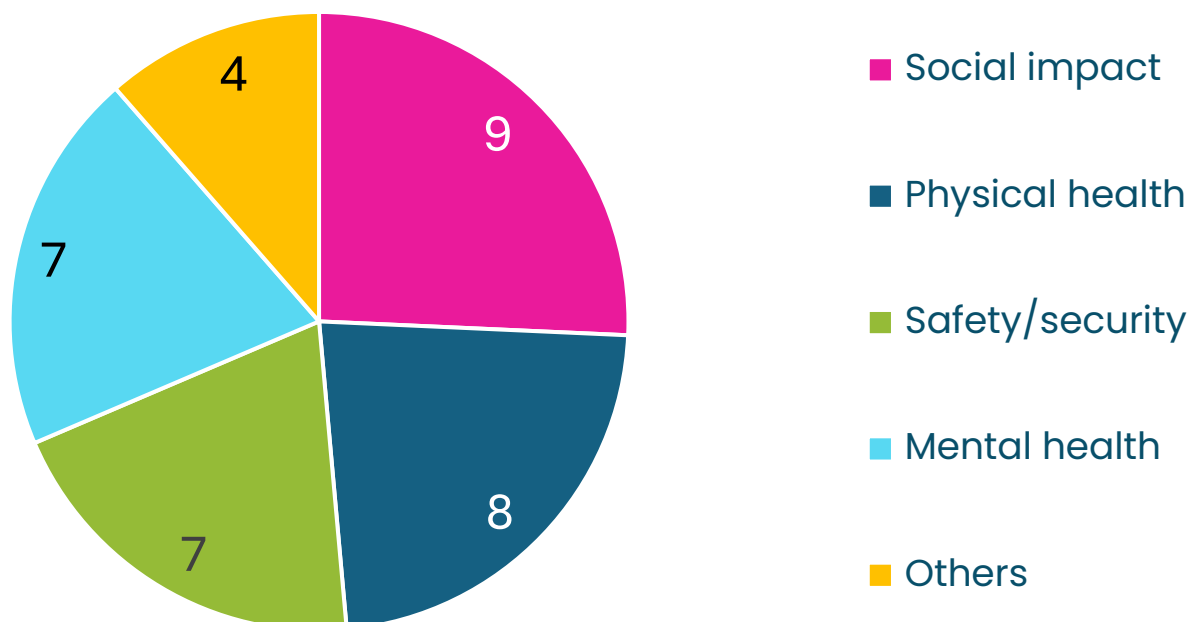


Figure 3 – Number of mentions by positive impact

Social impact (9 mentions)

32% of people mentioned that where they live has a positive social impact.

- "I've got a dog and it's nice to be able to walk in a nice area and I've met lots of new people."
- "After I gave up sailing, being able to become a volunteer and being near the water has had a really positive impact on my wellbeing. I had been a carer for my wife and she passed away, so this has been really good for me to be able to be with other people."
- "You can always just have a chat with people, it's good for your wellbeing. You always have somebody to turn to for help."
- "I feel supported by the community."
- "Moving closer to family meant we could take my granddaughter to school and that was lovely."

Physical health (8 mentions)

29% of people mentioned that where they live had a positive impact on their physical health.

- “It's nice to be able to get out and have a walk with the dog.”
- “We have a dog and there are lots of places where we can walk the dog and meet people.”
- “My health of course. It keeps you active and I'm able to pick up things as I need them.”
- “Everybody is better off being outside, and it's nice to see people that I know when I'm walking around.”

Safety/Security (7 mentions)

25% of respondents mentioned that a positive impact of living in the area was that they felt safe.

- “Makes me feel relaxed, secure, content.”
- “Here, we feel safer and let the kids walk to their friends' houses alone. I would never have let that happen in London.”
- “It's also safer, which gives peace of mind.”
- “You feel comfortable living here.”
- “It's a nice environment, so we feel safe when we go out.”

Mental health (7 mentions)

25% of respondents said that where they live had a positive impact on their mental health.

- “It helps with mental health being able to have fresh air and go for a walk.”
- “It makes me feel cool and refreshed.”
- “It makes me feel good, everything is more relaxed, it makes me feel tense when I go to busier areas where everyone is rushing about.”
- “It makes me feel good. Happy.”

Others (4 mentions)

14% of respondents mentioned other impacts.

- “In Hoo – my neighbours are lovely, so that has a positive impact on me. Strood is much nicer than Chatham and the shops are just as good, which is why I like coming here.”
- “I like living here, in the same place all my life.”
- “It's easy to get about and do things, especially things like shopping.”

What are the negatives about living in your area?

We asked respondents what they dislike about the area they live in.

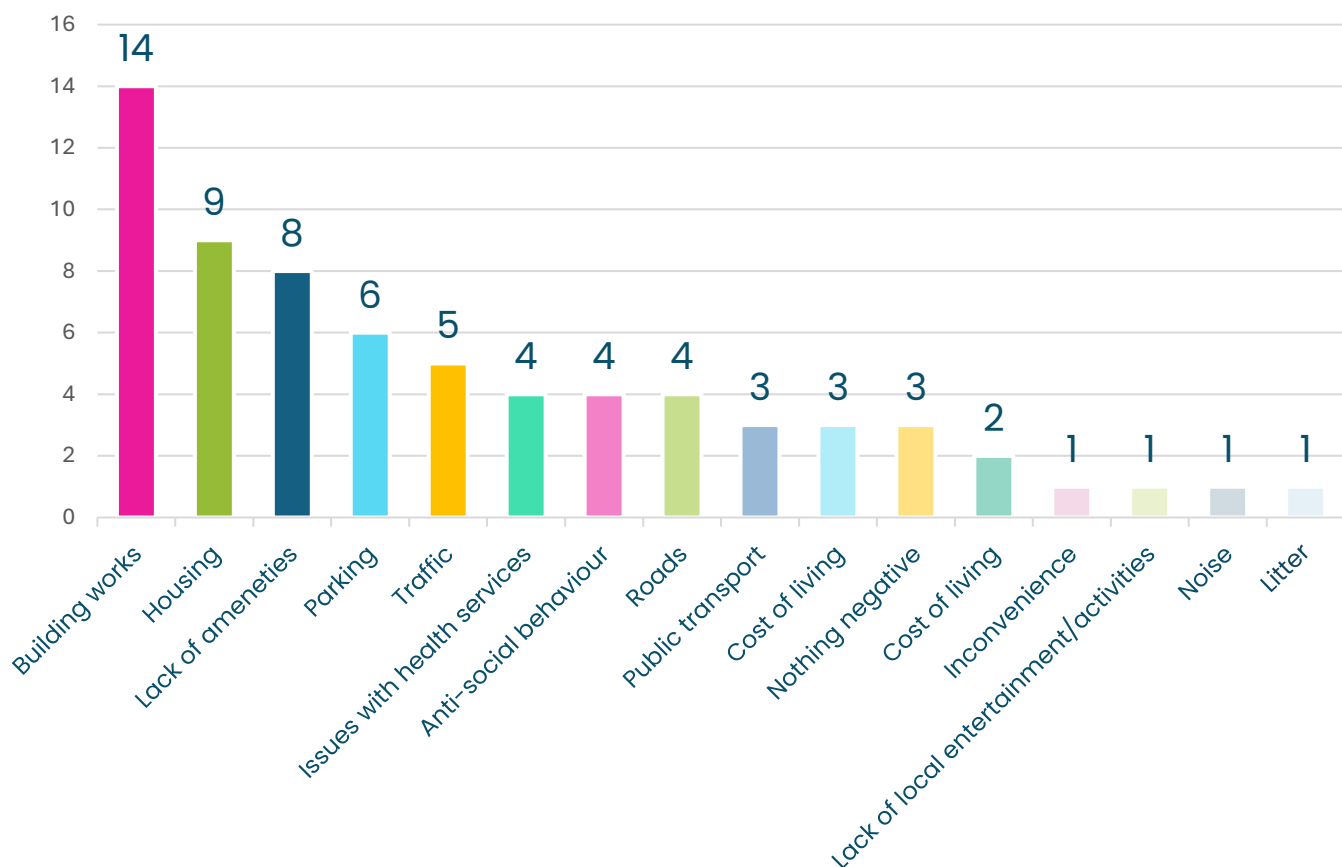


Figure 4 – Number of mentions by negative theme

Building works (14 mentions)

50% mentioned issues with building works in the area.

- “There is a lot of building work going on and more people are moving into the area, which is good and bad.”
- “Four Elms is a busy area and needs better infrastructure. There's too much housing being proposed to be built, which means we are going to be losing all our fields. I understand that people have to live somewhere, but they shouldn't be building on all the green fields.”
- “It was a lovely area, but now they are intending to build on the old army barracks and I think that will really spoil the area.”
- “The council just let lots of building happen, which is not going to help the parking situation.”
- “I dislike all the new housing that is being built, the area is becoming too urbanised.”
- “There's buildings happening on the front and taking up the public spaces.”
- “The council are building everywhere.”
- “Hoo – too much building work going on.”

Housing (9 mentions)

A further **32%** mentioned issues with housing in the area.

- “Plus they want to build even more housing, which will mean the pollution will get worse.”
- “The development of it. There's new houses, but a lack of infrastructure.”
- “They need to take a look at the school situation and the road situation needs to be looked at, especially before building more houses.”
- “The activity centre was closed and is being built on. They closed the public toilets and they're building townhouses on them.”
- “We only have basically one road in and one road out, but they continue to build more houses, which are not affordable for the locals.”

Lack of amenities (8 mentions)

29% of people mentioned the lack of local amenities where they live.

- “There is a lack of shops, specifically supermarkets; we only have a Co-op and a Spar.”
- “I'm sad that the local car shop went. The bus services aren't great and there's a lack of a train station.”
- “It would be nice if there was a convenience store around, but that's the only really downside really.”
- “They closed the public toilets and they're building townhouses on them.”

Parking (6 mentions)

21% mentioned issues with parking.

- “Parking is an issue and this seems to only be going to get worse because of all the building works that have been planned.”
- The parking and main road on the double yellows causing chaos.”
- “All the parking spots will be full up.”
- “The parking isn't great, we really need double yellows all down the high street because you can't see when you're pulling out of roads. There is a big public car park, but people park on the street instead.”
- “The parking is bad too.”

Traffic (5 mentions)

18% of respondents mentioned the traffic in their area.

- “This morning, they were digging up the pavement at 8am. You have to watch the time when you want to leave the house as if it's school intake/outtake, you can't use the main road – there are thousands of children and cars and you get stuck. You are not moving anywhere any time fast.”
- “People park at the bus stop, there are too many drivers and they don't pay attention to the rules; it makes the roads chaos.”
- “It's the traffic. They'll park up on the road by the new flats and the buses won't get through.”
- “You can't move now it's packed with people and cars.”

Issues with health services (4 mentions)

14% mentioned issues with health services.

- "There aren't enough GPs in the surgery."
- "We haven't got a doctors or a dentist."
- "It's just going to get worse, and you can't get an appointment at the GP as is."

Anti-social behaviour (4 mentions)

14% mentioned anti-social behaviour in the area.

- "People smoke weed and the smell is really bad."
- "Apparently there was an incident where a young boy got attacked outside of the local shops, but I think that's just hearsay. Some places stink of weed, a lot of people smoke around here."
- "Young people gather there of an evening and do drugs. Also near where we live, we can hear the boy racers; they go to the roundabout and they drift around the roundabout and it is very noisy."

Roads (4 mentions)

14% mentioned the potholes and state of roads.

- "The roads are also full of potholes."
- "All of the parents outside of the school parking there too, which makes the roads worse."

Public transport (3 mentions)

11% of respondents spoke about the lack of public transport.

- "It would be good if the bus service was better."
- "The bus services aren't great and there's a lack of a train station."

Cost of living (3 mentions)

11% spoke about the cost of living.

- "What worries me most is the house prices for my grandchildren."
- "Co-op is too expensive now."

Nothing negative (3 mentions)

11% mentioned that there was nothing negative they could say about the area.

- "I can't think of anything."
- "I don't really know what the negatives are as I haven't lived here very long yet."

Lack of local entertainment/Activities (1 mention)

4% mentioned that there is 'nothing to do' in the area that they live and a lack of things for young people to do.

- "There's nothing in this area for a teenager."

Noise (1 mention)

4% mentioned the noise.

- “It is very noisy.”

Litter (1 mention)

4% mentioned litter.

- “There's the poor condition of roads and all the litter.”

How does that have a negative impact on you?

We followed up the previous question by asking respondents how the negatives they had identified had had an impact on them.

negative impacts. 28 people mentioned that they felt negatively

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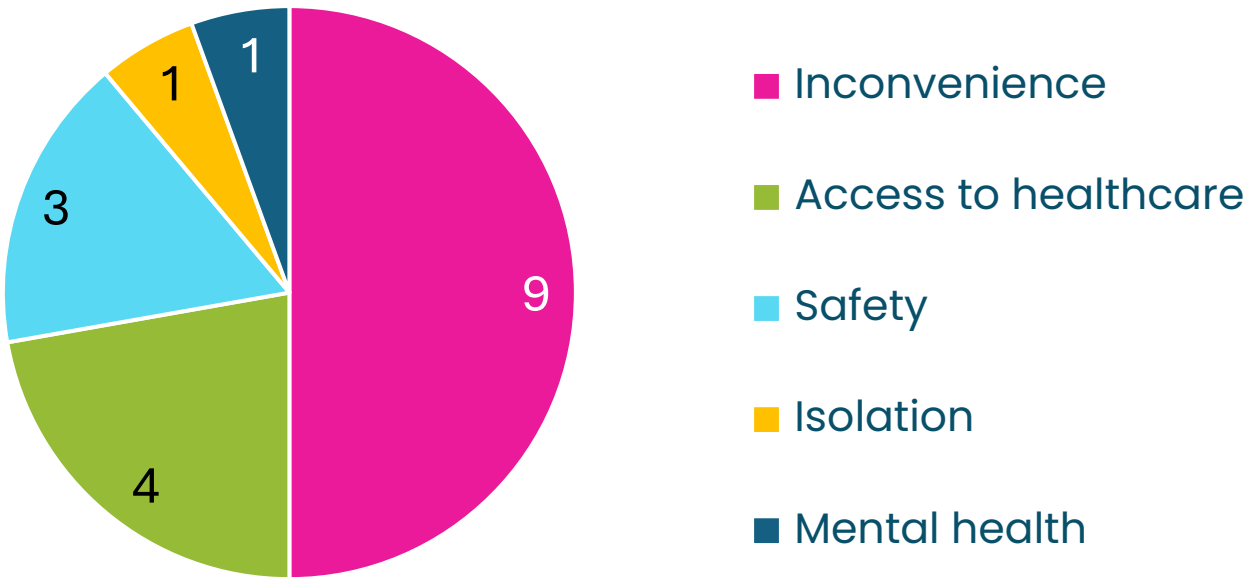


Figure 5 – Number of mentions by negative impact

Inconvenience (9 mentions)

50% spoke about the impact of inconvenience in the area.

- “With more building works will come more traffic, and we only have one road in and one road out, so that's going to get very congested and probably polluted.”
- “Yeah, you can wait two hours for a bus. It can be frustrating.”
- “The traffic is so much worse, it's 30 minutes just to get to the shops.”
- “I don't drive, so rely on the buses and I have to carefully plan when I go out, so that I don't arrive late for meetings or events.”
- “I don't like shops in Hoo; they are too expensive therefore I have to take a taxi to Strood to do my food shop”

Access to healthcare (4 mentions)

22% of people mentioned access to healthcare.

- “It has a negative impact on me because now there is a waiting list for the dentist. The GP surgery, it's difficult to get an appointment and I don't have a computer, so I can't do eConsult; all I can do is telephone or visit them to try and get an appointment.”
- “If they keep building more houses, it will be even more difficult to get a GP appointment.”
- “Because there aren't enough GPs, when we need an appointment, we can't get one.”

Safety (3 mentions)

16% of people mentioned the impact of feeling unsafe.

- “When we had our bikes damaged at the bike park that wasn't nice, that didn't make us feel good.”
- “We find it very annoying with the young people misusing the car park. There's no respect for the local environment and this got worse following Covid because there were very few police officers around. People would come here and flout the rules of mixing together.”
- “It'll take away the freedom and safety of the open spaces.”

Mental Health (1 mention)

6% of people said that the area has no negative impact on them.

- “Hoo – The building work drives me up the wall and I don't really want to live in the area anymore.”

Isolation (1 mention)

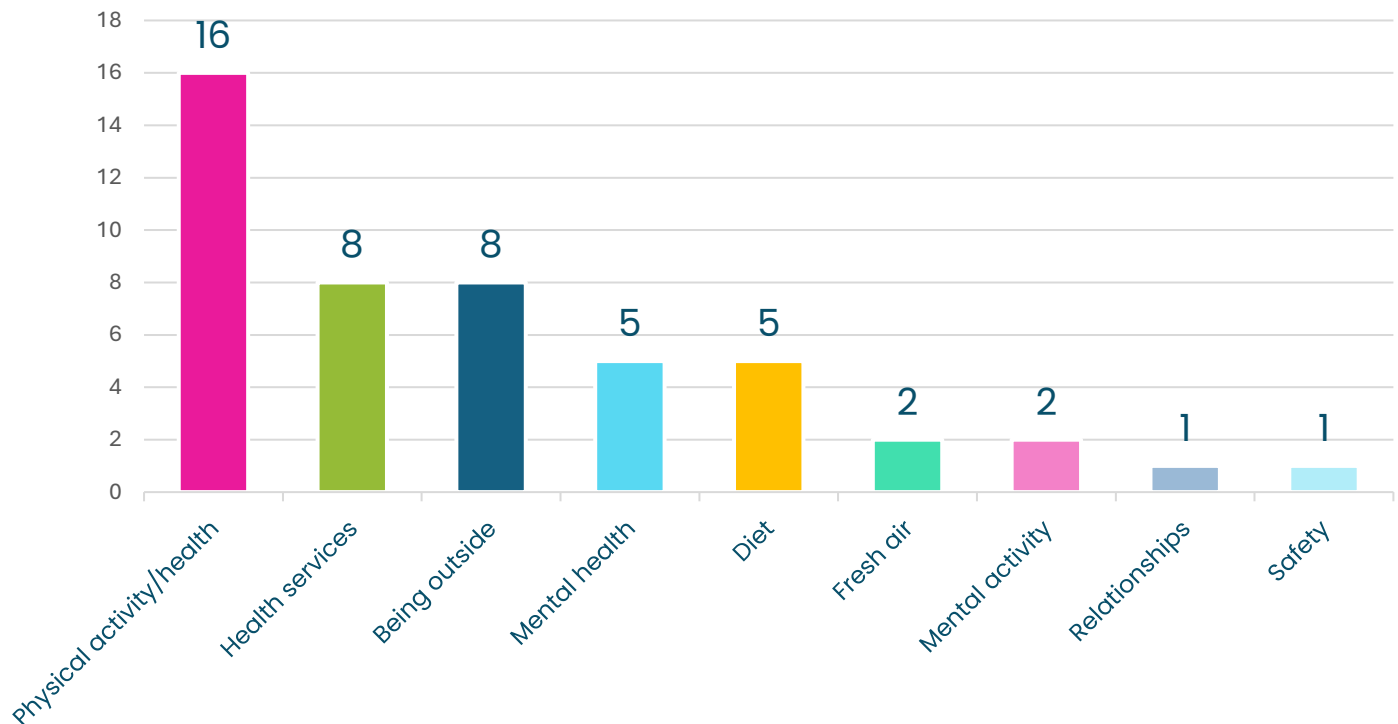
6% of people mentioned where they live can be isolating.

- “It means I get bored, and I end up staying indoors for a lot of the time.”

Improving the Health and Wellbeing of Medway Residents

When you think of health and wellbeing what comes to mind?

We asked respondents what comes to mind when they think of health and wellbeing.



Physical activity/Health (16 mentions)

57% of respondents mentioned physical activity and physical health as something that comes to mind when they think of health and wellbeing.

- "I use a mobility scooter, so when I think of health and wellbeing, I would like to be able to walk again."
- "Being mobile and able to keep walking and active."
- "I think of fitness and playing sports when I think of health and wellbeing."
- "I think of being able to go out dog walking."
- "Being able to exercise. I do a lot of walking."
- "Exercise. I walk the dogs."
- "I try to go to the gym every day or at least five times per week. I eat well and I eat good food."

Health services (8 mentions)

29% of people spoken to mentioned health services as something they think of when prompted by the question.

- "I am near the doctors, I can walk there, just around the corner in the village."

- “I think of doctors as the first port of call, Then Medway Maritime hospital, but that gets very crowded in A&E. When my wife went into hospital, there was no bed in the resus ward and when she was assessed, she was just sent home with pneumonia. However, the Parkinson's nurse on Wakeley Ward and all the staff there are marvellous.”
- “My wife had dementia and I paid for the care home for her, which cost a lot of money, about £300,000 the whole time she was there, but she did get excellent care.”
- “Is there enough medical provision for the increased population? I know it's a worry. I'm not against the building, but it needs to be the right sort of building and the infrastructure needs to go along with it.”
- “You can't ever see a doctor anymore. My GP is up at Hoo and they say they have no more appointments before you even get to talk to someone!”
- “I'm concerned about national health. You worry if something were to happen. At the hospital, there are beds in the corridor and people even eating in the beds. The wait time has been 12 hours for me in A&E, and I couldn't walk because I was in a wheelchair, so I was left waiting from 12pm to 12am.”

Being outside (8 mentions)

29% mentioned being outside as something that comes to mind when thinking of health and wellbeing.

- “Being out, getting out. The nature reserve comes to mind, that helps – it really did in Covid times.”
- “I think of parks and facilities.”
- “Living with more space, living where we do. Somewhere where there's not so much pollution.”
- “I have a dog, so I do like to go on lots of walks, which I can do at the moment until they build on all the land.”
- “I think of being able to go out dog walking.”

Mental health (5 mentions)

18% mentioned mental health.

- “Good mental health.”
- “Being in good health, living without too much pain or feeling too knackered, time to appreciate the day to day.”
- “I don't know. I was thinking mental health and self-care.”
- “I think of mindfulness and overall general health and wellbeing.”
- “Being surrounded by fields like we are here is good for your mind.”

Diet (5 mentions)

18% of people mentioned diet.

- “Exercising, eating fruit and eating the right foods.”
- “Don't eat too much, especially not too much sugar or fat.”
- “Your diet and exercise.”
- “I eat well and I eat good food.”

Fresh air (2 mentions)

Alongside the mentions of being outside, **7%** of people specifically mentioned getting fresh air.

- “Fresh air, being fit, not being in pain. We're very fortunate at our age.”

Mental activity (2 mention)

7% mentioned keeping your mind active.

- “I think of mindfulness and overall general health and wellbeing.”
- “They did lots of activities with her, which is what she needed and which I wasn't able to do.”

Relationships (1 mention)

A final **4%** mentioned relationships.

- “Family, home.”

Safety (1 mention)

4% mentioned safety.

- “Safety.”

What would help you to improve your health and wellbeing?

We asked people what they think would help them to improve their health and wellbeing.

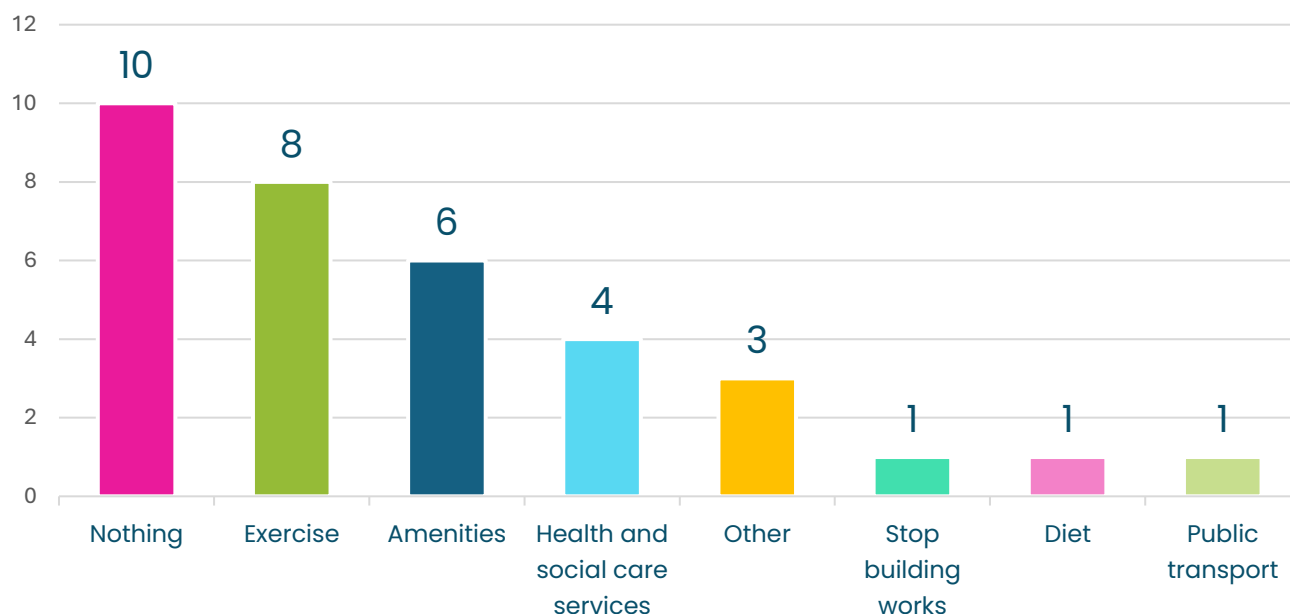


Figure 7 – Number of mentions by improving health and wellbeing themes

Exercise (7 mentions)

26% spoke about exercise as a tool to improve their health and wellbeing.

- “Possibly running a bit more could help.”
- “Better sports facilities... I would use them more often if they were more available.”
- “Other than walking I don't can't think of anything.”
- “Sports facilities with more convenient times to go; the time to do more dog walking. We have some great places to go walking around here.”

Nothing (7 mentions)

22% said there was nothing that could help them improve their health and wellbeing.

- “I can't think of anything that would help improve my wellbeing.”
- “Nothing. I don't drink, I don't smoke and I go to the gym.”
- “I'm alright, so nothing really.”

Amenities (5 mentions)

19% of people mentioned that more amenities would help to improve their health and wellbeing.

- “It would be great to have a proper swimming pool nearby. We do pretty well as it is – we go out on our bikes, go to Deangate Ridge. Being able to have the time to do it.”
- “There needs to be better sports facilities in the area.”
- “It would be nice if there was a cafe.”

Health and social care services (4 mentions)

15% mentioned that either an increase or improvement in health and social care services would help to improve their health and wellbeing.

- “We need more GPs in the surgeries in our area; one person can only do so much.”
- “Easier access to a doctor's but that's nationwide! The doctors don't want to see people face to face.”
- “Being able to get a doctor's appointment, that is such a big issue. The e-Consult only works between 8 and 9 am at the Elms.”

Other (3 mentions)

11% mentioned other.

- “Improving the environment, making the weather nicer if you can and having peace and quiet.”
- “Improve the roads and the safety side of things. I ride bikes and the roads physically put me and others at risk.”
- “I volunteer with gardening at the local church and help other people with their gardens.”

Affordability Other (2 mentions)

7% mentioned other.

- “Making the leisure centre prices cheaper would encourage more people to use it and keeping it, the equipment etc well maintained.”
- “Having free equipment like weights etc and free access to the gym would be nice.”

Stop building works (1 mention)

4% mentioned the building works.

- “What would help – not taking everything away by building on the fields. We're losing our ability to produce food, taking away the habitats for the wildlife and it means we won't be sustainable and we'll have to rely on importing foods.”

Diet (1 mention)

4% of respondents spoke about diet as a key to improving their health and wellbeing.

- “Stop eating chocolate.”

Public Transport (1 mention)

4% mentioned public transport.

- “They could make the buses better. I don't drive and I do need to get out sometimes.”

Where do you go to find out information for what is available locally?

In this question, we asked people where they would most likely go to find information for local events or services.

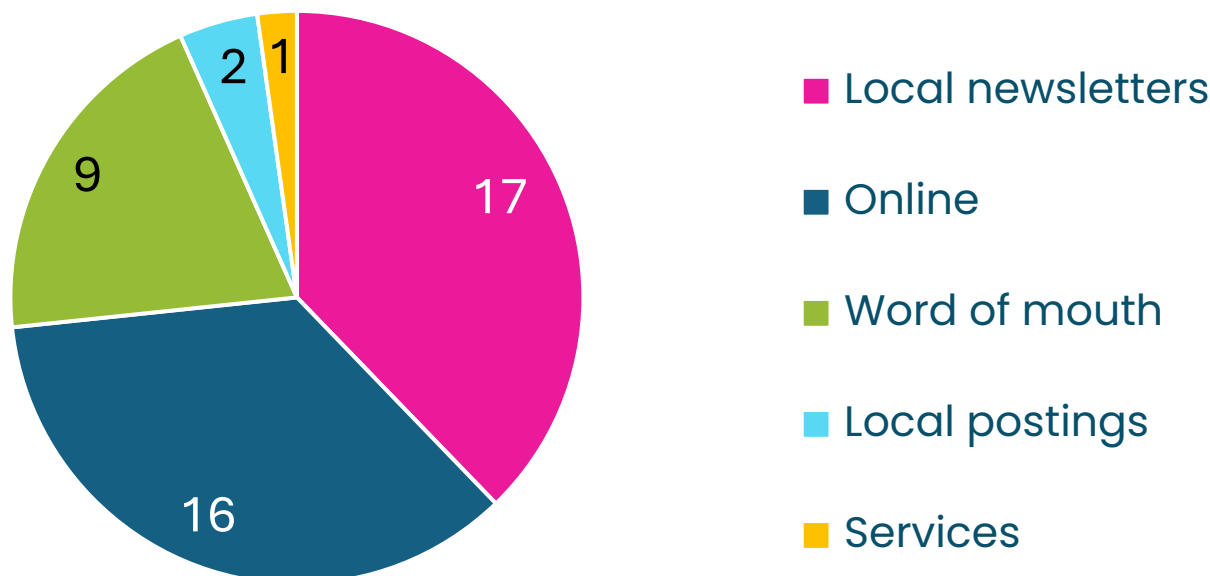


Figure 8 – Number of mentions of where respondents look for information

Local newsletters (17 mentions)

61% get their local information through local newsletters.

- "I look in the local paper, which is Kent Messenger."
- "We get a parish magazine to the house."
- "We have a local magazine that comes to our house. I also go online or attend the hub groups."
- "Village Voices, which is the local newspaper."
- "Find out what's going on locally and we guess the village magazine."
- "I get the Kent Messenger and the local magazine, which I think is called Hoo Voices"
- "If I want to know what's going on, I'd just go online; I do get the Hoo Voice delivered as well."
- "We get the parish magazine, Medway Matters is delivered by the council, Village Voices."
- "I get the parish magazine and I think it's called Medway Matters."

Online (16 mentions)

57% of people mentioned they would go online for information on what is happening locally.

- "Internet, Google, Facebook."
- "I usually go online."
- "Hoo Facebook page."
- "Used the Internet functionally."

- “Upnor Facebook page, Keep Upnor Green and a few other pages, like the Wainscott one. Most people advertise what's going on on there.”
- “I also go online or attend the hub groups.”
- “There's two pages on Facebook: there's 'Moan about Hoo' and 'Appreciation of Hoo'. A lot of residents are on them and they are the best to post on.”
- “We have a local Facebook group in Hoo.”

Word of mouth (9 mentions)

32% said that they would find out what is happening locally through word of mouth.

- “During the day, the Indian restaurant turns into a café and people chat and you hear things.”
- “Chatting to everybody.”
- “The community is very close.”
- “I ask my neighbours. Everybody around here talks to everybody else.”
- “Usually, I speak to my grandchildren! They know what's going on.”
- “We'll talk to other people and find out what's going on locally.”
- “Generally, we take our bikes and cycle round to see what's going on. Where we live, the post generally gets delivered to our house and then we have to take it round to our neighbours or the post goes to the post office and we go and collect it from there.”

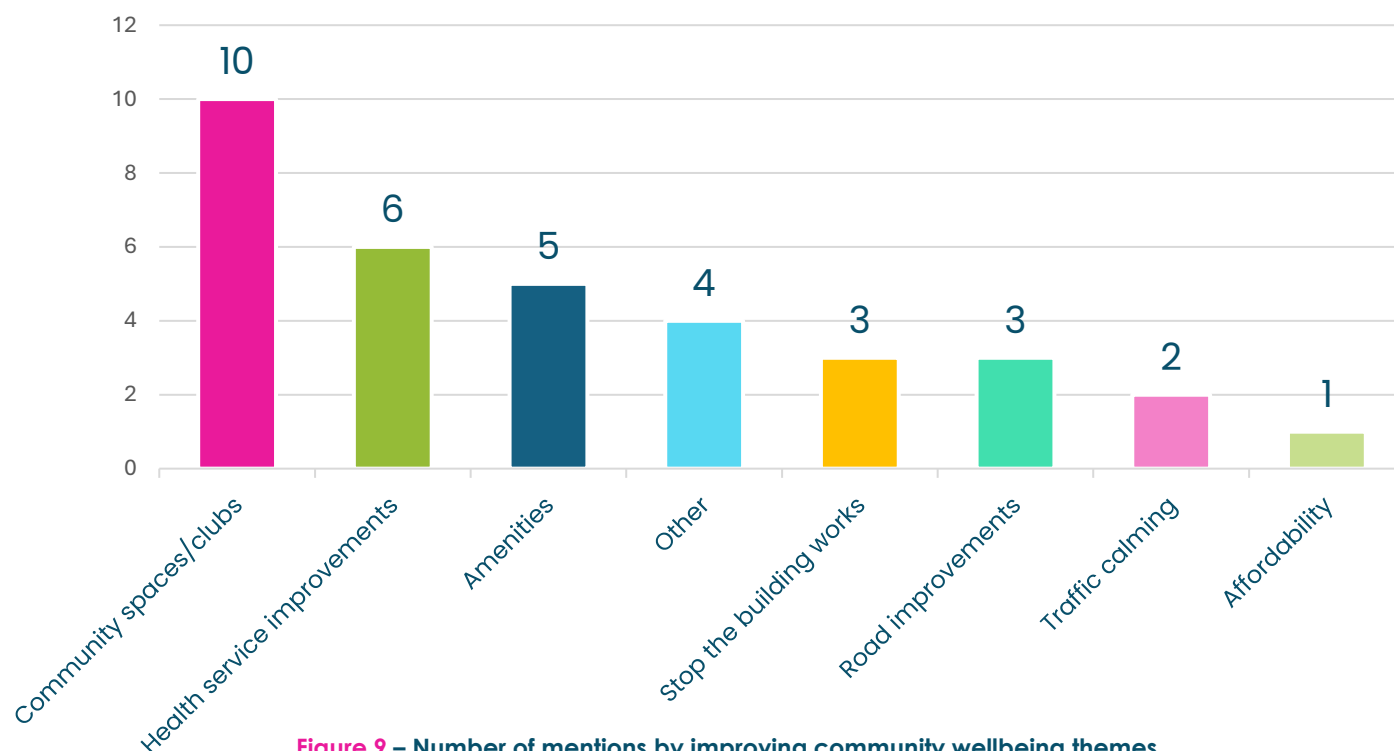
Local postings (2 mentions)

Another **7%** find out local information through local postings.

- “The pub has some information... so I know there is often a live singer at the pub on a Friday evening.”

What could be done to promote health and wellbeing within your community?

We asked people what could be done within their local areas and communities to improve their health and wellbeing.



Community spaces/Clubs (10 mentions)

The most mentioned idea for improving community health and wellbeing on this part of the Medway Peninsula was the implementation of community spaces and local clubs.

36% of people mentioned community spaces/club.

- "I think there should be more clubs than things like that. More health clubs and wellbeing clubs and meet-ups."
- "More green spaces for everyone to enjoy, and more clean green spaces. The nearest park is not clean at all and there is not much to do."
- "More for kids to do, so they aren't just hanging around parks. More youth clubs."
- "It would be nice to have a community space that wasn't a pub where people could just go and meet and maybe have a coffee. The parish council took over the Athena building, but they haven't done anything with it and there is nothing to do for young people, so it would be nice if there was something that they could do."
- "The community centre doesn't get used much. They've got their classes and now do a lot of them in Strood."
- "A youth centre would improve the mental health of the younger generation and it would help them with support, especially if they don't have that at home."

Health service improvements (6 mentions)

21% of respondents said that improvements to health services will improve community health and wellbeing.

- “If there was a magic wand, it would be good to bring back the cottage hospitals as we have a long way to go to get to a major hospital. All Saints were sold off for housing, St Bart's was a good hospital and it was used for rehab, but that got sold off. When Bishop Gundulf was around, he decreed that when the land was sold, the money should go back to the church. I don't know if that actually happened.”
- “Getting GP appointments, that would be good.”
- “Have a cottage hospital out here, so there's no need to travel further for miles to get out to the hospital. The hospital alone cannot deal with the population.”

Amenities (5 mentions)

18% mentioned more amenities will improve community health and wellbeing.

- “It would be nice to have some good food places.”
- “Good play areas for the children and a good youth club.”
- “It'd be nice to have a bank local because you have to go to the nearest town.”
- “Oh, if there was a magic wand, it could really do with improving the sports centre.”

Other (4 mentions)

14% of people spoke about other ways to improve community health and wellbeing.

- “Letting people know about where there are good dog walks. Help for kids to stay active and be healthy.”
- “Litter that could do with being collected that would be nice.”
- “It'd be nice to see more flowers planted around the area and for all the litter to be cleared up.”

Stop building (3 mentions)

11% said that stopping building would improve health and wellbeing for their community.

- “If there was a magic wand, I'd like all the building work to stop, so that we're not destroying everything that we have.”
- “Stop some of the development and its potential to add another 70 cars to the area.”

Road improvements (3 mentions)

11% said that road improvements would improve health and wellbeing for their community.

- “Have all of the roads resurfaced.”
- “The roads need lots of work filling in the potholes.”
- “The potholes in the road could really do with being mended.”

Traffic (2 mentions)

7% mentioned traffic.

- “There's lots of speeding that goes on, plus litter.”
- “Stopping people speeding.”

Affordability (1 mention)

4% mentioned affordability.

- “Drop everybody's bills down a bit. The water bills have gone up from £77 for a family of four to £150. That's more than a fifty percent increase.”

Demographic Breakdown

Gender

- **43%** of respondents identified as female (12).
- **57%** identified as male (16).

Age

- **7%** of people were between the ages 18 and 24 (2).
- **7%** were between 25 and 34 (2).
- **4%** were between 35 and 44 (1).
- **4%** were between 45 and 54 (1).
- **29%** were between 55 and 64 (8).
- **25%** were between 65 and 74 (7).
- **21%** were between 75 and 84 (6).
- **4%** were between 85 and 94 (1).

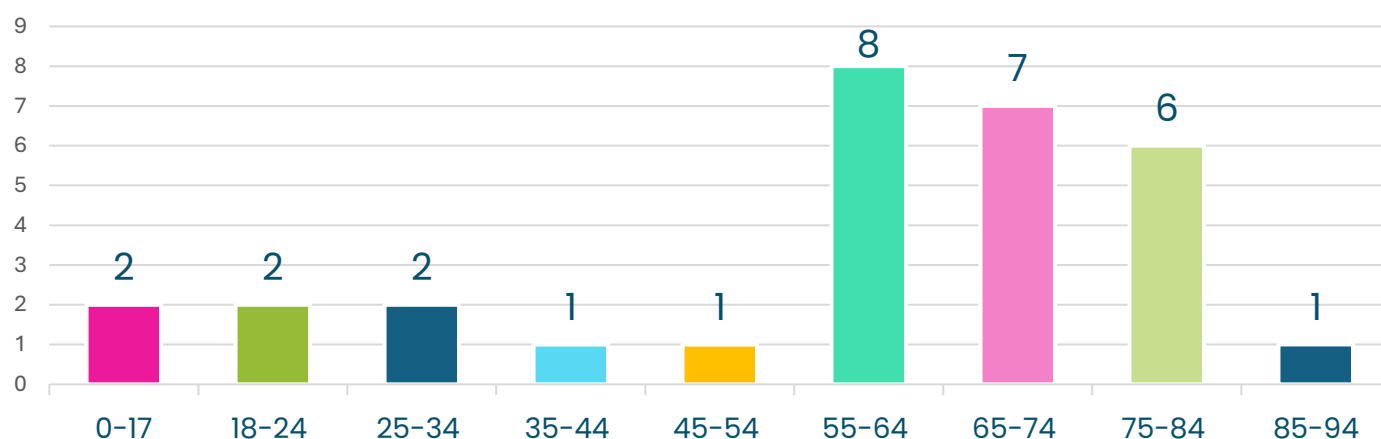


Figure 10 – Number of participants by age

Ethnicity

- **89%** of respondents identified as White British (25).
- **4% identified as** Black British (1).
- **4%** identified as Asian British (1).
- **4%** identified as Any other Asian/Asian British background (1).

Demographics

- **32%** identified as having a long-term health condition (9).
- **11%** identified as having a disability (3).
- **7%** identified as having a mental health issue (2).
- **4%** of respondents identified as being a carer (1).

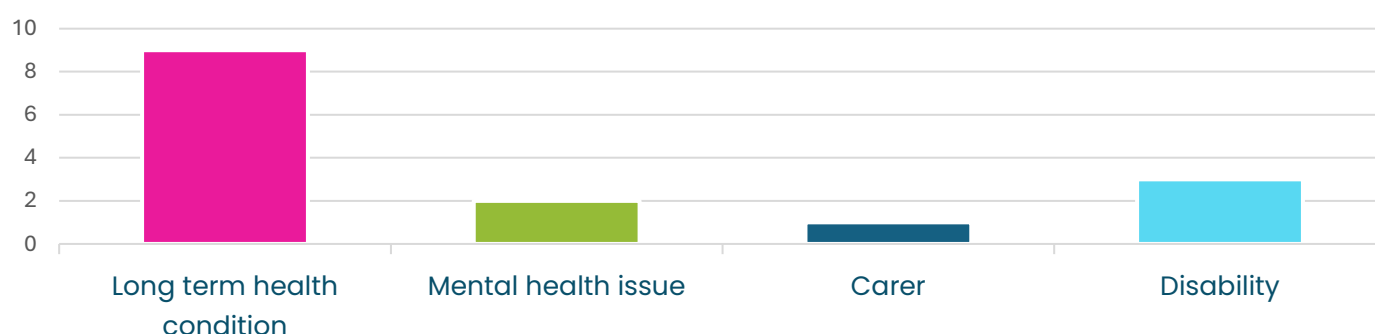


Figure 11 – Number of participants by other demographics

Insights to Inform

These insights to inform are meant for this series of reports as a whole. There will be 9 reports in this series coming out across 2025, as a follow on from the 9 reports in our 'Medway Areas' series in 2024.

- For Medway Council and the NHS in Kent and Medway to use these insights to inform their work.



If you would like to chat with us about the report you can reach us through the following routes:

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**Text us on 07525 861 639. By
texting 'NEED BSL', Healthwatch's
British Sign Language interpreter will
make contact and arrange a time to
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