

Healthwatch Medway spoke to 47 residents living on the upper peninsula in January 2026.

Did you know?

55% of people mentioned access to healthcare.

94% of the feedback about access to healthcare was negative and only 6% of the feedback about access to healthcare was positive.

“I have diabetes, but they told me it is managed on the computer because the doctor is in Birmingham. I don't have a computer, so I need to get someone to help me. Luckily for me, my daughter comes to see me every week and can do things like that.”

27% of people who mentioned healthcare told us that not having a computer/internet access was a barrier to accessing healthcare.

Relying on family

Residents mentioned that not having or not being able to use a computer means that they rely on family help to arrange healthcare, resulting in residents only being able to access healthcare when a family member is free to help.

Age inequality

When compared with the age profile of the whole sample, residents aged 75–84 were around **twice as likely** to report digital exclusion as a barrier to healthcare. No residents below the age of 45 reported this issue.

51% of people mentioned GP surgeries.

Distance as a barrier

15% of residents mentioned the inconvenience of the location of the GP surgery in Hoo meant that travelling the distance can be difficult and creates a barrier to accessing care. This issue was almost **two times more likely** to be raised by people with long-term health conditions.

Continuity of care

9% of residents mentioned how they felt their healthcare was not joined up between services.

“I have had two visits to Medway Maritime hospital, but my doctor’s surgery didn’t get informed and nor did the hospital have any details about me or my condition, not even on the second visit. The first time the person didn’t even check me in correctly and someone else had to re-do it.”

Community assets mentioned:

- Universal Stores
- Martin’s Shop
- Rose’s Tea Room
- Knights Road Pharmacy
- Fish Express
- Six Bells Pub
- Post Office
- Grain Library

43% of the 47 residents we spoke to who live on the upper peninsula mentioned the community.

95% of residents that mentioned the community spoke positively about it, with residents mentioning positive impacts such as...

Positive social impacts

58% of people who mentioned community said it had a positive impact on their social life.

Residents feeling safer

16% of those who mentioned community told us about their positive impact on their safety.

Residents feeling supported

26% of those who mentioned community told us they felt supported by their community.

Everyone who mentioned the community contributing to the area feeling safer was female.

“There is a strong community on Facebook. That helps when things like the closing of the level crossing are coming or when kids ride their motor bikes over the football field. It’s self-regulating. Parents see their children in the photos and tell everyone that they will deal with it. Sort of makes up for no police.”

Residents also highlighted several community groups that make a difference to them:

- All Saints Church
- Lunch Club at the Hogarth Pub
- Men In Sheds
- The Village Club at the Memorial Hall
- Grain Library Book Club
- wHoo Cares

“[The people at the shops] are all really friendly and look after me. The girls in the fish and chip shop have helped me with my shopping and do me a special small portion when I fancy a fish supper.”

“We stick together out here. We have to look after ourselves because the council doesn’t do anything to help. Look at wHoo Cares. They are all locals helping locals. They are a lifeline to so many out here.”

13% of residents told us that the upper peninsula feels neglected by Medway Council.

“I really like living here but I think the council seems to think that Medway stops at Hoo. For the majority of services, we seem to get forgotten about over here.”

70% of the 47 residents we spoke to who live on the upper peninsula mentioned transport and road quality.

30% of people told Healthwatch Medway that the bus service on the upper peninsula is poor. Residents say that the poor service has negative effects on them and the community.

Impact on residents

Residents said the poor service affects their ability to attend appointments and do grocery shopping. Some people told us they now rely more on support groups and family members.

Impact on community

“No-one from here can work in retail unless they have their own car because of the bus service, so any of the teenagers that maybe wanted to get a Saturday job couldn’t unless someone else takes them as the buses don’t start until 8am on a Saturday.”

The majority of people mentioning issues accessing bus services were from more rural areas of the peninsula, such as the Isle of Grain and Allhallows.

Percentage of mentions by location:

- Isle of Grain – **57%**
- Allhallows – **29%**
- Cliffe – **7%**
- High Halstow – **7%**

32% of residents mentioned poor road quality.

13 of the 15 residents who mentioned roads told us about potholes, with 4 residents who told us potholes have caused damage to their cars.

5 of the 15 residents who raised concerns about road quality also told us that flooding in the area creates dangerous conditions, resulting in some residents staying indoors due to feeling unsafe on the road.

What do residents want to see improved?

34% of residents would like to see an improvement in healthcare services. Residents in the Isle of Grain and High Halstow would like a GP closer to where they live. Others would like an increase in availability of GP services.

32% of residents would like to see an improvement in roads conditions and potholes.

Want more information on these stats?

Interested in other areas of Medway?

You can get in touch with us at enquiries@healthwatchmedway.com to discuss this infographic, request more data or be pointed towards our in-depth reports. This data comes from a year long Healthwatch Medway project looking at the wider determinates of health for residents across the whole area of Medway.

www.healthwatchmedway.com