

28 July 2023

## FAQ - Simple wound care pilot

To help with quick answers to specific points, please see list of frequently asked questions. These will be reviewed and updated as we receive feedback.

### What is the simple post-op wound care service?

Most cuts and grazes can be treated at home and will start to heal in a few days. But some wounds may need to be treated by a medical professional if there's a risk of infection, if the injury is serious, or if you have recently had an operation.

Simple wound care services are available across North East London to support you with managing wounds such as skin ulcers, first degree burns, post-surgical sutures, clips removal and routine dressings.

### When should I access the simple wound care service?

You should make an appointment with the service when you are advised by your doctor or nurse that you need your wound to be cared for with a dressing.

### Why will different areas have different providers?

To ensure that we have equal coverage across our boroughs, this service will be provided at community sites, by NELFT NHS Foundation Trust and some GPs, meaning that we can ensure greater choice and access for our residents.

### How can I book an appointment online with the simple wound care service?

- **Barking and Dagenham:**

You can book online here: <https://app.10to8.com/book/swcbarkingdagenham/>

If you are unable to book online, then you can book by calling: 07935 534 762.

The phone number is open Monday to Friday from 3:30pm to 6pm. This does not include bank holidays.

- **Havering:**

You can book online here: <https://app.10to8.com/book/swchavering/>

If you are unable to book online, then you can book by calling: 020 4539 2837. The phone number is open Monday to Friday from 3:30pm to 6pm. This does not include bank holidays.

- **Redbridge:**

You can book online here: <https://app.10to8.com/book/redbridgeswc/>

If you are unable to book online, then you can book by calling: 07935 534 762. The phone number is open Monday to Friday from 3:30pm to 6pm. This does not include bank holidays.

### Can I visit any site?

No, you will need to book into a site connected to your GP Practice and the booking system will guide you through this. The full list of sites is available on the other side of this leaflet.

**Weekend appointments for residents living in all three boroughs Barking and Dagenham, Havering and Redbridge are provided at Barking Hospital.**

### If I'm not able to attend my appointment, what do I do?

If you need to cancel your appointment please do so as soon as possible (ideally 24 hours before the appointment time) to ensure another person can be booked

## Where will my appointment take place?

There are seven locations across Barking and Dagenham, Havering and Redbridge, the booking system will show you which site is the closest to your GP practice and provide available time slots for appointments. Weekend appointments for residents living in all three boroughs are provided at Barking Hospital. These are:

## What if I'm not registered with a GP practice in Barking, Dagenham, Havering or Redbridge?

If you are registered with a GP in another area: please call your GP Practice for advice on your local Simple Wound Care service.

Borough	Opening times	Site 1	Site 2
Barking and Dagenham	Weekdays 8am-6.30pm	Barking Hospital Upney Lane, Barking IG11 9LX  Parking is available.	
	Saturday and Sunday 9am-5pm	Barking Hospital Upney Lane, Barking IG11 9LX  Parking is available	
Havering	Weekdays 8am-6.30pm	Rosewood Medical Centre 30 Astra Close Hornchurch RM12 5NJ  Parking is available	North Street Medical Practice 274 North Street, Romford RM1 4QJ  <b>WEDNESDAY MORNINGS ONLY – 8AM-1.30PM</b>  Parking is available
Redbridge	Weekdays 8am-6.30pm	The Loxford Practice 417 Ilford Lane, Ilford IG1 2SN  Parking is available.	Gants Hill Medical Centre 63-65 Ethelbert Gardens, Gants Hill, Ilford IG2 6UP  Parking is not available.
	Weekdays 8am-6.30pm	Newbury Group Practice 40 Perrymans Farm Rd, Ilford IG2 7LE  Off street parking is available.	Fullwell Cross Medical Centre 1 Tomswood Hill, Fullwell Cross, Ilford IG6 2HG  Disabled parking only for badge holders.
	Tuesdays 1pm to 6.30pm	Glebelands Practice 2 Glebelands Avenue, London E18 2AB  Pay and display parking available	

### **What if I'm not registered with a GP practice at all?**

If you are not registered with a GP Practice you may attend your local Urgent Treatment Centre for simple wound care. If you are located within Barking & Dagenham, Havering or Redbridge then your local Urgent Treatment Centres are located at Barking Community Hospital, Harold Wood Polyclinic, King George Hospital, Queens Hospital.

To register online with a GP Practice in Barking and Dagenham, Barnet, Camden, City and Hackney, Enfield, Havering, Haringey, Islington, Newham, Redbridge, Tower Hamlets or Waltham Forest you may use Register with a GP online - NHS London ([eastlondonregistergp.nhs.uk](http://eastlondonregistergp.nhs.uk)) or go to The NHS website - NHS ([www.nhs.uk](http://www.nhs.uk)) for advice on how to register with a GP practice.