

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: 020 4539 2837.
The phone number is open Monday to Friday from 4pm to 6pm, and Saturday and Sunday 12 to 2pm. 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 4pm to 6pm, and Saturday and Sunday 12 to 2pm. 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 4pm to 6pm, and Saturday and Sunday 12 to 2pm. This does not include bank holidays.

Can I visit any site?

Yes, you can visit any site where an appointment is available. Weekend appointments for residents living in 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?

You can book an appointment at one of nine locations across Barking and Dagenham, Havering and Redbridge. Weekend appointments for residents living in all three boroughs are provided at Barking Hospital. These are:

Borough	Opening times	Site 1	Site 2
Barking and Dagenham	Weekdays	Barking Hospital Upney Lane, Barking IG11 9LX Parking is available.	Broad Street Medical Centre, Morland Road, Dagenham RM10 9HU Parking is available.
	Saturday and Sunday	Barking Hospital Upney Lane, Barking IG11 9LX Parking is available	
Havering	Weekdays	Rosewood Medical Centre 30 Astra Close Hornchurch RM12 5NJ Parking is available	
Redbridge	Weekdays	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	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 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.

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) or go to The NHS website - NHS (www.nhs.uk) for advice on how to register with a GP practice.