

## FAQ - Simple Wound Care Service

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 Patients:**

You can book online here: <https://bookings.herohealth.net/s/2dd23bix> or scan the QR code



If you are unable to book online, then you can book by calling: **020 3981 3500 (Option 2)**

The phone number is open Monday to Friday from 12pm to 2:30pm. This does not include weekends and bank holidays.

- **Havering Patients:**

You can book online here: <https://bookings.herohealth.net/s/sxgro1wp> or scan the QR code



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 12pm to 2:30pm. This does not include weekends and bank holidays.

- **Redbridge Patients:**

**If your GP surgery is in Redbridge (excluding Newbury Group Practice, Hainault Surgery or Fullwell Cross Medical Centre), please use this link –**

You can book online here: <https://bookings.herohealth.net/s/c89ucm1d> or scan the QR code



If you are unable to book online, then you can book by calling: **020 3981 3500 (Option 2)**

The phone number is open Monday to Friday from 12pm to 2:30pm. This does not include weekends and bank holidays

**If your GP surgery is in Redbridge and is Newbury Group Practice, Hainault Surgery or Fullwell Cross Medical Centre –**

You can book online here: <https://bookings.herohealth.net/s/j6noo298> or scan the QR code



If you are unable to book online, then you can book by calling: **020 3981 3500 (Option 2)**  
The phone number is open Monday to Friday from 12pm to 2:30pm. This does not include weekends and 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 and can be booked using the following link: <https://bookings.herohealth.net/s/10tdk31o> or scan the QR code.



### **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.

### **What if I'm not registered with at 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.

| Borough              | Opening times                               | Location 1  | Location 2   |
|----------------------|---|---|--|
| Barking and Dagenham | Weekdays<br>9:00am-6.00pm                   | <b>Barking Hospital</b><br>Upney Lane, Barking IG11 9LX<br><b>Parking is available.</b>                                       |  |
|                      | Saturday & Sunday and Bank Holidays 9am-5pm | <b>Barking Hospital</b><br>Upney Lane, Barking IG11 9LX<br><b>Parking is available</b>  |  |
| Havering             | Weekdays<br>8am-9.30pm                      | <b>Rosewood Medical Centre</b><br>30 Astra Close<br>Hornchurch RM12 5NJ<br><b>Parking is available</b>                        | <b>Rush Green Medical Centre</b><br>261 Dagenham Road,<br>Romford RM7 0XR.   |
| Redbridge            | Weekdays<br>10am-6.30pm                     | <b>Oak Tree Medical Centre</b><br>273-275 Green Lane,<br>Ilford IG3 9TJ<br><b>Off street parking is available</b>             | <b>Forest Edge Practice,</b><br>Hainault Health Centre,<br>Chigwell, IG7 4DF<br><b>Off street parking is available</b>                 |
|                      | Weekdays<br>8am-6.30pm                      | <b>Newbury Group Practice</b><br>40 Perrymans Farm Rd,<br>Ilford IG2 7LE<br><b>Off-street parking is available.</b>           | <b>Fullwell Cross Medical Centre</b><br>1 Tomswood Hill, Fullwell Cross, Ilford<br>IG6 2HG<br>Disabled parking only for badge holders. |
|                      | Wednesday's<br>1pm-5.00pm                   | <b>Gants Hill Medical Centre</b><br>63-65 Ethelbert Gardens, Gants Hill,<br>Ilford IG2 6UP<br><b>Parking is not available</b> |  |
|                      | Wednesday's<br>10:00am-6.00pm               | <b>Glebelands Practice,</b><br>2 Glebelands Avenue,<br>London E18 2AB<br><b>Pay and display parking available</b>             |  |

\*Please refer to the booking page for the most up to date times, locations and days of operation