

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:

<https://app.10to8.com/book/swcbarkingdagenham/>

Havering:

<https://app.10to8.com/book/swchavering/>

Redbridge:

<https://app.10to8.com/book/redbridgeswc/>

- **Can I book by telephone?**

The phone booking option will be available shortly.

- **Can I visit any site?**

Yes, you can visit any site where an appointment is available.

- **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. These are:

Borough	Site 1	Site 2
Barking and Dagenham - Weekdays	Barking Hospital Upney Lane, Barking IG11 9LX	Broad Street Medical Centre, Morland Road, Dagenham RM10 9HU
Parking	Yes	Yes
Saturday and Sunday	Barking Hospital Upney Lane, Barking IG11 9LX	
Parking	Yes	
Havering - Weekdays	Rosewood Medical Centre 30 Astra Close Hornchurch RM12 5NJ	Petersfield Surgery 70 Petersfield Avenue Romford RM3 9PD
Parking	Yes	Off street parking
Redbridge - Weekdays	The Loxford Practice 417 Ilford Lane, Ilford IG1 2SN	Gants Hill Medical Centre 63-65 Ethelbert Gardens, Gants Hill, Ilford IG2 6UP
Parking	Yes	None
Redbridge- Weekdays	Newbury Group Practice 40 Perrymans Farm Rd, Ilford IG2 7LE	Fullwell Cross Medical Centre 1 Tomswood Hill, Fullwell Cross, Ilford IG6 2HG
Parking	Yes / Off street parking	Disabled badge holders only

- **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.



North East London