

Simple Wound Care

What is this 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 to all patients over the age of 16 who are registered with a GP practice in Barking & Dagenham, Havering or Redbridge. The services support patients with managing wounds such as skin ulcers, first degree burns, post-surgical sutures, clips removal and routine dressings.

How does it work?

You will be advised to book an appointment by your doctor or a nurse if you have a wound that needs to be cared for with a dressing.

You can book an appointment seven days a week at a time convenient to you.

Appointments are available Monday to Friday from 8am-9.30pm and on Saturday & Sunday and Bank Holidays between 9am-6pm. (times will vary depending on location)

How can I make an appointment?

You can book an appointment online or by contacting the team on one of the numbers below.

To ensure continuity of care due to a high demand for appointments, we encourage booking all your required follow-up appointments at the same time as your initial appointment

- **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: **0204 531 8660**. The phone number is open **Monday - Friday** 17:30pm till 22:00pm, **Weekends** 09:30am till 17:00pm and **Bank Holidays** 09:30am till 14:00pm

- **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.

Where will I need to go for my appointment?

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.

What do I need for my appointment?

Remember to bring with you the discharge letter from your operation / procedure / appointment, as it will contain important information about your wound the service will need to know at your first appointment.

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.

Borough	Location 1	Location 2
Barking and Dagenham	Barking Hospital Upney Lane, Barking IG11 9LX Parking is available.	
Havering	Rosewood Medical Centre 30 Astra Close Hornchurch RM12 5NJ Parking is available	Rush Green Medical Centre 261 Dagenham Road, Romford RM7 0XR.
Redbridge	Oak Tree Medical Centre 273-275 Green Lane, Ilford IG3 9TJ Off street parking is available	Forest Edge Practice, Hainault Health Centre, Chigwell, IG7 4DF Off street parking is available
	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.
	Gants Hill Medical Centre 63-65 Ethelbert Gardens, Gants Hill, Ilford IG2 6UP Parking is not available	
	Glebelands Practice, 2 Glebelands Avenue, London E18 2AB Pay and display parking available	

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