

## Who to contact to make an appointment

Tissue viability service –  
Administration Office

**t:** 01634 382247

9am – 12.30pm and 13.30 -  
16.30pm Monday to Friday  
excluding Bank Holidays  
(for **cancellations only** leave a  
message on answer phone  
01634 334211)

**f:** 01634 382295

Unit 5 Ambley Green, Bailey  
Drive, Gillingham, Kent ME8  
0NJ



## Sharing your information

Your information will only be  
disclosed to those who have a  
genuine need to know and who  
agree to keep your information  
confidential. For your direct care  
we often share information with:

- NHS hospitals and clinics
- GPs
- Social care

Medway Community Healthcare CIC

Providing services on behalf of the NHS

Registered office: MCH House, Bailey Drive,  
Gillingham, Kent, ME8 0PZ

Tel: 01634 337593

Registered in England and Wales,

Company number: 07275637

Medway Community Healthcare  
provides a wide range of high  
quality community health services  
for Medway residents; from  
community nurses and health  
visitors to speech and language  
therapists and out of hours urgent  
care.

## Customer care

Please send any comments about  
Medway Community Healthcare  
services to: -

Customer care coordinator  
Medway Community Healthcare  
MCH House, Bailey Drive,  
Gillingham, Kent, ME8 0PZ

**t:** 01634 334650

[medwaycustomer@nhs.net](mailto:medwaycustomer@nhs.net)

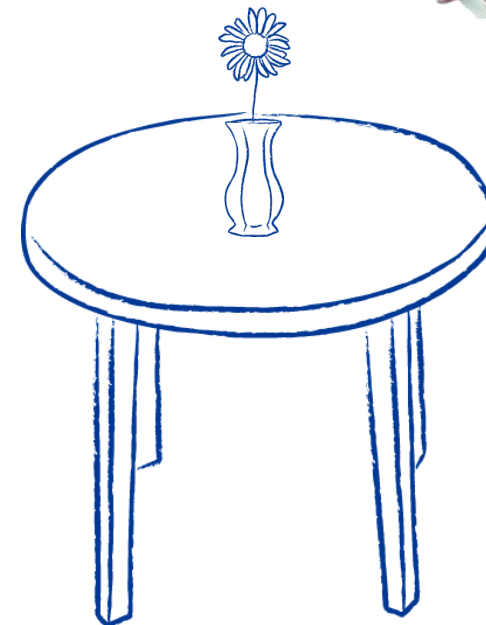
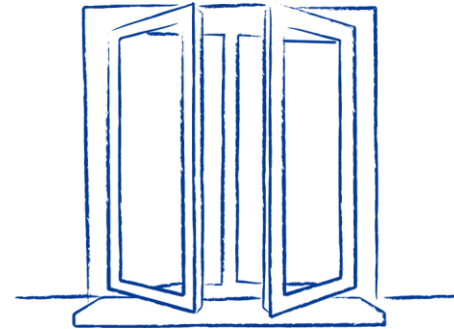
All contact will be treated  
confidentially

This information can be made  
available in other formats and  
languages. Please contact:  
[medch.communications@nhs.net](mailto:medch.communications@nhs.net)

Leaflet reference: MCH142-4



## Wound therapy clinic Tissue viability service



## The wound clinic and you

Our goal is to provide our patients and their families with knowledge and confidence to enable you to participate in your wound care.

We are here to help you to help yourself.

The staff in the clinic can provide you with the most appropriate care for your wound and offer advice on any concerns you may have.

Wound Clinic Locations:  
Rochester Healthy Living Centre,  
Delce Road,  
Rochester,  
ME1 2EL

Rainham Healthy Living Centre,  
103-107 High Street,  
Rainham,  
ME8 8AA

Lordswood Healthy Living Centre,  
Sultan Road,  
Chatham,  
ME5 8TJ

Balmoral Gardens Healthy Living Centre,  
Balmoral Gardens,  
Gillingham,  
ME7 4PN.

### How to make an appointment

Telephone the number at the times shown on the back of this leaflet to make an appointment. You will be asked to give your personal details including contact telephone number.

It is important to make your appointment as soon as you know you need to be seen for wound treatment.

If you cannot attend an appointment you have made please telephone and cancel this as soon as possible. Other people may be offered your appointment.

### What to bring with you to the clinic

Whenever you visit the clinic you should bring any referral letters with you and any dressings you have been given for your wound. Once you are a patient of the clinic you will be given your own notes, which you should keep safe and bring with you to every appointment.

You should also bring your NHS number with you when you attend your appointment. This is a 10-digit number that can be found on your white NHS medical card.

### Getting to your appointment at the clinic

If needed there are voluntary services who may be able to help with transport, for example Hands Rochester (t: 01634 830371) or Hands Gillingham (t: 01634 264464).

### Other information

Medical and nursing students may observe your appointment. Please let the wound clinic nurse know if you would prefer that they are not present.

If you have any concerns about sharing your information, please discuss these with your doctor or health professional who will be able to advise you of your rights.

We welcome all comments on our service so that we can ensure it meets the needs of people living in Medway.

Please send any correspondence to the customer care address overleaf.

