

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

Following the principles within the General Data Protection Regulation (GDPR), MCH processes your data for purposes of:

- provision of health or social care or treatment
- medical diagnosis
- preventative or occupational medicine
- management of health or social care systems and services, carried out by, or under the supervision of health professional or another person, who in the circumstances owes a duty of confidentiality under an enactment or rule of law

Who to contact

Community nursing service
See inside leaflet for details of your local service

Leaflet reference: MCH 018-7

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

Our privacy notice is available at www.medwaycommunityhealthcare.nhs.uk/privacy/

If you would like to view or request a copy of your patient record, please contact us at

medch.dataprotection@nhs.net or on 01634 334640. In most instances this service is free and we aim to provide the requested information within 1 calendar month. More information can be found by visiting: www.medwaycommunityhealthcare.nhs.uk/contact-us/information-about-me/

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: 0300 123 3444
medch.customercare@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



Neighbourhood nursing Team Information for GPs, health and social care professionals, patients and carers



Services provided

Community nurses provide a range of care and support to patients 18 years or over with a Medway GP who have a health need and are housebound (the term 'housebound' means that a patient is physically unable due to illness or surgery to leave their home. A patient's 'housebound' status can vary over time).

They are based in local care teams and are well placed to access expert knowledge from other team members and local community networks. This includes, if required, undertaking assessments with social care colleagues. Services available include the following:

Chronic disease management to maintain stability, promote independence and reduce avoidable hospital admissions

Comprehensive individual assessment of needs to develop individual care plans

Continence care: skilled assessment, provision of aids, catheter and bowel management

Health promotion: general and specialised advice and support including help to stop smoking

Leg ulcer clinics: treatment and advice for leg ulcer patients able to access a clinic setting

Medicines management: advice and support about medication, disconnection of chemotherapy, intravenous therapy and provision of equipment for enteral feeding regimes

Monitoring and screening: chronic disease management, diagnostic procedures and phlebotomy (blood tests)

Palliative care: management and symptom control for patients living with life limiting conditions and end of life care.

Provision of equipment: advice and assessment to help maintain activities of daily living and meet nursing needs

Skin care: pressure areas and post operative wound care

Working hours and how to refer

Community nursing is available 24 hours a day, 7 days a week.

Referrals are welcomed from GPs, health and social care professionals.

The community nurses are based in local care teams so please phone or email your nearest team.

To contact a community nurse between the hours of 5pm and 9am (Mon - Fri), weekends and bank holidays, please call MCH OneCall

Out of Hours

The Out of Hours Team operates from 18:00hrs – 07:00hrs. All visits cannot be guaranteed a specific time due to the changing needs of our patients.

0300 123 3444
(select option 3)



Community nursing team are located at:

Strood Neighbourhood Nurses

Keystone Centre
Gun Lane,
Strood, ME2 4UL
t: 0300 123 3444
medch.stroodcommunityteam@nhs.net

Rochester Neighbourhood Nurse

Rochester Healthy Living Centre
Delce Road, Rochester ME1 2EL
t: 0300 123 3444
medch.rochestercommunityteam@nhs.net

Chatham Neighbourhood Nurses

Healthy Living Centre
Sultan Road
Chatham, ME5 8TJ
t: 0300 123 3444
medch.chathamcommunityteam@nhs.net

Gillingham Neighbourhood Nurses

MCH House
t: 0300 123 3444
medch.gillinghamcommunityteam@nhs.net

Rainham Neighbourhood Nurses

MCH House
t: 0300 123 3444
medch.rainhamcommunityteam@nhs.net