

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

Tissue Viability
t: 0300 123 3444

Our privacy notice is available at [medwaycommunityhealthcare.nhs.uk/privacy/](https://www.medwaycommunityhealthcare.nhs.uk/privacy/)

If you would like to view or request a copy of your patient record, please email medch.dataprotection@nhs.net or call 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:

[medwaycommunityhealthcare.nhs.uk/contact-us/information-about-me/](https://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 1233444

medch.customercare@nhs.net

All contact will be treated confidentially
This information can be made available in other formats and languages. Please email medch.communications@nhs.net

Ref: MCH 725



Need to talk?



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 Talking Therapies

Feeling low, anxious or stressed?

If you are aged 17.5+ and are registered with a Medway GP, you can contact Kent and Medway Talking Therapies.

everyturn.org/medway

0300 029 3000

Live Well Kent and Medway

Help with mental and physical health and wellbeing and signposting to employment, housing and financial support.

info@livewellkent.org.uk

Freephone 0800 567 7699

Age Concern Silver Line

0800 470 80 90

Ieso

Offers online and text-based therapy for people in Medway
www.iesohealth.com

0800 074 5560

(9am - 5.30 weekdays)

5 ways to wellbeing

1. Connect
2. Be active
3. Keep learning
4. Taken notice
5. Give

www.mhim.org.uk/document

IMAGO

Medway wellbeing navigation service 01892 530330

Kmccg.carenav-medway@nhs.net

Medway Safe Haven

07850 901151

07808 795036

Medway Men in Sheds (Sunlight Centre)

Sessions tailored to individual interests & experience. Materials, tools and training provided. Opportunity to talk to others.

01634 581511

medwaymeninsheds@sunlighttrust.org.uk

Mind

0300 123 3393 (Mon-Fri 9am-6pm except bank holidays)

www.mind.org.uk

Hub of Hope

Mental health support database

Hubofhope.co.uk

Free app download

Cruse (Bereavement)

www.cruse.org.uk

Helpline 0808 808 1677

Age Concern Silver Line

0800 4708090

**IF URGENT
HELP
REQUIRED
call 999**

Kent and Medway Mental Health Crisis Line

111 option 2

Samaritans (24 hours)

116 123 from any phone

Shout

Text SHOUT 85258

giveusashout.org

Mental Health Matters

(24 hours) 0800 107 0160

Urgent Mental Health Helpline (24 hours)

0800 783 9111

Saneline (6am-11pm)

0300 304 7000