

## 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 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.

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

Our privacy notice is available at [medwaycommunityhealthcare.nhs.uk/privacy/](http://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](mailto: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:

[medwaycommunityhealthcare.nhs.uk/contact-us/information-about-me/](http://medwaycommunityhealthcare.nhs.uk/contact-us/information-about-me/)

## Customer care

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

Customer care manager  
Medway Community Healthcare  
MCH House, 21 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: MCH511



## Understanding your wound

Tissue viability and wound therapy service



Medway Community Healthcare CIC  
Registered office: Unit 5 Ambley Green, Bailey Drive,  
Gillingham Business Park, Gillingham, Kent ME8 0NJ  
Tel: 01634 382777  
Registered in England and Wales,  
Company number: 07275637



## Understanding your wound

### Healing

Your wound has been left to close and heal naturally as your body knows how to heal itself. Your wound has damaged the tiny blood vessels (capillaries) that bring oxygen and food to growing cells. To help your body to heal itself the wound needs to be kept warm and moist to allow the cells and tiny blood vessels to re-grow.

### Healing time

Healing time depends on your general health and age. It could take weeks or sometimes months to heal.

### Dressings

A dressing will be used to protect your wound from further damage and to keep it warm and moist. Modern dressings are specially designed to last longer. The dressing will only be changed when necessary to avoid damaging the repair work in your wound as every time your dressing is changed it can take up to 90 minutes for the wound to warm up and start healing again.

Do not remove your dressing unless advised to do so because it will cause slow healing.

## Cleaning your wound

To help your wound heal, your therapist will only clean your wound if it is very dirty or messy. Unnecessary cleaning can remove the body's natural cleansers, healing factors and can damage repairing cells. Growing cells are very delicate and antiseptics (Savlon, Dettol etc) are strong and may damage healing wounds.

### Infection

Look out for signs of infection which are:

- redness
- heat
- swelling
- discharge
- odour
- pain or feeling generally unwell.

If any of these signs occur, contact your GP or the wound clinic service.

### How can you help your wound

Eat a healthy balanced diet, with plenty of proteins, fruit and vegetables.

If you can, keep active as this helps the circulation. Let your therapist know if you are taking any medication as some slow wound healing.

## Removal of clips, stitches and steri-strips

Following removal you should keep your wound dry for 24 hours. You may not need another dressing. Although your wound looks healed it is still delicate. If the scar re-opens contact the wound clinic service or your GP.

### Caring for your scar

Your scar may be sensitive so avoid rubbing or scratching it. To reduce scarring you can use a non-perfumed moisturiser such as Vitamin E cream, Evening Primrose Oil or E45 cream.

You must always wear a high factor sun cream or block on your scar when in the sun as it is at greater risk of sun damage. This can break down your scar line or make it very painful.

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### Who to contact to make an appointment

Wound therapy service  
Administration office  
t: 01634 382247

9am - 16.30pm Monday to Friday  
excluding Bank Holidays  
(for cancellations only outside these hours leave a message on answer phone 01634 334211)  
Unit 7 Ambley Green Bailey Drive  
Gillingham Kent  
ME8 0NJ

