

## 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: -

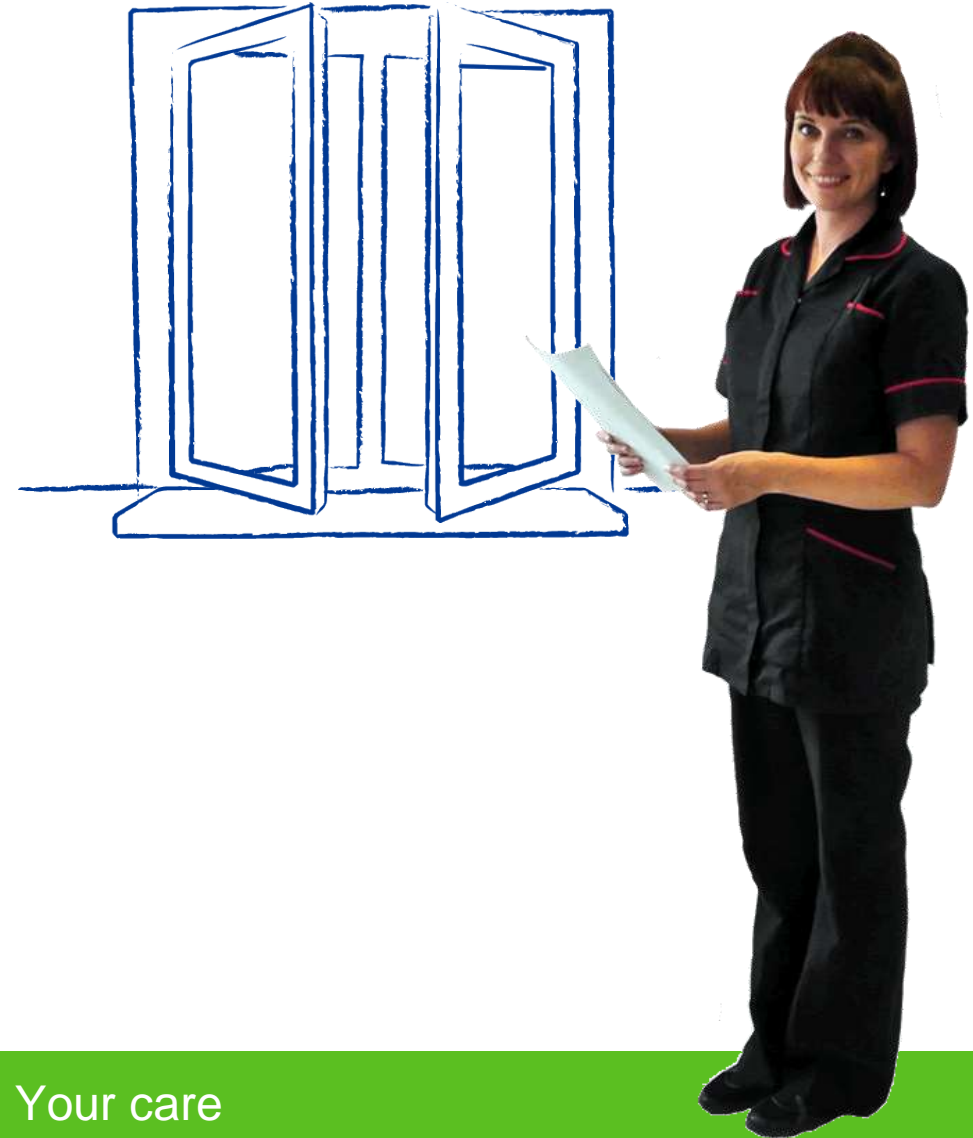
Customer care coordinator  
Medway Community Healthcare  
MCH House, Bailey Drive,  
Gillingham, Kent, ME8 0PZ  
t: 01634 334650  
[medwaycustomercare@nhs.net](mailto:medwaycustomercare@nhs.net)

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: MCH142-3



## Wound therapy clinic Tissue viability and wound therapy service



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



## 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

Keystone  
Gun Lane,  
Strood,  
ME2 4UL

### 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.

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) Hands Gillingham (t: 01634 264464) or G4S Transport (0800 096 0211).

### 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.

### 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  
[Woundclinic.medway@nhs.net](mailto:Woundclinic.medway@nhs.net)

