

Oxleas  
NHS

*Improving lives*

## Greenwich complex wound care

Information for service users and carers

[oxleas.nhs.uk](https://oxleas.nhs.uk)



# Introduction






The Complex Wound Care Team are highly trained nurses who can provide you with an assessment and plan of care. They will give you advice on any concerns you may have with your wound.

## Who we see

We provide nursing care to adults aged 18 and over.

## Where will you be seen

We see patients in their own home or residential/nursing home, and we run clinics at the below 5 locations.

<b>Monday</b> <b>Garland Road Clinic</b>	2 Garland Road Plumstead SE18 2AE	
<b>Tuesday</b> <b>The Fairfield Centre</b>	Fairfield Grove Charlton SE7 8TX	
<b>Wednesday</b> <b>Eltham Community Hospital</b>	30 Passey Place Eltham SE9 5DQ	
<b>Thursday</b> <b>Vanbrugh Group Practice</b>	2nd Floor The Greenwich Centre Greenwich Square Health Centre 12 Lambarde Square Greenwich SE10 9GB	
<b>Friday</b> <b>Manor Brook Medical Centre</b>	117 Brook Lane Blackheath SE3 0EN	

## Your appointment information

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### What you should bring with you to your appointment

- any referral letters
- any dressings
- repeat prescription list

### How you can access the service

- self-refer via the Central Access Team
- be referred by your GP or Practice Nurse
- be referred by the hospital
- be referred by other health professionals or social care staff
- be referred by family or carers.

### If you're unable to attend

It is important that you keep your appointment if at all possible, as clinics are busy. If you are unable to attend please contact us on 020 8319 7033.

The Complex Wound Care Service is NOT an emergency service.

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

## Help us to help you

We would welcome any comments on our service so that we can develop them to meet the many needs of the community living in Greenwich.

## Contact us

### Complex Wound Care Team

1st Floor  
181 Lodge Hill  
Goldie Leigh Site  
Abbey Wood  
SE2 0AY

[oxl-tr.complexwoundcare@nhs.net](mailto:oxl-tr.complexwoundcare@nhs.net)



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[facebook.com/oxleasNHS](https://facebook.com/oxleasNHS)

[oxleas.nhs.uk](https://oxleas.nhs.uk)

## Confidentiality

All staff abide by a strict code of conduct on confidentiality and only share information in order to provide good quality care. We usually discuss this with you first.

## Your opinion matters

We welcome your views on the services we provide. PALS is a free, confidential service which helps patients, families and carers deal with any concerns about our treatment and care.

Monday to Friday 9am to 5pm  
(answerphone available)

Email: [oxl-tr.pals@nhs.net](mailto:oxl-tr.pals@nhs.net)

Tel: 0800 9177159 (freephone)  
(not free from mobile phones)

## Raising concerns

Your complaints, comments and suggestions help us improve the services we provide.

Email: [oxl-tr.complaints@nhs.net](mailto:oxl-tr.complaints@nhs.net)

Tel: 01322 625751

## Accessible information

If you'd like information in your own language, large print, audio or other formats, we can arrange this. Please speak to a member of staff.

## Oxleas NHS Foundation Trust

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Pinewood Place

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Tel: 01322 625700



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