

Virtual Fracture Clinic

About the Virtual Fracture Clinic

Information for patients, relatives and carers

Introduction

Our Virtual Fracture Clinic offers telephone consultations with a team of specialists. Patients who come to hospital with bone, joint, ligament or muscle (orthopaedic) injuries can speak to us within five working days of referral.

Our multi-disciplinary team includes:

- senior orthopaedic and plastic surgeons
- Virtual Fracture Clinic nurses
- the admin team

We have created this service so you can receive the most appropriate specialist support as quickly as possible.

You do not have to:

- wait for an appointment letter
- make an inconvenient trip to hospital, if it is not needed

Using this process, we can assess referrals and decide on the best way to support each patient. It is called a targeted triage service.

Who do you help?

We help patients with bone, joint, ligament or muscle injury. Most patients do not need inpatient admission into hospital with these injuries. You can usually be referred for review in the Virtual Fracture Clinic.

How will I be referred to the Virtual Fracture Clinic?

1. If you attend A&E or an Urgent Care Centre with a bone, joint or muscle injury, the team there will assess and stabilise your injury by giving an orthopaedic device such as splint, brace, boot/shoe or temporary cast.
2. You will be asked to give a phone number and email address or both. You will be referred to the Virtual Fracture Clinic.

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3. You should receive a confirmatory text message with the Virtual Fracture Clinic mobile number.
 4. We are open Monday to Friday, from 09.00 to 17.00. You can expect a phone call or a text message during this time once our specialists have reviewed your case virtually.

What happens during the virtual review?

A specialist orthopaedic or plastic consultant-led team will

- consider the history of your injury
- look at any recent imaging (for example, X-rays) of your injury
- decide on the best management plan and treatment for you

What happens after the virtual review?

We will contact you, by telephone or text message, with one of the following options:

- to book you in to a generic or specialist fracture clinic
- to arrange further tests or investigations before your clinic appointment
- to refer you to physiotherapy
- to tell you that your injury can be self-managed and give you information leaflets on how to look after your injury at home

Depending on your injury and its severity, you might need to come and attend one or more follow-up appointments in person.

We will also give you an email address you can use to contact the team if you have any problems or questions.

What is self-management?

We have found that certain injuries are best looked after by you, at home. This is called self-management.

If the team decides that this the best plan for your recovery, we will give you the relevant information and resources to help you manage your injury.

Please read our leaflets and FAQs to learn:

- more about your condition
- how you can effectively manage your recovery

Contact

You can contact the Virtual Fracture Clinic nurses on 0777 4555 354 (09.00 to 17.00 , Monday to Friday). Otherwise, ring 111 if you have any concerns out of these hours.

We use answerphones, so be ready to leave a message. We will respond to all clear messages.

How do I make a comment about my visit?

We aim to provide the best possible service and staff will be happy to answer any of the questions you may have. If you have any **suggestions** or **comments** about your visit, please either speak to a member of staff or contact the patient advice and liaison service (**PALS**) on **020 3312 7777** (10.00 – 16.00, Monday to Friday). You can also email PALS at imperial.pals@nhs.net The PALS team will listen to your concerns, suggestions or queries and is often able to help solve problems on your behalf.

Alternatively, you may wish to complain by contacting our complaints department:

Complaints department, fourth floor, Salton House, St Mary's Hospital, Praed Street
London W2 1NY

Email: ICHC-tr.Complaints@nhs.net

Telephone: **020 3312 1337 / 1349**

Alternative formats

This leaflet can be provided on request in large print or easy read, as a sound recording, in Braille or in alternative languages. Please email the communications team:

imperial.communications@nhs.net

Wi-fi

Wi-fi is available at our Trust. For more information visit our website: www.imperial.nhs.uk