

Patient advice sheet

Your fracture clinic appointment

You have visited the Emergency Department (A&E) with a confirmed injury and have been referred to the Virtual Fracture Clinic.

Coming to a clinic in the first few days after an injury is unnecessary in many cases, as no change is required to treatment. We operate an alternative fracture clinic system to manage broken bones and injuries that do not require surgery:

- Your treatment in A&E has been reviewed and deemed appropriate for review in the specialist **Virtual Fracture Clinic**. Please wait to be contacted before calling the Trust, your case is being reviewed and we will be in touch shortly.
- Your case will be reviewed by an orthopaedic consultant within 72 hours (96 hours for referrals made on a Friday).
- In many cases it's not necessary to have a face-to-face appointment to begin the most appropriate treatment. If this is the case with your fracture, a physiotherapist will contact you by phone to discuss your treatment and provide appropriate advice.
 - We will provide you with information related to your injury via email or an alternative method if required. Please advise us if you do not wish us to use your email address.
- If an appointment is required, you will be contacted by the Fracture Booking Team to arrange an appointment at the most appropriate clinic.
 - You will be assigned to a specialist related to your condition whenever possible.

If you have not been contacted within 4 working days of your visit to our Emergency Department (A&E), please call the Fracture Booking Team:

01296 255630

The team is available Monday to Friday 9am-12 noon. Outside of these hours, a voicemail facility is available, please leave a clear message with your name and contact details.

Our commitment to you:

- You will be managed in a safe and effective manner.
- Your care will be reviewed by an orthopaedic consultant supported by an experienced physiotherapist.
- You will be provided with specific care information regarding your injury.
- If you need a face-to-face appointment in a fracture clinic, you will be seen by a specialist within an appropriate time scale.

We aim to make the information as up to date and accurate as possible, but please note that it is subject to change. Please therefore always check specific advice on any concerns you may have with your doctor.

How can I help reduce healthcare associated infections?

Infection prevention & control is important to the well-being of our patients and for that reason we have infection prevention & control procedures in place. Keeping your hands clean is an effective way of preventing the spread of infections. Please follow our infection prevention and control guidelines when visiting our healthcare sites. Further information is available on our website.

Patient Advice Sheet

If you would like a copy of this information on audiotape, in large print or translated, please call the Patient Advice Liaison Service on 01296 831120 or email bht.pals@nhs.net