

Virtual Fracture Clinic

Trauma & Orthopaedic Department, Frimley Park and Wexham Park Hospital



Frimley Health
NHS Foundation Trust

Patient Information Leaflet

Contact us

Virtual fracture clinic:

Frimley

Tel - 07584 330634

Email - fhft.virtualfractureclinic@nhs.net

Wexham

Tel - 07584 558 292

Email - fhft.vfcwph@nhs.net

Available 8am - 5pm Monday to Friday, Frimley and 8.30am - 5pm Monday to Friday, Wexham (excluding bank holidays) Please leave a message if there is no answer, and we will call you back at the earliest convenience.

In the case of an emergency:

- Speak to your GP
- Call 111
- Go to the emergency department

You will be contacted in any case on the next working after attending ED or your GP between 11am and 1pm, so please make sure we have your current contact details, including at least one phone and an email address if possible. If we are unable to contact you, a short message will be left asking you to get in touch with the Virtual Fracture Clinic. If you do not hear from us within 1 week of your attendance in ED or GP surgery, please call the Virtual Fracture Clinic

Legal Notice:

Please remember this leaflet is intended as general information only. We aim to make the information as up to date and accurate as possible.

We have given you this leaflet because you have been referred to the virtual fracture clinic.

The team will be reviewing your referral information and investigations to assess your fracture. We will then be in contact with you to tell you the outcome.

What is the Virtual Fracture Clinic?

Virtual Fracture Clinic is a new concept and approach to managing patients with a fracture or soft-tissue injury. Previously all patients seen within the Emergency Department or through their GP with a fracture, suspected injury of their bone or soft-tissue injury would then be given an appointment to come to the fracture clinic at the hospital.

Why is this better for me?

We now have a better understanding of which fractures can heal without medical intervention and which require specialist orthopaedic input. This will avoid unnecessary attendances where there is no change to treatment. If your patient does need to be seen, we can arrange the most appropriate specialist at the required time following their injury.

What will happen now?

A consultant orthopaedic surgeon and physiotherapist will assess them the next working day and will decide on their most suitable treatment plan. We will then contact you with 1 of 3 options:

- We need to see you in fracture clinic
- We need you to have further investigations before your clinic appointment
- We do not need to see you and your injury can be self-managed – you will receive information leaflets

We will also send a copy of their letter from the virtual fracture clinic to you and your GP.

What if they have any problems?

Whether they are discharged from the emergency department, after virtual fracture clinic, or after attending their appointment, they can always contact us on the virtual fracture clinic hotline. This line is manned between 8am and 5pm at Frimley and 8.30am and 5pm at Wexham, Monday to Friday and we will then arrange for the appropriate person to call them back if need be.

Please see all necessary contact details on the left.

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Working together

Facing the future