



Virtual Fracture Clinic (VFC)

A Patient Guide

Please head straight to the Emergency Department reception now.

Make sure that we have your correct email address, home address and your current phone number. Please do not leave without doing this or we may not be able to contact you.

- Your injury has been assessed at the Emergency Department and you are now referred to the online Virtual Fracture Clinic.
- Not all patients need a face-to-face appointment, and patient care can be given online via our virtual service.
- The Virtual Fracture Clinic is designed to help patients access the Trauma and Orthopaedic Service at Whittington Health NHS Trust.
- This service is consultant-led and brings together different teams of medical professionals to support patients referred to us by the Emergency Department or Urgent Care Centre.
- A consultant will review your Emergency Department referral (along with any x-rays/clinical images) and create a care management plan for you. This will usually take place the day after discharge from the Emergency Department.

If your care management plan needs to change or we need to tell you about any further appointments, we will contact you either by email/text (primary contact), or phone call (secondary contact). These changes or appointments might include the following:

1. Discharge from the clinic with a home treatment plan.
 2. A plaster room appointment to apply, change or remove casts/splints.
 3. An onward referral and discharge to a physiotherapist or hand therapist.
 4. A face-to-face clinic appointment.
- A letter explaining any decisions and guidance will be sent from the Virtual Fracture Clinic to you and your GP.
 - Individual patient cases are reviewed over the weekend and a care management plan is made, but only urgent cases are contacted over the weekend.



- We will try and contact you the day after you have visited the Emergency Department, (except on weekends and bank holidays). The National Standard we work towards is 72 hours after your visit; if your visit happens over a bank holiday, it will mean a slightly longer wait.
- Minor injuries that have been treated and managed in the Emergency Department and that require no further advice, may not be contacted.
- If you have any admin questions, contact the Virtual Fracture Clinic on 020 7288 3310 or email whh-tr.fracturevirtualclinic@nhs.net
- For any urgent medical concerns or questions please contact your GP or re-attend the Emergency Department.
- **Please be aware that the hospital may call you from a withheld number. Do not ignore withheld number calls during this time as you will miss your appointment.**
- **Remember, you do not need to attend the hospital for the Virtual Fracture Clinic assessment.** This is an online service.
- If we haven't contacted you within 72 hours, please contact us on the e-mail above. Include the following details:
 1. Your name
 2. Date of birth
 3. Date of visit to the Emergency Department
 4. Your contact details
- Using a smartphone, scan this QR code using your camera and it will link you to a range of online patient information leaflets and videos providing guidance and advice:



Patient advice and liaison service (PALS)

If you have a compliment, complaint or concern please contact our PALS team on 020 7288 5551 or whh-tr.PALS@nhs.net

If you need a large print, audio or translated copy of this leaflet please email whh-tr.patient-information@nhs.net. We will try our best to meet your needs.

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