

Maidstone and   
Tunbridge Wells

NHS Trust

Ref: FOI/GS/ID 4347

**Please reply to:**  
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Email: mtw-tr.foiadmin@nhs.net

30 November 2017

**Freedom of Information Act 2000**

I am writing in response to your request for information made under the Freedom of Information Act 2000 in relation to virtual clinics.

- 1. Do you currently have a 'virtual fracture clinic' / 'virtual triage clinic' / alternative to a traditional face to face appointment?*
- 2. If so what is it called and when did it start?*
- 3. Name and contact details of lead orthopaedic consultant/ consultant in charge of fracture clinic?*
- 4. Number of new patient referrals per annum to fracture clinic?*
- 5. How much do you get paid per new patient "virtual" appointment?*
- 6. What is your discharge percentage from the "virtual" appointment?*
- 7. What software program do you use to run your virtual clinic? In-house or bought in?*
- 8. If you don't have any virtual clinic, have you been considering/planning for one?*
- 9. Do all patients come to a generic fracture clinic? Or do A&E book into sub-speciality clinics e.g. acute knee, Paeds, hands etc.*

1. Yes
2. It is called Virtual Fracture Clinic and started in June 2016
3. Our Lead was/is Mr Justin Forder T&O consultant, [justinforder@nhs.net](mailto:justinforder@nhs.net)
- 4.

Row Labels	Attended	Cancelled	DNA	Grand Total
MVFCPLR	237	73	32 1	343
TVFCCON	9914	2	2 3	9921
TVFCPLR	372	102	31 22	527
<b>Grand Total</b>	<b>10523</b>	<b>177</b>	<b>65 26</b>	<b>10791</b>

For Oct 2016 to end of Sep 2017

5. £27 per patient
6. 99% of all those who attended also had a discharge date
7. In house currently but going through a tender process to find an alternative system
8. Not applicable
9. The fracture clinics we provide as generic clinics however within in them we have slots specifically highlighted for Paeds, in some areas we do also have specialised clinics for knees only for two consultants.