

Virtual Fracture Clinic

Dear Patient

Following your attendance in the Emergency Department (ED) at Maidstone Hospital, Tunbridge Wells Hospital or a Minor Injuries Unit, you have been given this information regarding the Virtual Fracture Clinic (VFC).

We have introduced this process in order for patients to be reviewed by an Orthopaedic Consultant within a few days of their injury. Previously patients would have waited for 10-14 days for an appointment at a fracture clinic for their first review.

The Consultant-led team meet Monday to Friday at 9am (EXCEPT Bank Holidays) to review all patients that have been referred for a fracture opinion. Patients are reviewed and contacted on the following days:

Day attended A&E or MIU	Day reviewed	Contact day
Friday/Saturday	Monday/Tuesday	Monday/Tuesday/Wednesday
Sunday/Monday	Tuesday/Wednesday	Wednesday/Thursday
Tuesday	Wednesday	Thursday
Wednesday	Thursday	Friday
Thursday	Friday	Friday/Monday

The VFC team will review your referral and any x-rays and the Consultant in charge will decide if you require a fracture clinic appointment, physiotherapy treatment or a plaster cast change then you will be informed of the appropriate date and time of the appointment. Your injury may not require further attention and therefore you will be discharged back to your GP. If you are discharged, a senior Physiotherapist will telephone or email you to give you the relevant information and will email you any advice sheets to manage your condition. Please ensure you have left your **email address** along with your current contact details.

If you are concerned that you have not heard from the VFC team as above you may make contact using the following:

Email	Emergency Number	Changing Appointments
<p>If you have not heard from the VFC 24 hours after the 'contact day' as above then email with the following details:</p> <ul style="list-style-type: none"> • The patients full name • Date of Birth • Date of ED attendance • Which ED attended • (i.e. Maidstone) • Injury type • Contact details <p>mtw-tr.fracturecare@nhs.net</p>	<p>If you are concerned about your injury and have a clinical question, if your limb is swelling and impinged by plaster cast or looking blue please ring:</p> <p style="text-align: center;"><u>01892 638450</u></p> <p style="text-align: center;">The phone is manned Monday to Friday 9am-4pm</p> <p>Outside of these hours please return to the Emergency Department</p>	<p>If you have been given an appointment within 2 weeks of the date of your injury, this may be because you are in urgent need of review by a specialist.</p> <p>Please try not to change your appointment.</p> <p style="text-align: center;"><u>01892 638132</u></p> <p>The office is open Monday to Friday</p> <p style="text-align: center;">9am-4pm</p>

We are dealing with high numbers of patients and will make contact. If you have emailed we will respond to let you know your case is being dealt with. Please do not use the emergency number for general enquiries.

Kind regards
Fracture Care at Maidstone & Tunbridge Wells NHS Trust.