



Virtual Fracture Clinic guidance and contact information

Information for patients from the Virtual Fracture Clinic

What is the Virtual Fracture Clinic (VFC)?

This is a new way of managing patients who come to hospital with a fracture or a soft-tissue injury.

What has this replaced?

Previously all patients seen in the Accident and Emergency (A&E) Department or Urgent Treatment Centre with a fracture, suspected injury of their bone, or a soft-tissue injury would have been given an appointment to come to fracture clinic at the hospital.

Why change and how does it work?

We now have a better understanding of which specific injuries heal without surgery, and which need specialist orthopaedic help. This new virtual fracture clinic means that you no longer need to come in to hospital for a fracture clinic appointment. The notes from your A&E visit will be looked at by one of our specialist orthopaedic surgeons, who will decide how to best treat your injury, and a nurse will contact you by phone to explain what has been decided.

Through re-design and using an evidence-based approach the virtual clinic aims to achieve a more effective, timely, patient friendly and safe service.

What happens in the Virtual Fracture Clinic?

The clinics are scheduled every morning (Monday to Friday) and led by an experienced orthopaedic surgeon. The clinical notes, which explain your injury, as well as any relevant x-rays are reviewed. This helps us to plan how your injury should be treated.



What happens now?

Following review in A&E or the Urgent Treatment Centre, there are two possible outcomes.

1. Your injury is stable and needs no specialist help. You will be discharged from the hospital with a patient leaflet which will help you while you heal. If you have a problem or concern, you will need to contact the Virtual Fracture Clinic on one of the telephone numbers below.
2. You will be referred to the Virtual Fracture Clinic for further care.

What happens following my VFC referral?

Once your injury has been reviewed you will receive a phone call from a VFC nurse with the outcome of this discussion. The nurse will advise you as to what happens next which may include; a face to face appointment at one of our hospitals or you will be discharged and given further information on your treatment and recovery. You will receive a letter outlining this discussion with the nurse, which will also be sent to your GP.

Please allow up to three working days from the date of your referral for this phone call, or four working days when there is a Bank Holiday in the week. If you have not received a phone call from the VFC within this time period please call or email one of the following.

Virtual Fracture Clinic	Emergencies only (Monday to Friday)	General enquiries (Monday to Friday)	Contact number	Email
William Harvey Hospital, Ashford	9am to 12.30pm	12.30pm to 5pm	07929 87 83 50	ekh-tr.VFCWHH@nhs.net
Queen Elizabeth the Queen Mother (QEQM) Hospital, Margate	9am to 12.30pm	12.30pm to 5pm	07929 87 82 83	ekh-tr.VFCQEQM@nhs.net

If you would like this information in **another language, audio, Braille, Easy Read, or large print** please ask a member of staff. You can ask someone to contact us on your behalf.

Any complaints, comments, concerns, or compliments please speak to your doctor or nurse, or contact the Patient Advice and Liaison Service (PALS) on 01227 78 31 45, or email ekh-tr.pals@nhs.net

Patients should not bring in large sums of money or valuables into hospital. Please note that East Kent Hospitals accepts no responsibility for the loss or damage to personal property, unless the property had been handed in to Trust staff for safe-keeping.

Further patient leaflets are available via the East Kent Hospitals web site www.ekhft.nhs.uk/patientinformation