



A patient's guide to the Virtual Fracture Clinic (VFC)

The clinical team in the Emergency Department have referred you to the VFC as they feel your injury requires specialist review.

The Virtual Fracture Clinic is a service designed to streamline patient access to the Trauma and Orthopaedic Service at Whittington Health NHS Trust.

We offer a consultant-led, multidisciplinary service for patients who are referred from the Emergency Department or Urgent Care Centre.

Patients do not routinely require a face to face appointment. A consultant will review the Emergency Department referral (along with any clinical imaging) in order to decide on a management plan. This will usually take place the day after discharge from the Emergency Department.

In all cases the patient will be contacted by one of the VFC team to relay details of any next steps which may include:

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.

In addition, a formal letter explaining any decisions and guidance will be sent from the VFC to you and your GP.

For any administrative queries about your review please contact the Clinic 1B front desk on 02072883799 or email whh-tr.fracturevirtualclinic@nhs.net

For any urgent medical concerns or questions please contact your GP or re-attend the Emergency Department.

A range of patient information leaflets and videos providing guidance and advice are available here:



We will usually call you after 10:00am Monday to Friday. This will usually happen the day after your injury except for on weekends and bank holidays.

Prior to leaving the Emergency Department please make sure the hospital has an up to date telephone number for you.

You must bear in mind that the hospital may call you with a withheld number - please do not ignore the number as you won't otherwise be able to receive advice

If you are not available a voicemail message will be left where possible. If we are unable to contact you by phone, both you and your GP will receive a letter outlining the assessment and outcome.

You do not need to attend the hospital for the VFC assessment to take place. If you haven't heard from us in 48 hours please contact us on the e-mail above including in the message your name, date of birth, date of attendance to the emergency department and your contact details.

[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.whitthealthPALS@nhs.net

If you need a large print, audio or translated copy of this leaflet please contact us on 020 7288 3182. We will try our best to meet your needs.

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