

Assessment in the virtual fracture clinic

Information for patients

Our face-to-face fracture clinics have been redesigned to offer you a safe and effective process for assessing your injury, without needing you to come into hospital. Coming to a traditional fracture clinic can be unnecessary in many cases, and often difficult due to the pain and immobility you may experience.

The clinical team you have seen today in the emergency department feel your fracture should be reviewed by a specialist. This will take place in our 'virtual fracture clinic'.

The virtual fracture clinic

Your x-ray(s) and initial assessment will be reviewed by the orthopaedic team within three days of your visit to the emergency department.

An orthopaedic nurse or physiotherapist will then contact you by phone after the virtual assessment to discuss your treatment and provide advice. They may need to arrange a follow-up appointment in the most appropriate clinic for your needs.

You will receive the call between 9am and midday, Monday to Friday. Please be aware the call may come up as an unknown or private number.

Please ensure the hospital has your correct contact details before leaving the emergency department.

If you are not available, a voicemail will be left where possible. Following the call, both you and your GP will receive a letter outlining the assessment and outcome.

Please note, you do not need to attend the hospital for the virtual assessment to take place.

In some circumstances it is not possible for a virtual fracture clinic assessment to take place. In this event you will be contacted and a face-to-face appointment will be booked.

Contact details

If you have any questions, please contact the virtual fracture clinic at the hospital you attended. If possible, please use the email provided as you will receive a more prompt response.

Barnet Hospital, Chase Farm Hospital, Finchley Memorial Hospital, Edgware Community Hospital:

- Telephone: 020 8216 4445 (9am to midday, Monday to Friday)
- Email: RF-TR.barnethospitalvfc@nhs.net

Royal Free Hospital:

- Telephone: 020 7472 6222 (9am to midday, Monday to Friday, please leave a voicemail outside of these hours)
- Email: RF-TR.royalfreehospitalvfc@nhs.net

More information

For more information about the virtual fracture service at the Royal Free London, please visit our website: www.royalfree.nhs.uk/services/services-a-z/trauma-and-orthopaedics/virtual-fracture-clinic

Your feedback

If you have any feedback on this leaflet or for a list of references for it, please email: rf.communications@nhs.net

Alternative formats

This leaflet is also available in large print. If you need this leaflet in another format – for example Braille, a language other than English or audio – please speak to a member of staff.

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