

## Patient information

### **Virtual Fracture Clinic**

#### Trauma and Orthopaedics

### **The Information Below Is Important Please Read Carefully**

Following your recent visit to the Emergency Department/Walk-in Centre you have been referred to the Virtual Fracture Clinic.

The “Virtual Fracture Clinic” is the assessment process for acute fractures and injuries; an Orthopaedic Consultant will review your X-rays and initial assessment documentation electronically and decide upon the appropriate treatment pathway for you.

#### **Note: You Do Not Need To Attend For This Appointment.**

Following this review you will be offered either an appointment in Fracture Clinic, at the right timeframe for your injury, or a telephone appointment with a specially trained Physiotherapist to discuss your injury and offer telephone advice.

We will contact you within **seven days** of receiving your Emergency Department, Walk-in Centre or G.P. referral either by phone call or post depending on when your appointment is.

If you have not heard from us within seven days of your Emergency Department or Walk-in Centre attendance contact us between 10am -3pm Monday to Friday; an answering machine is available at other times.

**Virtual Fracture Clinic Telephone Number: 0151 529 2536**

**Text phone number: 18001 0151 529 2536**

Please ensure that you give the Emergency Department reception staff your up-to-date phone number and address.

**Please be aware that phone calls made from within the hospital will appear on your phone as “number withheld”.**

#### **How to Change or Cancel a Fracture Clinic Appointment?**

If you need to change or cancel your first appointment with us please contact the Virtual Fracture Clinic on telephone number: 0151 529 2536 Text phone number: 18001 0151 529 2536

**If you require a further prescription or more advice about pain relief before you attend for an appointment please contact your family doctor (GP) or local Pharmacist.**

## **Feedback**

Your feedback is important to us and helps us influence care in the future.

Following your discharge from hospital or attendance at your outpatient appointment you will receive a text asking if you would recommend our service to others. Please take the time to text back, you will not be charged for the text and can opt out at any point. Your co-operation is greatly appreciated.

## **Further Information**

**Should you have any questions, worries or concerns a message can be left on the Fracture Clinic Hotline and an appropriate person will contact you between 10am – 3pm, Monday to Friday. Any messages left over a weekend will be dealt with on Monday.**

**Virtual Fracture Clinic Telephone number: 0151 529 2536**

**Text phone number: 18001 0151 529 2536**

**For any urgent worries or concerns please contact the Emergency Department on:**

**Royal Liverpool and Broadgreen University Hospital**

**Telephone number: 0151 706 2050**

**Text phone number: 18001 0151 706 2050**

**Aintree University Hospital Trust**

**Telephone Number: 0151 525 5980**

**Text phone number: 18001 0151 525 5980**

**Non urgent concerns can be discussed with your GP.**

**Royal Liverpool University Hospital Website**

**<http://www.rlbuht.nhs.uk>**

**Aintree University Hospital NHS Foundation Trust**

**[http:// www.aintreehospital.nhs.uk](http://www.aintreehospital.nhs.uk)**

**Search Virtual Fracture Clinic**

**NHS 111 Service**

**Tel: 111**

**Author: Trauma and Orthopaedics**

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All Trust approved information is available on request in alternative formats, including other languages, easy read, large print, audio, Braille, moon and electronically.

يمكن توفير جميع المعلومات المتعلقة بالمرضى الموافق عليهم من قبل ائتمان المستشفى عند الطلب بصيغ أخرى، بما في ذلك لغات أخرى وبطرق تسهل قراءتها وبالحروف الطباعة الكبيرة وبالصوت وبطريقة برايل للمكفوفين وبطريقة مون والإلكترونية.

所有經信托基金批准的患者資訊均可以其它格式提供，包括其它語言、易讀閱讀軟件、大字體、音頻、盲文、穆恩體（Moon）盲文和電子格式，敬請索取。

در صورت تمایل می‌توانید کلیه اطلاعات تصویری شده توسط اتحادیه در رابطه با بیماران را به اشکال مختلف در دسترس داشته باشید، از جمله به زبانهای دیگر، به زبان ساده، چاپ درشت، صوت، خط مخصوص کوران، مون و بصورت روی خطی موجود است.

زانیاری پیوندیدار یو نمخوشتای له لایین ترامتیهوه پسماند کراون، نگمر داوا بکریت له قورماتمکائی تردا بریتی له زمانمکائی تر، نیزی رید (هاسان خویندنهوه)، چاپی گموره، شریتی دمنگ، هیلی موون و نملیکترونیکی همیه.

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Dhammaan warbixinta bukaanleyda ee Ururka ee la oggol yahay waxaa marka la codsado lagu heli karaa nuskhado kale, sida luqado kale, akhris fudud, far waaweyn, dhegeysi, farta braille ee dadka indhaha la', Moon iyo nidaam eletaroonig ah.