

**Information Governance**

White Building  
Littlemore Mental Health Centre  
Sandford Road  
Littlemore  
Oxford  
OX4 4XN

Tel: 0845 219 1269  
Fax: 0845 219 1275  
Web: [www.oxfordhealth.nhs.uk](http://www.oxfordhealth.nhs.uk)

27 November 2017  
Reference no. 17180251

Dear

**Request for Information: Freedom of Information Act**

Thank you for your email of 30 October, making a request for information under the Freedom of Information Act. You requested the following information and the Trust is able to provide the information below in response:

**Request:**

1. Do you currently have a 'virtual fracture clinic' / 'virtual triage clinic' / alternative to a traditional face to face appointment?

No, however the Trust participate in a virtual fracture clinic run from the Royal Berkshire Hospital (RBH) for patients who have new injuries that would normally be referred to fracture clinic. This is RBH led and means the patient has a telephone contact next day from a fracture clinic nurse who has been in a meeting with the Trauma Consultant reviewing notes and x-rays. This is for Henley Minor Injury Units

The Trust does not participate in virtual clinics at the Oxford University Hospitals, but have however worked with the trauma team in the management patients under different pathways therefore not requiring them to attend the next day fracture clinic – this is for Trust Abingdon and Witney MIUs

2. If so what is it called and when did it start?

RBH virtual clinics 2.5 years ago

OUH new pathways 1 year ago

3. Name and contact details of lead orthopaedic consultant/ consultant in charge of fracture clinic?

Royal Berkshire Hospital –Orthopaedic consultant Royal Berkshire Hospital

Oxford University Hospital –Clinical Director Trauma and Orthopaedics Oxford University Hospital

4. Number of new patient referrals per annum to fracture clinic?

Approx 3000 across the MIUs prior to roll out of virtual clinic and trauma pathways

4. How much do you get paid per new patient "virtual" appointment?

This information is held by the acute hospitals.

5. What is your discharge percentage from the "virtual" appointment?

This information is held by the acute hospitals.

6. What software program do you use to run your virtual clinic? In-house or bought in?

This information is held by the acute hospitals.

7. If you don't have any virtual clinic, have you been considering/planning for one?

Currently working with trauma pathways at the OUH

8. Do all patients come to a generic fracture clinic? Or do A&E book into sub-speciality clinics e.g acute knee, Paeds, hands etc.

Generic clinic unless hand injuries then they are referred to Hand Trauma clinic

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you should write to me and I will ensure the decision is reviewed. The Trust will consider undertaking a review if requested to do so within 40 working days of the date the response is received by the applicant, and will apply discretion if a longer period of time has passed.

Should you wish to make a complaint as a result of the outcome of such a review, you may apply directly to the Information Commissioner's Office (ICO) for a decision.

Generally, the ICO cannot make a decision unless you have exhausted the complaints procedure provided by the Trust for FoI Act matters.

The ICO can be contacted at:

The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF

Please contact me if there are any further queries.

Kind regards,

Yours sincerely,

Mark Underwood

Head of Information Governance