

Orthopaedic Outpatient Department Wigan Fracture Clinic

Patient Information

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Last review: November 2023
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Patient Identification

Please attach patient's picture if required

E.G. Nursing/care Homes, Dementia Patients



Other Information

Past Medical History	
Medication	
Allergies	
Dietary Requirements i.e. Modified Diet	

Patient Details

Please read this leaflet carefully and always bring it with you on every attendance to the hospital.

To assist with the flow of the Clinic and reduce waiting times, patients are requested if possible, to keep to their appointment date and time.

If for any reason you cannot attend, please contact us to cancel as soon as possible.

Unit Number /DOB:

Patients Name:

Address:

.....

Hospital Appointment times

Your next appointment is on:

Date	Time	Dept.	Hospital	Comments	Ambulance
					YES / NO
					YES / NO
					YES / NO
					YES / NO
					YES / NO
					YES / NO

Orthopaedic Outpatients Department

Welcome to the orthopaedic outpatients fracture clinic at Wigan, Royal Albert Edward Infirmary.

The Department is situated next door to Pemberton and Aspull Wards on Level 1. Opening times Monday to Friday 7:30am until 5:30pm.

The clinics consist of Consultants who specialise in:

- **Upper Limb Trauma** – hand, wrist, elbow, and shoulder injuries.
- **Lower limb Trauma** – foot, ankle, knee, pelvis, and hip injuries.
- **Orthopaedic and diabetic foot service.**

Each Consultant holds a weekly fracture clinic, there are normally two / three doctors present at each clinic - the Consultant, Fellow and/or Registrar and the patients are divided between them. It is possible that you may not be seen by the Consultant at each visit, but you will be seen by a member of the team.

Patients are usually referred by the Accident & Emergency (A&E) Department, General Practitioner (GP) or another Hospital.

The Clinics are supported by:

- Nurse-led dressing clinic Monday to Friday
- Referral to the fracture liaison service.

A community-based service with the aim to offer people over the age of 50 years, who have suffered a fracture after trauma, an assessment of the risk of Osteoporosis

- The plaster room, led by qualified plaster technicians specialising in all casting techniques, they provide a technician-led service for the A&E Department and for walk-in patients experiencing problems with their casts. They also cover the Wards and Departments for the Trust
- The hand physiotherapist team providing specialist hand therapy treatment for trauma patients attending clinic and A&E, and more recently the development of the 'Fast Track' clinic
- The virtual clinic - X-rays and notes are reviewed by a Consultant and a team of senior clinicians. Following the review, the patient is either discharged and receives a telephone consultation or if appropriate a fracture clinic appointment

The department has two clinic suites each consisting of a consulting room, examination rooms, treatment room, plaster room, physiotherapy suite and small x-ray department.

We have two waiting rooms; space can be limited due to the high volume of patients attending the clinics.

We also work in conjunction with main x-ray, based on the same floor and the pharmacy department opposite the main entrance to the hospital.

The hospital shop / café is also available near the main entrance and drinks machines in the main x-ray department and on the corridors.

The Fracture Clinic

When you arrive, please report to the reception desk in the waiting room, you will then be directed to one of the two waiting rooms depending on the consultant's clinic you are under.

Please inform the reception or nursing staff:

- If you have arrived by ambulance
- Have any special needs e.g. diabetic, dementia

And have the necessary information, medication necessary for your visit.

Patients attending from Nursing / Care Homes could you please ensure the relevant information and patient details are sent with the patient / carer together with a photograph if needed.

Please note:

If you are suffering from any infections, diarrhoea, vomiting or flu like symptoms. Please telephone the department before attending as your appointment may need to be re-arranged.

All patients are seen in order of their appointments; you may need your plaster cast removing and / or x-ray taken before seeing the doctor. If this is the case the reception or nursing staff will direct you to the X-ray department, or the staff will call you into the plaster room.

Following your x-ray or plaster being removed you will be placed back in time order to see the doctor.

You will be called into a consulting room by one of the nursing staff to see the Consultant or a member of their team. If you have a wound, you may be called into the treatment room for removal of the dressing before seeing the doctor.

When you have been seen by the Doctor you may need to have a new cast applied. The plaster technician / nurse will call you into the plaster room as soon as possible. Applying a cast takes skill and time and we ask you to be patient whilst waiting to be seen.

Before leaving the clinic, the doctor will tell you what the plan for your care is and you will be asked to report to the reception desk to book your next appointment.

Please inform the nursing staff / receptionist if you require ambulance home.

Patients, who require a medical certificate, please ask the doctor before leaving the consulting room.

If you have a problem or need advice regarding your treatment during your visit to this department do not hesitate to ask, we provide a named nurse to listen to our patients.

The department is very busy with more than one clinic running at any one time. We do try to run the clinic as smoothly and efficiently as possible.

Sometimes the doctor may be called to an emergency, get delayed from another clinic or due to high volume of trauma patients attending who need to be seen, delays may occur. Any delay or information will be written on the white board in the waiting rooms and an announcement will be made, your cooperation will be much appreciated.

Car parking

Please allow for delays and treatment when purchasing a ticket and report to the staff if there are any issues.

Contact details

Fracture Clinic / Orthopaedic Out-Patients Wigan

Plaster Room	01942 822106
Nurses Station	01942 822109
Follow Up Appointments	01942 773162
Hand Physiotherapy	01942 822103
Orthopaedic Secretaries	01942 822247 / 773256
Main X-Ray Reception	01942 822409

Wrightington

Appointments 01257 256222

Clinic 01257 256299

Admissions 01257 256219

Comments, Compliments or Complaints

The Patient Relations/Patient Advice and Liaison Service (PALS) Department provides confidential on the spot advice, information and support to patients, relatives, friends and carers.

Contact Us

Tel: 01942 822376 (Monday to Friday 9am to 4pm)

The Patient Relations/PALS Manager
Wrightington, Wigan and Leigh Teaching Hospitals NHS Foundation Trust
Royal Albert Edward Infirmary
Wigan Lane
Wigan WN1 2NN

Ask 3 Questions

Become more involved in decisions about your healthcare. You may be asked to make choices about your treatment. To begin with, try to make sure you get the answers to three key questions:

1. What are my options?
2. What are the pros and cons of each option for me?
3. How do I get support to help me make a decision that is right for me?



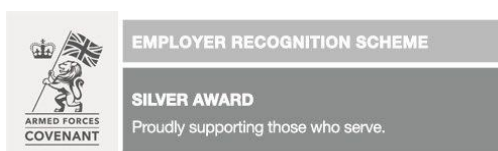
How We Use Your Information

For details on how we collect, use and store the information we hold about you, please take a look at our “how we use your information” leaflet which can be found on the Trust website: <https://www.wwl.nhs.uk>

This leaflet is also available in audio, large print, Braille and other languages upon request. For more information please ask in the department/ward.

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Call 111 first when it's less urgent than 999.



Phone: 0808 802 1212
Text: 81212
www.veteransgateway.org.uk

