

Freedom of Information Request**Ref: UHB 17-665**

Date 2 November 2017

[REDACTED]

[REDACTED]

[REDACTED]

Thank you for your request for information under the Freedom of Information Act 2000. The Trusts response is as follows:

- 1. Do you currently have a 'virtual fracture clinic' / 'virtual triage clinic' / alternative to a traditional face to face appointment?**
- 2. If so what is it called and when did it start?**
- 3. Name and contact details of lead orthopaedic consultant/ consultant in charge of fracture clinic?**
- 4. Number of new patient referrals per annum to fracture clinic?**
- 5. How much do you get paid per new patient "virtual" appointment?**
- 6. What is your discharge percentage from the "virtual" appointment?**
- 7. What software program do you use to run your virtual clinic? In-house or bought in?**
- 8. If you don't have any virtual clinic, have you been considering/planning for one?**
- 9. 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.**

We do not have a virtual fracture clinic/virtual triage clinic at this Trust therefore we are unable to respond to the rest of your request.

This concludes our response. We trust that you find this helpful, but please do not hesitate to contact us directly if we can be of any further assistance.

If, after that, you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to:

Trust Secretary
University Hospitals Bristol NHS Foundation Trust
Trust Headquarters
Marlborough Street
Bristol
BS1 3NU

Please remember to quote the reference number above in any future communications.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

To view the Freedom of Information Act in full please click [here](#).

Yours sincerely,

[REDACTED]
[REDACTED]