**Trauma and Orthopaedics - Fracture Clinic Referral Process (TERTIARY REFERRALS ONLY)**

**Fracture Clinic**: Tel: 0208 725 4951/3272/0352 Email: stgh-tr.fractureclinic@nhs.net

Patient attends tertiary hospital and assessed as needing fracture appointment

Tertiary hospital refers patient to Fracture Clinic

 via email stgh-tr.fractureclinic@nhs.net

Fracture referrals taken daily to fracture clinic for clinician triage

Capacity available within 3 days of referral?

No

Yes

Appointment booked and confirmed with patient over the phone / on voicemail \*

Outpatient team escalate to T&O service manager

Extra capacity to be identified within 24 hours and outpatient team notified

Appointment booked and confirmed with patient over the phone / on voicemail \*

\*If team unable to confirm appointment on the phone / via voicemail, fracture appointment booked for 7 days time and letter sent first class. If patient contacts department, appointment brought forward

For general queries related to fracture referrals please email: **stgh-tr.fractureclinic@nhs.net**

Please use this email address to:

* Query referrals: I.e. tertiary hospital referred to Fracture Clinic, patient not received an appointment;
* Query follow-up of their patient, i.e. patient not received Follow-up appointment;
* Report any concerns from the patient regarding their fracture experience/treatment in a secure manner.