Orthopaedic Outpatient Department
Wigan Fracture Clinic

Patient Information
<table>
<thead>
<tr>
<th>CONTENTS</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Patient Identification</td>
<td>3</td>
</tr>
<tr>
<td>2. Patient Details</td>
<td>4</td>
</tr>
<tr>
<td>3. Orthopaedic Outpatients Department Profile</td>
<td>5</td>
</tr>
<tr>
<td>4 Fracture Clinic</td>
<td>6</td>
</tr>
<tr>
<td>5 Other Information</td>
<td>6</td>
</tr>
<tr>
<td>6 Contact Details</td>
<td>7</td>
</tr>
</tbody>
</table>
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.

In order to assist with the flow of the Clinic and reduce waiting times patients are requested if possible to keep to their appointments.

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

Unit Number /DOB: ......................................................................................................

Patients Name: ........................................................................................................

Address: ....................................................................................................................
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Hospital Appointment times

Your next appointment is on:

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<th>Hospital</th>
<th>Comments</th>
<th>Ambulance</th>
</tr>
</thead>
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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 7:30 am to 5:30 pm

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 Department, 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 led by Miss Sarah Booth, Clinical Specialist Physiotherapist. 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 and 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 consultants 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 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 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 Personal 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 personal information” leaflet which can be found on the Trust website: www.wwl.nhs.uk/patient_information/Leaflets/default.aspx

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

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