

Community Fracture Clinic



Patient Information

Chippenham Community Hospital and Trowbridge Community Hospital run a Community Fracture Clinic service. Following your injury, you have been referred to the community fracture clinic at one of these two hospitals.

An Orthopaedic Practitioner will review your notes and x-rays and they will decide if you need to physically attend the fracture clinic, or whether your injury can be managed virtually via a telephone or video call. You will receive a confirmation text message or letter in the post with an appointment date and time, and you will be told if you need to attend the hospital or whether you should stay at home for a virtual consultation.

Attending Hospital

If you are asked to physically attend a community fracture clinic you will be seen by an Orthopaedic Practitioner. They will talk to you about your injury and discuss with you the best way to manage it. Treatments may include the provision of a plaster cast, splint, boot, or sling, to immobilise the fracture. You may also be seen by a physiotherapist who will give you advice and exercises following your injury.

If you have any cultural, religious or personal reasons that would impact your appointment please inform the administration team. You are welcome to request a chaperone.

Working in partnership
Great Western Hospitals NHS Foundation Trust
Royal United Hospitals Bath NHS Foundation Trust
Salisbury NHS Foundation Trust

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Telephone Call

If you are asked to stay at home you will receive a phone call or video call from an Orthopaedic Practitioner, who will provide you with advice on how you can self-manage your injury. Many injuries heal well with time and do not require further treatment or a face-to-face appointment. However, if required you can be referred onto the physiotherapy team for ongoing management.

Please note that the Orthopaedic Practitioner will call you on a withheld or private number. If a video call is required information on how to access this will be emailed to you in advance. If you have any additional communication needs and require an interpreter or other adjustments please let the admin team know when they call you to book your appointment.

What do I need to know about fractures?

A fracture is a broken or buckled bone, usually caused by high force impact such as a fall. The fracture will usually heal in 6-8 weeks and in most cases, you will be asked to immobilise the affected area in a splint or cast; this keeps the bones aligned while the break heals. The body lays down new bone around the broken bone, this is called callus formation. Healing however may take a little longer depending on factors such as age and smoking status.

Tips:

- Exercise any joints that aren't covered by the cast/splint to improve your circulation, and avoid any other joints becoming stiff
- Avoid getting small objects, powder, and sprays inside your cast/splint, as this would irritate your skin
- Do not try to alter the length or position of your cast/splint
- Use crutches or a sling as advised by your health professional
- Use simple pain relief if you experience any pain, or consult your GP for more advice on pain relief
- You can usually return to school or work with a cast/splint, but you should avoid strenuous activity that may damage the broken bone

Who can I contact for advice about my injury?

If you are worried about your injury or how it is healing and feel that you need to discuss it with someone, please email the physiotherapist on:

whc.urgentphysiopathway@nhs.net

We can then decide if you need to come in for a face-to-face appointment, organise a further telephone call, or a video call.

Emergency Contact

If you notice any of the below issues with your cast or splint, please call 111 by telephone or online or visit your local Minor Injuries Unit:

- Your plaster cast/splint still feels too tight after keeping it elevated for 24 hours
- You experience persistent itching or burning under the cast/splint
- Your fingers or toes on the affected limb feel swollen, tingling, or numb
- You notice discolouration of the affected limb
- Your cast/ splint is loose or broken
- You notice an unpleasant smell or discharge coming from your cast
- Your skin underneath and around the cast/splint feels sore

Changing Appointments

If you are unable to attend your fracture clinic appointment, please call the administration team on 01249 456535 (for Chippenham clinic) or 01985 224725 (for Trowbridge clinic).

Safeguarding

Wiltshire Health and Care has a strong commitment to care that is safe, of a high quality and that upholds our patients' rights. All our patients have the right to live lives free from abuse or neglect and, where they are able, to make or be supported to make informed decisions and choices about their treatment, care and support. Where patients are not able to make their own decisions, Wiltshire Health and Care staff are committed to ensuring that treatment, care and support is undertaken in accordance with the person's best interests. In order to fulfil these commitments, Wiltshire Health and Care follow the Safeguarding principles and responsibilities laid out in Sections 42-46 of the Care Act (2014) and are informed by, and apply, the guiding principles and provisions of the Mental Capacity Act (2005).

If you or your carer have any concerns about abuse, neglect or your rights in relation to care provided by Wiltshire Health and Care or any other agency or individual, please raise this directly with any Wiltshire Health and Care staff or contact the Safeguarding Adults Team by telephone on: 0300 4560111.

Regarding children, WHC is responsible for providing services in accordance with Section 11 of the Children's Act (1989) and works under the principles of Working Together to Safeguard Children (2018).

Patient Advice and Liaison Service (PALS)

If you have any questions, or concerns, suggestions or compliments about our service, please speak to a member of staff.

This information sheet is available in other languages and formats. If you would like a copy, please contact us on 0300 1237797 and PALS.wiltshirehealthandcare@nhs.net

Patient and Public Involvement

We value your opinions which will help us to further develop our services.

If you wish to provide feedback or get involved in our patient participation groups, please email the Patient and Public Involvement Officer at ask.wiltshirehealthandcare@nhs.net or telephone 01249 454386.