



**Virtual Fracture Clinic**

Oxford

**Patient  
Safety  
Collaborative**

Milton Keynes University  
Hospital

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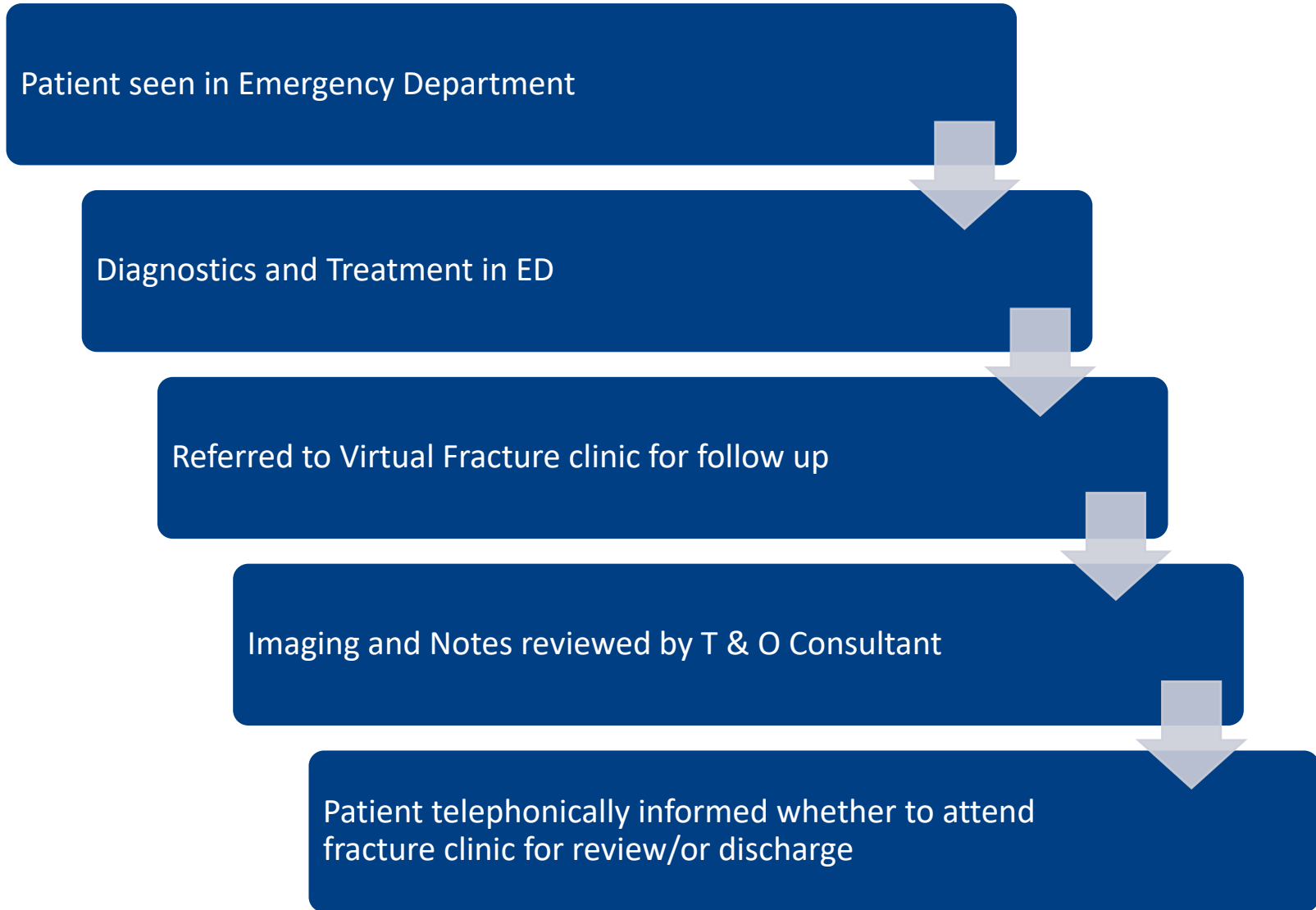
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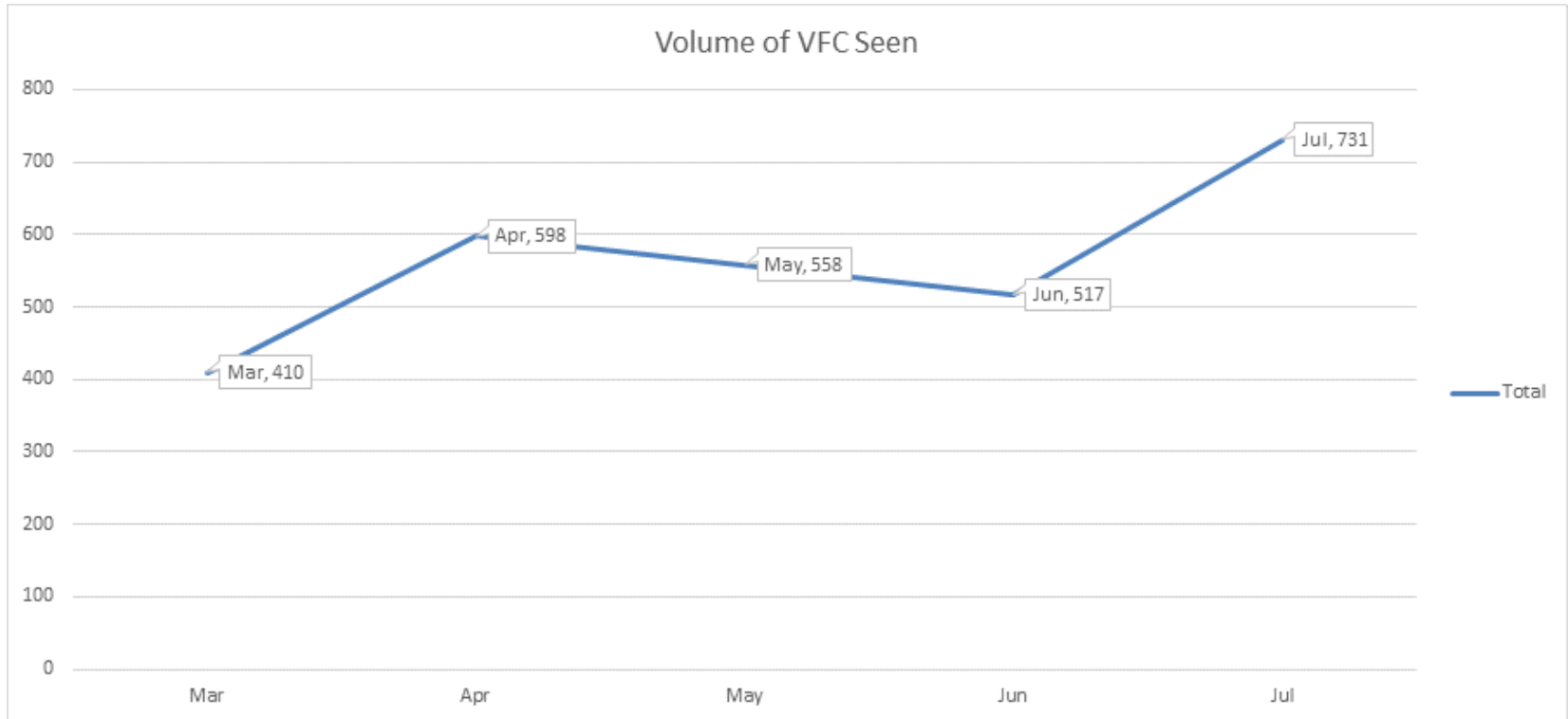
- Historically, patient presents to the Emergency Department following an injury
- After imaging and treatment in the ED, referred to fracture clinic for further review
- Patient attends the fracture clinic at MKUH and then a plan of treatment is made if required

# Limitations

- Poor patient experience - Long wait to be seen
- Lack of patient satisfaction - 30%~ of patients as no treatment was required after the long wait.
- Cost implication - High attendees, therefore need for an extra registrar/physical space

# Current Practice...





# Quick wins

- 31.5% rate of discharge from the Virtual Fracture Clinic – these are all patients that would have historically attended physically
- Patient experience has improved as the waiting time in the physical clinic has decreased
- Staff morale is higher due to change in type of work and also satisfaction from happier patient group
- Reduction in requirement to provide 3<sup>rd</sup> Middle Grade doctor to clinic



# Lessons learnt

- Inappropriate referrals- Local guidance and patient safety leaflets available
- Wound review