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Darlington  
DL3 6HX  
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Foundation Trust Office: 01325 74 3625  
Corporate Records Office: 01325 74 3700

Request for Information Reference: 11.17.47

Direct line: 01325 743700  
Email: [cdda-tr.cddftfoi@nhs.net](mailto:cdda-tr.cddftfoi@nhs.net)

Email only

29 December 2017

### **Freedom of Information Act 2000 – Request for Information**

Thank you for your request for information received on 29 November 2017 in relation to the County Durham and Darlington NHS Foundation Trust (Trust). We are dealing with your request under the provisions of the Freedom of Information Act 2000.

You requested information regarding a 'virtual fracture clinic'/ triage clinic'. Specifically you asked:

**1. Do you currently have a 'virtual fracture clinic' / 'virtual triage clinic' / alternative to a traditional face to face appointment?**

Answer: No.

**2. If so what is it called and when did it start?**

Answer: N/A.

**3. Name and contact details of lead orthopaedic consultant/ consultant in charge of fracture clinic?**

Answer: As the Trust does not have a virtual fracture clinic there is no lead orthopaedic consultant/ consultant in charge.

**4. Number of new patient referrals per annum to fracture clinic?**

Answer: December 2016 to November 2016: 12,221 outpatient referrals made.

**5. How much do you get paid per new patient "virtual" appointment?**

Answer: N/A.

**6. What is your discharge percentage from the “virtual” appointment?**

Answer: N/A.

**7. What software program do you use to run your virtual clinic? In-house or bought in?**

Answer: N/A.

**8. If you don't have any virtual clinic, have you been considering /planning for one?**

Answer: The Trust has previously considered this.

**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.**

Answer: Yes, in some cases hands go to plastics.

In line with the Information Commissioner's directive on the disclosure of information under the Freedom of Information Act 2000 your request will form part of our disclosure log. Therefore, a version of our response which will protect your anonymity will be posted on the County Durham and Darlington NHS Foundation Trust website.

If you have any queries or wish to discuss the information supplied, please do not hesitate to contact me on the above telephone number or at the above address.

If you are unhappy with the way your request for information has been handled, you can request a review by writing to:

The Chief Executive  
County Durham & Darlington NHS Foundation Trust  
Darlington Memorial Hospital  
Hollyhurst Road  
Darlington  
DL3 6HX

If, you remain dissatisfied with the handling of your request or complaint, you have a right to appeal to the Information Commissioner at:

The Information Commissioner's Office  
Wycliffe House

Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Telephone: 0303 123 1113  
Website: [www.ico.gov.uk](http://www.ico.gov.uk).

There is no charge for making an appeal.

Yours sincerely

**Joanna Tyrrell**  
**Freedom of Information Officer**