

Ref FOI17 448
Date 4 December 2017

Dear Sir/Madam

Request for information under the Freedom of Information Act 2000

Please find below/attached the Isle of Wight NHS Trust's response to your request.

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

Response - No - we do not hold virtual clinics.

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

Response - N/A

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

Response - Names and contact details of Trust staff constitute personal data as defined within the Data Protection Act 1998 and as such are exempt under Section 40(2) of the Freedom of Information Act 2000. However, we can advise that overall responsibility falls within the remit of Shaun Stacey, Chief Operating Officer. Further information regarding the Trust and the Executive Board is readily available on the Trust website. www.iow.nhs.uk

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

Response - Average of 3,670 new referrals p.a. to fracture clinic over the past 2 financial years. These may include patients referred multiple times for subsequent need.

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

Response – N/A see question 1

6. What is your discharge percentage from the "virtual" appointment?

Response – N/A see question 1

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

Response – N/A see question 1

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

Response - No

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.

Response – Emergency Department books the patient into the next available generic fracture clinic undertaken by the consultant who is on call that week. Those clinics take place daily.

Please note that this response does not constitute consent for direct marketing.

The Isle of Wight NHS Trust serves a resident population of 140,000 with a substantial influx of tourists during the summer months. The Trust provides acute, ambulance, community, maternity, mental health services on the Isle of Wight. As the only fully integrated service provider in England with this unique range of services comparisons with other service providers are not always straightforward.

A log of this request will be held on a database by the Trust. All hard copy correspondence relating to this request will be held for one year from the date of this letter, before being confidentially destroyed. A copy of this response will be published on the Trust website.

If you are unhappy about the response you have received, you should write and request the Trust to undertake an internal review of your application. A senior member of staff, not previously involved with your request for information, will undertake this review. If you remain dissatisfied with the response received you may complain to the Information Commissioner at the following address:

Information Commissioner
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Please do not hesitate to contact this office if you have any further questions.

Yours faithfully

Freedom of Information Team