

Virtual Fracture Clinic Brighton

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BRIGHTON & SUSSEX UNIVERSITY HOSPITALS NHS TRUST



Introduction

What is a 'virtual' clinic?

Aims of our virtual clinic

Our system in Brighton

Data so far

Benefits identified

Issues encountered

Planned improvements

What is a 'virtual' clinic?

A triage system for managing acute fractures and soft tissue injuries remotely.

'Care by the right person, in the right place, at the right time'

Powerful technological innovations make treating and tracking patients care pathways and outcomes an achievable aim

What is a 'virtual' clinic?

Brighton's Virtual Fracture Clinic:

- Started 2013
- Just adults and non hand and wrist injuries to start with
- 12,000 patients reviewed since 2013
- Reduced out patient # clinic attendances by 57%
- Only 3 'missed' diagnoses
- Excellent patient satisfaction rates

What is a 'virtual' clinic?

Why didn't we include hand and wrist initially?

- Volume
- Different, wider, spectrum of pathology expected

After 3 years of experience we wondered, could this model work in hands?

Aims of our virtual clinic

Improve patient experience

Ensure early senior decision making by a
Consultant Hand Surgeon

Implement evidence based management protocols
to drive up standards

To optimise the utilisation of all healthcare
resources

Brighton's system – June 2016

Most of our referrals
come through A&E



A&E refer to
guidelines

A&E treat and refer
using electronic form

Convert to Excel database
format



Communication
Communication
Communication

Cases reviewed
Plan decided
Patient called



A&E Guidelines

Decided to keep it simple

Single A4 page for everything

Includes list of exclusion – mainly things they have to refer to the on call Ortho reg to review immediately

List is on the Trust intranet site, along with all the general virtual clinic referral guidelines

Basic management of all hand/wrist injuries

Maximum they have to do is MUA/POP or Bedford splint

Intranet Referral Form

Date of referral

Basic demographics

Patient contact details, including their consent to be contacted

Mechanism of injury

Date of injury

What they think the diagnosis is

What treatment given so far

Who is making the referral

Form gets emailed to inbox kept just for those referrals

Patient gets 'business card' with contact details for the virtual service on it given to them by A&E and told to expect a call about further management in the next day or two.

Transfer to Excel Spreadsheet

Very simple

We just decided what data we wanted to extract

Emailed data fills first few columns

- Mechanical to do at present

Column for outcome after Consultant review

Column at the end for comments/communications

Virtual Clinic Review Meeting

Currently Mon,Tues,Thurs,Fri mornings

Senior therapist and Hand Consultant of the week

Senior Admin support in same room

- This makes a massive difference

Review latest set of referrals and decide on management plan

Developed treatment protocols for all common injury patterns that allow systematic, consistent approach

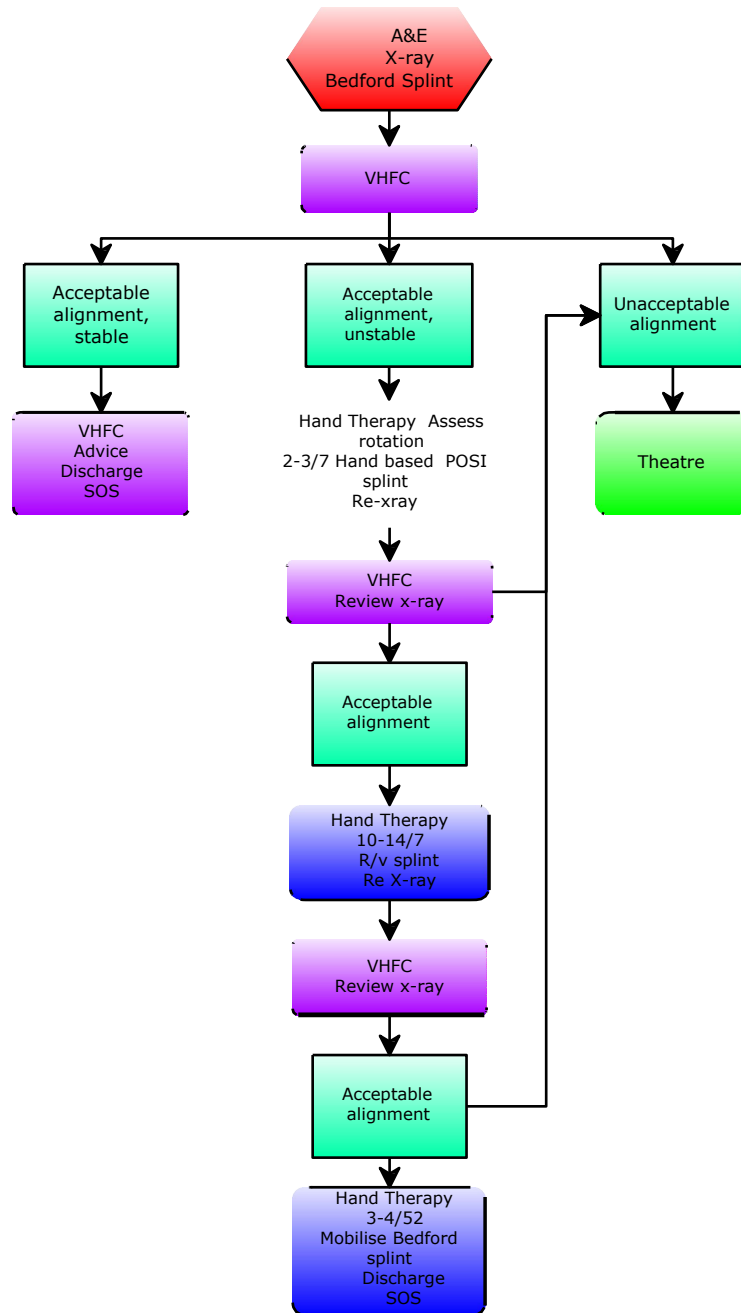
Consultant time – 10 mins – 1 hour depending on number of referrals

Also review any follow up imaging from previous days

- Use Outlook calendar to schedule those reviews

Therapist and admin support then call all the patients and action plans

Proximal Phalanx Fractures



Communication

Patient information:

- Information regarding the injury sent to patient
- Rehabilitation information sent to patients
- Sheets on our website

GP information:

- Standard letters in dictation system
- Reduces secretarial workload



REHABILITATION

Wrist Exercises

You have had an injury or surgery to your wrist.

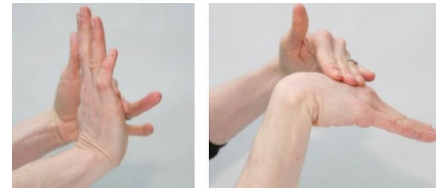
It is important that you now work on regular exercises in order to regain the best function in your wrist and hand.

The following is an outline of a set of exercises that you may find helpful during your recovery.

Take the splint off and do 5-10 repetitions of each of the following exercises every hour during the day.

Wrist Flexion/Extension

Bend and straighten the wrist until you feel a tightness. Use your other hand to apply a gentle stretch in each direction, holding the stretch for the count of 5 in each direction.



Pronation and Supination

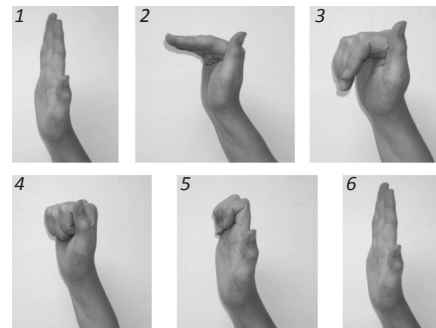
Keep your elbow tucked into your side. Rotate your forearm so the palm of your hand faces upwards and then downwards in turn. If this is stiff use your other hand to apply a gentle stretch in each direction, holding the stretch for the count of 5 in each direction.



Tendon Gliding

Complete as a sequence, as numbered.

Increase the stretch in each position using the other hand if you feel stiff.



Scar Massage (if you have had surgery).

Apply deep circular massage with firm pressure 3 times daily for 3 minutes to the scar and surrounding area. You may use a non-scented moisturiser to help with this and to soften the skin.

Review of our First Six Months

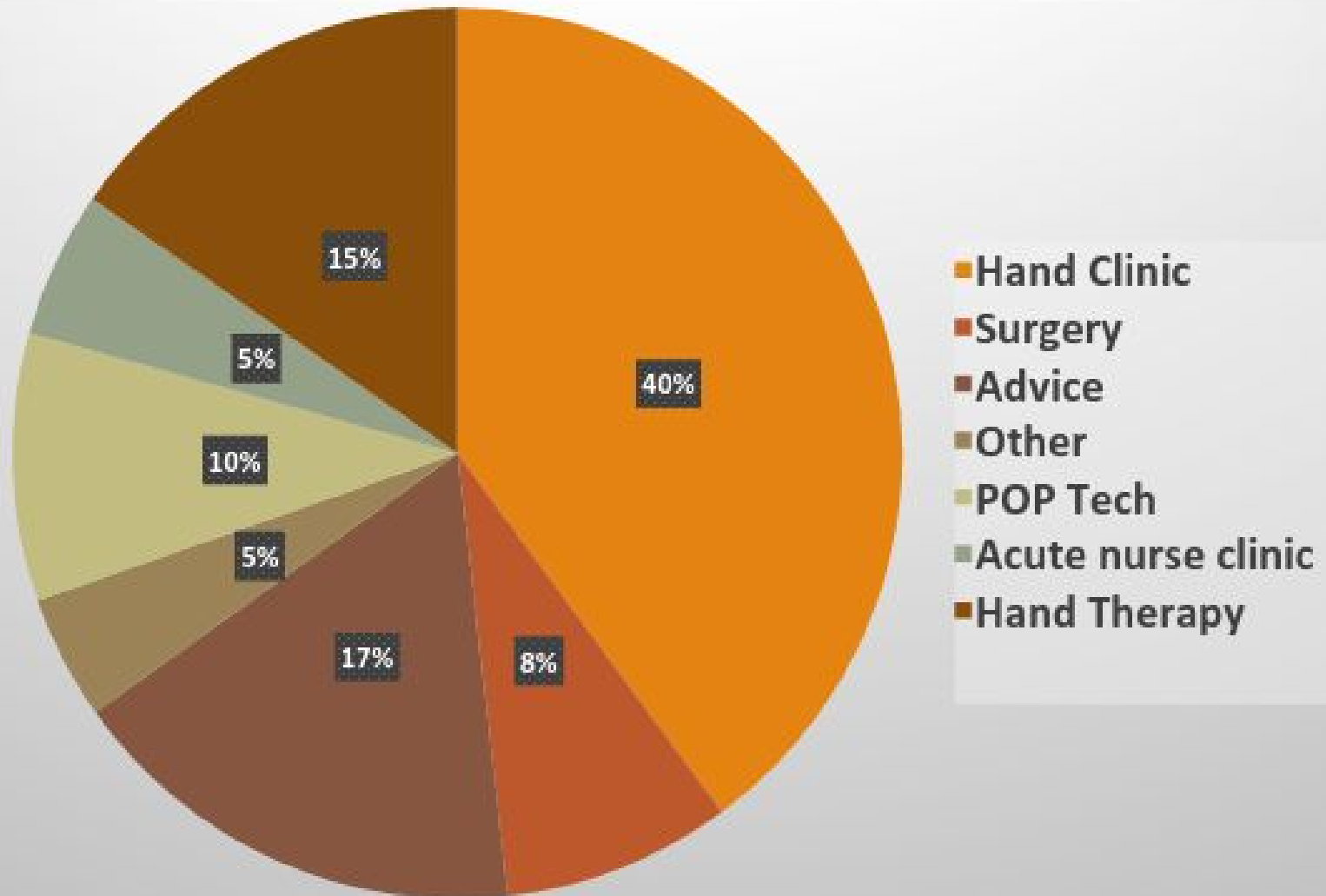
Reviewed July – Dec 2016

Just looked at our excel database

Focussed on outcomes for each patient

Outcome

N – 1919 patients



Benefits

Fast-tracks those that need surgery/urgent intervention

Standardisation of approach gives more consistency

Much quicker for Consultants

More convenient for patients

Enhanced therapist role

Direct access to service – email/phone/our own admin team

Issues

A&E don't always follow the simple guidelines

Standardising treatment eg with POP techs

Organising imaging remotely

Communication with patients vital – any problems
free access to clinic

Multi-step process for data capture

Patient outcome data needs to be manually
collected

Planned improvements

Decision tree app for A&E and on call juniors

- Oxford have piloted this and looks very useful

Microsoft portal for smoother electronic patient pathway management

- Already running our non hand and wrist service.....


Online Referral

David is advised that he will be given access to the Virtual Fracture Clinic and to expect a call the next day. The ENP completes the online referral form confirming the details with David.

The portal provides an online form that the ENP team can use to directly register patients without the need to extract the data on a daily basis into Excel.

ENP



Brighton and Sussex University Hospitals 

All Search Register Sign In

Home / New Patient Referral

New Patient Referral

Please complete the form below to refer the patient in to the virtual fracture clinic:

Patient Details

Patient *
David French

Referral Title *
5th base fracture

Patient First Name
David

Patient Surname
French

Patient D.O.B
8/18/1985

Patient Email
david_french@outlook.com

Clinical Details

Date of Injury
3/1/2016

Access to Virtual Clinic

David receives an
email with details of
how to access the
virtual clinic portal

Outlook.com

Search emails

Folders

- Inbox 24
- Demo 1
- Junk 2
- Drafts
- Sent
- Deleted
- Facebook 348
- Leeds Met
- Twitter 299
- New folder

Welcome to the fracture clinic CRM:0001015

Lucy Cassidy (admin@bsuhdemo.onmicrosoft.com) Add to contacts 15:08
To: David French

Dear David

We would like to welcome you in to the Virtual Fracture Clinic. We are sorry to hear of your injury but look forward to helping you get better. Below you will find a link to your customer portal, this provides some pre reading for you in advance of our physio team calling you the next working day.

Please visit the [Patient Portal](#) to join the Virtual Fracture clinic and take a look around.

Once you have spoken to the team, we will publish your personal care plan on the portal.

If you have any questions, please do not hesitate to contact us.

Your Fracture Team

6 months free unlimited superfast fibre broadband

Initial portal
access

David accesses the
portal where he can
view general
information about the
virtual clinic

The screenshot shows the homepage of the Virtual Fracture Clinic portal. At the top, there is a navigation bar with the NHS logo and links for 'Knowledge Base', 'Meet the Team', and 'Contact Us'. A search bar and 'Register'/'Sign In' buttons are also present. The main header features a large blue banner with the text 'Welcome to the Virtual Fracture Clinic' and 'Supporting virtual consultations and follow up care'. Below the banner, the page is organized into several sections: 'News & Announcements' with articles on infection prevention, performance data, and hospital redevelopment; 'Blogs' with posts like 'Blogs How-To' and 'Example Blog Post'; 'Poll' with a question about an example question; and 'Events' with a list of upcoming events including 'Event - Payment Required', 'Wednesday Event', and 'Monday Event'. A 'Forums' section is partially visible at the bottom.

Brighton and Sussex University Hospitals NHS

All Search Register Sign In

Knowledge Base Meet the Team Contact Us

Welcome to the Virtual Fracture Clinic

Supporting virtual consultations and follow up care

News & Announcements [All News](#)

Infection prevention and control at BSUH
June 17, 2013 8:00 PM
The prevention and control of infection is our highest priority. Keeping our numbers of MRSA and C.difficile cases down is vital to the quality of care that our patients receive and their confidence in us

Performance and data
January 01, 2013 8:00 AM
Our latest performance reports

Hospital redevelopment
December 19, 2012 8:00 AM

Blogs [All Blogs](#)

Blogs How-To
3 years ago - System Administrator - 0

Example Blog Post
4 years ago - System Administrator - 0

Forums

Poll [Poll Archives](#)

This is an Example Yes or No question?

Yes
 No

[Submit](#) [View Results](#)

Events [All Events](#)

Event - Payment Required
3/3/2016 3:00 PM-3/4/2016 12:00 AM

Wednesday Event
3/9/2016 3:00 PM-4:00 PM

Monday Event
3/28/2016 8:00 PM-11:00 PM



NHS Patient Care Dashboards Search CRM data Lucy Cassidy Cortoso

SAVE AS NEW REFRESH ALL

Clinic Dashboard

My New Referrals

Date of Assessment	Diagnosis	Patient	Date of Injury	Patient D.O.B	Patient Phone
09/02/2016	Toe	David French	25/02/2016	18/08/1985	N

My First Calls

Date of Assessment	Diagnosis	Patient	Date of Injury	Patient D.O.B	Patient Phone
01/03/2016	Toe	David Reid	29/02/2016	10/03/1980	A

My Second Calls

Date of Assessment	Diagnosis	Patient	Date of Injury	Patient D.O.B	Patient Phone
02/03/2016	Knee	Sophie Richardson	29/02/2016	01/03/2985	A

My Activities

Activity Type	Subject	Regarding	Priority	Start Date	Due Date
Task	Notify ENP of declined referral		Normal		
Task	Send daily patient list to finance		Normal		

Clinic Dashboard

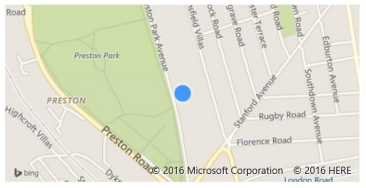
Lucy receives the new referral for David in the clinic dashboard



PATIENT David French Owner Lucy Cassidy

PRIMARY DETAILS

PATIENT INFORMATION Salutation Mr Full Name David French E-mail david_french@outlook.com Business Phone +447807135507 Mobile Phone +44770721733 Fax -- Preferred Method of Contact Email Address 96 Greenacres Preston Park Avenue Brighton BN1 6HR United Kingdom



POSTS ACTIVITIES NOTES Enter post here POST Both Auto posts User posts Lucy Cassidy David has access the virtual clinic for the first time Just now 5th base fracture Case: Created by Lucy Cassidy for Patient David French. On 5th base fracture's wall Today David French Contact: Created By CRM System. On David French's wall 26/02/2016 14:28

GP DETAILS GP Seven Dials Medical Centre

CONTACT PREFERENCES Table with 2 columns: Contact Method, Email. Rows: Email (Allow), Bulk Email (Allow), Phone (Allow), Fax (Do Not Allow), Mail (Allow)

PATIENT CASES RECENT CASES Table with 3 columns: Case Title, Case Number, Priority. Rows: 5th base fracture (CAS-00036-B7C4F1, Normal), 5th base (CAS-00039-X0T4F6, Normal), Knee Fracture (CAS-00033-C1W2Z9, Normal), 5th base fracture (CAS-00040-S3F6Y4, Normal)

Review patient Before calling David, Lucy can review David's patient record inc. contact information and any previous referrals

Initial Assessment

Before calling David, Lucy can review David's patient referral. She sees he has received his welcome email already



The screenshot shows the NHS CRM interface for a case titled "5th base fracture". The interface is divided into several sections:

- Header:** NHS logo, navigation menu (Patient Care, Cases, 5th base fracture), search bar (Search CRM data), and user profile (Lucy Cassidy Cortoso).
- Case Information:** Case title "5th base fracture", status "Approved", Date of Assessment "09/02/2016", and Owner "Lucy Cassidy".
- Workflow:** A progress bar showing stages: Referred, Assessment, Initial Call (Active), In Clinic, Discharge, and Next Stage. Below this, "First Call" and "Second Call" are listed with "click to enter" links.
- General Section:**
 - REFERRAL DETAILS:** Case Title "5th base fracture", ID "CAS-00040-53F6Y4", Patient "David French".
 - CLINICAL DETAILS:** Date of Injury "25/02/2016", Date of Assessment "09/02/2016", Mechanism of Injury "David was playing football when he fell and injured himself", Diagnosis "Toe", Physical treatment "David will require a boot to support his recovery".
 - Reason for Referral:** "Nerve/Vessel injury?" "No".
 - REFERRER'S DETAILS:** Hospital ID "--", Referring Clinician Name "Sandra Baker", Referring Clinician Job "ENP".
- COLLABORATION:** A list of posts and activities. One activity by "Lucy Cassidy" is highlighted: "Welcome to the fracture clinic CRM:0001015" with a timestamp of "Today".
- APPLICABLE SLA:** A table showing service level agreement details:

First Call	--
Second Call	--
First Response By	--
Resolve By	--
- PATIENT DETAILS:** Patient name "David French", D.O.B "18/08/1985", Pref. Contact Method "Email", E-mail "david_french@outlook.com", Mobile "+447707721733", Business "+447807135507", Address "96 Greenacres, Preston Park Avenue, Brighton, BN1 6HR, United Kingdom".



Creating the care plan

On completing the initial assessment, the system triggers a care plan for David appropriate to his needs and notifies him it's available

NHS Patient Care Cases 5th base fracture

SAVE & ROUTE + NEW CREATE CHILD CASE RESOLVE CASE CANCEL CASE ADD TO QUEUE QUEUE ITEM DETAILS ASSIGN DO NOT DECREMENT ENT...

SEARCH CRM data

Lucy Cassidy Cortoso

CASE: REFERRAL

5th base fracture

Status: Approved Date of Assessment: 09/02/2016 Owner: Lucy Cassidy

Referred → Assessment → Initial Call (Active) → In Clinic → Discharge → Set Active

✓ Referral Status?	Approved	✓ ICD Code *	5th MT Base
Follow up?	No	✓ Location	Left
Follow Up Details	click to enter		

General

REFERRAL DETAILS

Case Title * 5th base fracture

ID CAS-00040-53F6Y4

Patient * David French

CLINICAL DETAILS

Date of Injury 25/02/2016

Date of Assessment 09/02/2016

Mechanism of Injury David was playing football when he fell and injured himself

Diagnosis Toe

Physical treatment (* David will require a boot to support his recovery

Reason for Referral --

Nerve/Vessel Injury? No

REFERRER'S DETAILS

Hospital ID --

Referring Clinician Na Sandra Baker

Referring Clinician Job ENP

Location of Referral --

COLLABORATION

POSTS ACTIVITIES KB RECORDS NOTES

All Add Phone Call Add Task +

Lucy Cassidy

Your personal Care Plan CRM:0001024 Today

Fitting your boot

Please watch this video on how to fit your boot correctly

Modified by Lucy Cassidy Today

Remove your boot

You may now remove your boot.

Modified by Lucy Cassidy Today

Check your profile and GP details

Please review your profile on the portal, and the GP details that we have for you

Modified by Lucy Cassidy Today

Initial Advice: Ice, Rest and Elevation!

Please review this knowledge base article for initial advice following your injury

Modified by Lucy Cassidy Today

Guidance on using your crutches

Please watch this guidance on using your crutches

Modified by Lucy Cassidy Today

Watch smoking cessation information

Please watch this video on smoking cessation

Modified by Lucy Cassidy Today

APPLICABLE SLA

First Call Successful

Second Call --

First Response By --

Resolve By --

PATIENT DETAILS

David French

D.O.B 18/08/1985

Prof. Contact Me: Email

E-mail david_french@outlook.com

Mobile +447707721733

Business +447807135507

Address 1 96 Greenacres
Preston Park Avenue
Brighton
BN1 6HR
United Kingdom

RECENT CASES

Carrying out the Care Plan

David reviews each item on the care plan at the appropriate time, viewing articles and video exercise to help him recover

Brighton and Sussex University Hospitals NHS Trust

All Search David French

Home Your Care Plan Knowledge Base Meet the Team Contact Us

Search the Knowledge Base

Home / Knowledge Base / Fracture Clinic

Exercises to regain your movement and strength

Print Topic

To skip to the exercises that will help you regain your movement and strength, please follow this link:
https://www.youtube.com/watch?feature=player_detailpage&v=it36leAvm1w#t=218

Contoso

Fracture to the Base of the 5th Metatarsal


3:21 / 5:23


Related Topics

- Daily exercises guide
- Fitting your Ossur Boot Correctly

Giving feedback on discharge

Once David has recovered, he is asked to complete an outcome and satisfaction survey

Brighton and Sussex University Hospitals  NHS Trust

All ▾ Search  David French ▾

[Home](#) [Your Care Plan](#) [Knowledge Base](#) [Meet the Team](#) [Contact Us](#)

[Home](#) / [Surveys](#) / Patient Survey

Patient Survey

Thank you for giving us the opportunity to treat you in our virtual fracture clinic. Please help us serve you better by taking a few of minutes to tell us about the service that you have received. We appreciate your feedback and want to make sure we meet your expectations.

0%

Case Number	Case Type
CAS-00039-X0T4F6	

Title *
5th base

Evaluate Recent Support

In evaluating your most recent customer service experience, how would you rate the quality of support you received?

Poor
 Fair
 Good
 Very Good
 Excellent

Do you consider the fracture healed?
 No Yes

Service was personalised to meet my needs
 Strongly Disagree Disagree Undecided Agree Strongly Agree

Conclusions

This system of managed patient care has definite benefits

Hand and Wrist patients present a wider spectrum of pathology than that usually seen in a general # clinic

More work is needed to make our hand and wrist system as good as it could be