

## Our Mission

Our Mission is to offer five star patient care.

Each clinic has a 'named nurse', their name is written on the board in the waiting room.

If you have any additional needs, please speak to the named nurse on your arrival so that we can ensure you are as comfortable as possible during your visit.

Should you need any assistance at all during your visit, please ask to speak to the named nurse.

**This leaflet can be made available in alternative languages/formats on request**

如有需要，本传单可提供其他语言/版式

此單張的其他語言/格式版本可按要求提供

Na żądanie ta ulotka może zostać udostępniona w innych językach/formatkach.

Creation Date – September 2012  
Reviewed: September 2016  
Next Review Date due: Sept 2019  
Produced by: Outpatients Dept.

## Outpatients Department

**0151 430 1040**

### Fracture Clinic

**Patient Information  
Leaflet**

**Whiston Hospital  
Warrington Road  
Prescot L35 5DR**

## About your appointment

Due to your injury you have been referred to the fracture clinic for specialist advice and on-going treatment and care.

When you attend the clinic you will be under the care of a named consultant. You may not see the consultant at each visit, but you may be seen by a member of his team.

## Escorts

As we have limited waiting space, please restrict the number of relatives / carers who accompany you. However, children should always be accompanied by a responsible adult. Frail or infirm patients who normally require a carer should be also accompanied.

## Clinic set-up

Fracture clinics can be very busy, and you should therefore allow 1–2 hours for each clinic attendance. As well as seeing the Doctor, you may require wound dressing, plaster casts, X-Rays, blood tests, physiotherapy etc. These treatments / investigations are all part of your appointment.

## Appointment Times

We realise that this is a very stressful time and you may wish to inform your employer/school of the possible length of your appointment.

Injuries are not planned and everyone will need to be seen at the next available clinic. This can lead to a number of appointments being made for the same time slot.

Patients are seen in order of appointment time and not in order of arrival.

If your consultant requires you to attend other areas such as X-Ray or the plaster room, you will continue to be seen in your appointment time slot throughout.

If you are taking pain killers regularly, you may like to take them before you arrive or bring them with you to ensure you are as comfortable as possible during your visit.

## Facilities

There is a Costa Coffee Café and a W.H. Smith shop in the main entrance atrium and the Spice of Life Restaurant is located on the 5<sup>th</sup> floor where you can buy drinks and snacks.

## Before your first appointment

If you have any concerns about your appointment **before** you attend Fracture Clinic for the first time, please contact the clinic / department which made the appointment on your behalf, for example:-

Whiston Accident and Emergency Department: **0151 426 1313**

Walk-in Centre.  
St Helens: **01744 627400**  
Widnes: **0151 495 5000**

If you have any concerns about the treatment you received **before** you attend the fracture clinic for the first time (e.g. back slab, splint, sling or dressing), please also contact the clinic / department which applied it. i.e. A&E or Walk-in centre.