

Freedom of Information Act 2000 disclosure log entry

Reference

21-22105

Date sent

03/11/2021

Subject

GIC Waiting Times 2017-2

Details of enquiry

1. How many people that have been referred to your GIC (in any year) are currently still waiting for their first appointment?
2. What is the earliest date of referral that you still haven't processed and offered an appointment to?
3. How many patients have you given a first appointment to per year, in the last five years?
4. How many patients have you received referrals for per year, in the last 7 years?
5. Out of the patients you've seen who wished to receive hormonal treatment for their gender dysphoria, how many have you agreed to recommend for treatment? (in percentage, in the last 5 years)
6. What percentage of appointments have been missed by people who later told you they never received the communication informing them they had an appointment made for them?
7. What is the average time among your patients between being offered a first appointment by the GIC and being prescribed hormonal treatment, for patients who chose to undergo hormonal treatment?
8. Finally, I'd like to receive an explanation of why people referred to the GIC have to wait so long and what your plan is to solve this issue promptly, as the GIC is currently very far from meeting the 18 week maximum waiting time.

Response Sent

Your request for information, as detailed in your letter, has been handled under the Freedom of Information Act 2000.

1. How many people that have been referred to your GIC (in any year) are currently still waiting for their first appointment?
This information is now publicly available on the GIC website at:
<https://gic.nhs.uk/appointments/waiting-times/>

- What is the earliest date of referral that you still haven't processed and offered an appointment to?
 06/10/2016. This is a re-referral as the previous GP referral failed to provide all necessary documents – spell reopened on 16/04/2021
- How many patients have you given a first appointment to per year, in the last five years?
 The service transferred from the West London Mental Health NHS Trust to the Tavistock & Portman NHS Foundation Trust on 1 April 2017, therefore, we do not hold prior data

Financial Year	Total 1 st Appts
2017-18	1,488
2018-19	1,122
2019-20	1,210
2020-21	463
2021-22 (to date)	152

- How many patients have you received referrals for per year, in the last 7 years?
 The service transferred from the West London Mental Health NHS Trust to the Tavistock & Portman NHS Foundation Trust on 1 April 2017, therefore, we do not hold prior data

Financial Year	Total Referrals Received
2017-18	3,038
2018-19	3,627
2019-20	3,403
2020-21	2,980
2021-22 (to date)	1,239

- Out of the patients you've seen who wished to receive hormonal treatment for their gender dysphoria, how many have you agreed to recommend for treatment? (in percentage, in the last 5 years)
 We do not hold this data
- What percentage of appointments have been missed by people who later told you they never received the communication informing them they had an appointment made for them?
 We do not hold this data
- What is the average time among your patients between being offered a first appointment by the GIC and being prescribed hormonal treatment, for patients who chose to undergo hormonal treatment?

We do not hold this data

8. Finally, I'd like to receive an explanation of why people referred to the GIC have to wait so long and what your plan is to solve this issue promptly, as the GIC is currently very far from meeting the 18 week maximum waiting time.

Please see the information posted on the GIC website at:

<https://gic.nhs.uk/appointments/waiting-times/>