

Freedom of Information Act 2000 disclosure log entry

Reference

22-23041

Date sent

16/06/22

Subject

GIC Complaints

Details of enquiry

I am writing to request information regarding complaints made to the trust from patients being seen or waiting for care from Charring Cross Gender Identity Clinic.

- 1) How many complaints have been made each year from patients?
- 2) What the subject of the complaints were regarding eg. Waiting times, complaint about a doctor, etc.
- 3) How many complaints have been made about Dr xx's care?

Response sent

Gender Identity Clinic, Complaints Received per Financial year
1st April 2017 to 31st March 2022

Year	Access to treatment or drugs	Appointments	Clinical	Communications	Information Governance	Trust Admin	Values and Behaviours	Waiting Times	Other	Complaints Total
2017/18	25	3	9	43	3	9	6	10		108
2018/19	12	10	13	28	3	16	8	11		101
2019/20	16	2	16	20	32	4	6	16	1	113
2020/21	10	0	9	15	1	8	2	13		58
2021/22	13	0	17	18	2	5	3	20		78
Grand Total									01 Apr 2017 to 31 Mar 2022	458

Turning now to your third question, requesting complaints data about a member of staff, we must advise you that The Trust considers that the information you have requested is exempt under Section 40(2) of the FOIA, Personal information. This exemption covers personal information about third parties and where complying with the request would contravene the UK General Protection Regulation or the Data Protection Act 2018. Section 40 is an absolute exemption that does not require the authority to carry out the public interest test.

The Trust recognises that employees have a rightful expectation that details of their employment are treated confidentially by their employer.