

Freedom of Information Act 2000 disclosure log entry

Reference

22-23122

Date sent

22/08/22

Subject

22-23122 GIC: Risk Assessment -72 hours to Respond to Request

Details of enquiry

It appears that the adult GIC has recently been sending patients on the waiting list an email asking them to complete a form within 72 hours, or else be discharged. (This is in the peak holiday period of August.)

These are patients who have been on the waiting list for this service for up to 4 years, without access to specialist gender identity support while waiting. Trans people are known to be at increased risk of depression, anxiety, self-harm and suicide, and may also have neurodivergence such as (e.g.) ADHD.

I would like to request a copy of any risk assessment, equality impact assessment, meeting minutes or other documentation relating to weighing up the benefits and harms of adopting this 72 hour time limit in this context. In particular, if there is any document which shows that the risk of patients harming themselves was considered within the decision-making process, I would like a copy of that.

Response sent

It appears that the adult GIC has recently been sending patients on the waiting list an email asking them to complete a form within 72 hours, or else be discharged. (This is in the peak holiday period of August.)

We apologise for any confusion and distress caused to GIC patients about contact ahead of 1st appointments.

Please be reassured: patients have six weeks to return their pack, and nobody will be automatically discharged. The patient pack must be received 72 hours ahead of the appointment itself.

We have added a page to our site to describe our approach:

<https://gic.nhs.uk/appointments/contact-from-us-ahead-of-your-first-appointment/>