

## Freedom of Information Act 2000 disclosure log entry

### Reference

23-24096

### Date response sent

06/07/23

### Subject

GIC: Waiting, Referrals, DNAs and Budget

### Details of enquiry

1. How many staff have worked for the Gender Identity Clinic? Please include if possible job titles.
2. How many patients were referred to the GIC, broke down into:
  - a. Gender assigned at birth (male / female)
  - b. Age group
- 3 - How many first appointments have you offered?
- 4 - How many patients have been contacted for first appointment but haven't had a response?
- 5 - How many patients booked a first appointment, but did not attend?
- 6 - What is the clinics budget?
- 7 - How many patients have been seen within the 12 week target?

### Response sent

1. How many staff have worked for the Gender Identity Clinic? Please include if possible job titles.  
This information is publicly available on the Trust's website and may be viewed at [Question 8](#) within the response to the following request: [23-24052 GIC Waiting List 2000-2022](#)
2. How many patients were referred to the GIC, broke down into:
  - a. Gender assigned at birth (male / female)
  - b. Age groupMost of this information is publicly available on the Trust's website and may be viewed as follows:
  - For the Financial years 2017/18 to 2019/20 please see: [FOI 19-20344 GIC Referral Data 2017-19 by Natal Sex](#)
  - For the Financial year 2020/21 please see [22-23321 GIC Referrals 2020-21 Age + Gender](#)

- For the Financial years 2021/22 and 2022/23 please see the following table :

**GIC Referral Data by Age & Assigned Gender at Birth  
Financial Years 2021/22 and 2022/23**

Age when Referral received	2021/22				2022/23			
	Assigned Gender at Birth			Total	Assigned Gender at Birth			Total
	Female	Male	Not Known **		Female	Male	Not Known **	
17	376	186	27	589	299	133	37	170
18	387	220	32	639	284	162	53	215
19	124	114	18	256	120	122	30	152
20	109	115	15	239	102	99	17	116
21	112	104	14	230	82	74	21	95
22	84	118	18	220	73	70	22	92
23	82	95	22	199	67	70	18	88
24	54	90	14	158	54	92	17	109
25	77	79	13	169	51	68	22	90
26-30	239	291	43	573	188	243	55	298
31-40	140	247	55	442	118	190	51	241
41-50	51	125	22	198	46	100	15	115
51-60	25	92	15	132	18	73	15	88
61+	4	29	6	39	2	27	13	40
<b>Grand Total</b>	<b>1864</b>	<b>1905</b>	<b>314</b>	<b>4083</b>	<b>1504</b>	<b>1523</b>	<b>386</b>	<b>1909</b>

3 - How many first appointments have you offered?

This information is publicly available on the Trust's website and may be viewed at [Question 2](#) within the response to the following request: [23-24052 GIC Waiting List 2000-2022](#)

4 - How many patients have been contacted for first appointment but haven't had a response?

A provisional appointment is offered for a first appointment to patients on the waiting list, this is not dependent on receipt of an acknowledgement or confirmation that the patient accepts the appointment and will attend. If on the day, the patient fails to show up (DNA – did not attend) we follow the DNA policy as posted on the Trust's website at [Managing DNA \(did not attend\) and cancelled appointments procedure](#)

All first appointments offered to patients are kept open for them, unless they advise us to do otherwise. We do not track patients failing to confirm their attendance in advance, and are therefore unable to run an electronic report for this data, as it is not recorded within a dedicated field within the patients file. This would require a manual search of the files of all patients invited to the clinic which would take more time than the 18hours of officer time provisioned under the Freedom of Information

Act 2000. We base this on 10 minutes per file to identify and extract the relevant data, so per thousand files this would take 166 hours (circa 4.5 weeks of officer time). On this basis we can only confirm that we hold the data, but cannot extract it for you as to do so would exceed the provisions of FOIA.

5 - How many patients booked a first appointment, but did not attend?

**GIC Patients with a Booked First Appointment, who Did Not Attend (DNA)  
Financial Years 2021/22 and 2022/23**

Month	Financial Years					
	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23
<b>April</b>	56	96	65	61	87	103
<b>May</b>	94	103	88	53	81	118
<b>June</b>	113	100	80	71	74	84
<b>July</b>	68	90	60	81	91	107
<b>August</b>	77	81	63	83	64	117
<b>September</b>	105	89	73	124	87	115
<b>October</b>	97	72	119	87	97	127
<b>November</b>	123	61	127	109	106	135
<b>December</b>	74	66	86	88	72	87
<b>January</b>	130	99	69	123	80	110
<b>February</b>	118	74	64	89	79	58
<b>March</b>	94	68	45	55	87	76
<b>Total</b>	<b>1149</b>	<b>999</b>	<b>939</b>	<b>1024</b>	<b>1005</b>	<b>1237</b>

6 - What is the clinics budget?

This information is publicly available on the Trust's website and may be viewed at [Question 9](#) within the response to the following request: [23-24052 GIC Waiting List 2000-2022](#)

7 - How many patients have been seen within the 12 week target?

- Zero patients. Please note that the NHS general waiting time target is 18 weeks and not 12 weeks.
- We can also confirm that no patient has been seen under 18 weeks.