

Freedom of Information Act 2000 disclosure log entry

Reference

17-18348

Date sent

20/03/2018

Subject

Waiting Times Trends – Gender Identity Clinic

Details of enquiry

1. What are the current waiting times for the Charing Cross Gender Identity Clinic?
2. How many people have been referred in 2014, 2015, 2016, 2017 and so far in 2018?
3. What were the waiting times for those referred in 2014, 2015, 2016, 2017 and in 2018?
4. What is being done to improve the waiting times?
5. Is the waiting times predicted to go up or down at this time?

Response Sent

I can confirm that we hold the data requested, and that some of this information is exempt under Section 21 of the Freedom of Information Act (FOIA) 2000, because it is accessible to you, in the public domain, in the FOI Disclosure Log on our website, which may be reached at: <https://tavistockandportman.nhs.uk/about-us/contact-us/freedom-of-information/foi-disclosure-log/> Here, you will see that we have quite a number of relevant Q & As for you to peruse. I would draw your attention, in particular, to the following one:

[FOI Disclosure Log Listing](#)

[2017-18](#)

[FOI 17-18304 Waiting Times for Gender Identity Services](#)

Our responses to your final two questions, not covered by the above, are as follows:

1. What is being done to improve the waiting times?
The waiting times at the GIC are an ongoing issue. The referral increase is between 20-40% up on the same month last year. This trend has continued for years. The GIC is working with NHS England to do all we can to support the population within the current means. We have started to focus on the patient pathway to ensure that once one starts to attend at the GIC, that this becomes as seamless as possible. This is an ongoing project whereby we are working very hard to improve services for all patients.
2. Is the waiting times predicted to go up or down at this time?
We predict that if referrals continue to increase, the waiting times will rise (unless there is an investment of funds into the clinic in order to hire and train more staff.)