

Freedom of Information Act 2000 disclosure log entry

Reference

18-19323

Date sent

08/02/2019

Subject

GIDS Complaints

Details of enquiry

Regarding your Gender Identity Development Service (GIDS),

1. How many complaints have you received
2. What is the nature of these complaints.
3. I would like this information broken down ANNUALLY for the years 2016, 2017 and 2018.
4. Please do either list the complaints/ the nature of complaints / and, if possible, send copies of them as an attachment.

Response Sent

GIDS Complaints Received 2016 to 2018

Year	Nature of Complaint	Annual Subtotal
2016		8
	1. Information sharing with parents	
	2. Delays in treatment / communication	
	3. Engagement with parents	
	4. Waiting times and transition to adult services	
	5. Communication and waiting times	
	6. Communication	
	7. Referral to adult services	
	8. Location of appointments and lack of response to initial enquiry	
2017		15
	1. Information governance	
	2. Delays in sending out correspondence/incorrect information	
	3. Treatment distressing	
	4. Staff attitude and information sharing	
	5. Unhappy with clinician	
	6. Unhappy with clinician	
	7. Waiting times	

Year	Nature of Complaint	Annual Subtotal
	8. Unhappy with clinician 9. Waiting times and conflicting information 10. Delay in sending a referral to the gender adult services 11. Distressing appointment 12. Contradictory advice 13. Unhappy with protocol 14. Lack of response and information sharing 15. Unhappy with clinician	
2018		28
	1. Concerns related to media report 2. Concerns related to media report 3. Concerns related to media report 4. Concerns related to media report 5. Concerns related to media report, information sharing and waiting times 6. Waiting times 7. Perceived misinformation given during appointment and unhappy with clinicians 8. Unhappy with clinicians 9. Correspondence not received 10. Waiting times 11. Waiting times 12. Unhappy with clinician and distressing appointment 13. Information governance 14. Unhappy with clinician 15. Attendees at endocrinology appointments 16. Concerns around assessment and treatment protocol 17. Delays in treatment 18. Unhappy with clinician 19. Concerns around impact of co-occurring condition 20. Transition to adult services 21. Information sharing 22. Waiting times 23. Referral to GIDS refused due to age of patient. Lack of information given around options 24. Waiting times 25. Waiting times 26. Waiting times 27. Unhappy with clinician 28. GIDS operational protocol	