

## Freedom of Information Act 2000 disclosure log entry

### Reference

19-20310

### Date sent

06/02/2020

### Subject

Formal GIDS Complaints: 2017-2019

### Details of enquiry

1. Please disclose the number of formal complaints which relate to treatment by GIDS in each of the following years: 2017, 2018 and to date in 2019;
2. Please provide a breakdown showing the nature of the complaint and the outcome, including any action taken as a result.

### Response Sent

Year	Core Topics	Service	Outcome summary (Including actions)
2019	Waiting times	GIDS	Apology, advice and explanation given.
2019	Waiting times	GIDS	Apology, advice and explanation given.
2019	Waiting times	GIDS	Apology, advice and explanation given.
2019	Unhappy with care given	GIDS	Apology, advice and explanation given.
2019	Waiting times	GIDS	Apology, advice and explanation given.
2019	Unhappy with potential discharge	GIDS	Explanation given, appointment offered.
2019	Unhappy with how other health conditions were considered	GIDS	Explanation given, apology offered.
2019	Letter re housing requested	GIDS	Not within our remit to write letters in support of housing
2019	Unhappy with clinicians	GIDS	Acknowledged concerns, explanation given.
2019	Incorrect name used in correspondence	GIDS	Apology and explanation given.
2019	Incorrect name used in correspondence	GIDS	Apology and explanation given.
2019	Unhappy with clinician and information in report. Letter sent to incorrect GP	GIDS	Acknowledged concerns, explanation given.
2019	Concern raised about possible external (non-GIDS) treatment. Lack of response to concerns and conflicting information given	GIDS	Apology offered as well as continued discussion.
2019	Waiting times and delay in referral to adult services	GIDS	Apology, advice and explanation given.
2019	Waiting times	GIDS	Apology, advice and explanation given.
2019	Lack of communication and delay in referral to adult services	GIDS	Apology, advice and explanation given. Referral to adult backdated.

Year	Core Topics	Service	Outcome summary (Including actions)
2019	Messages not returned and delay in correspondence.	GIDS	Explanation given.
2019	Unhappy with first appointment	GIDS	Explanation given.
2019	Confusion over appointments, unhappy with report to adult service	GIDS	Pending at time of data-pull.
2019	Waiting times and unhappy with amount of input into external care plan	GIDS	Pending at time of data-pull.
2019	Waiting times	GIDS	Pending at time of data-pull.
2019	Confusion over referral between GIDS and GIC	GIDS	Pending at time of data-pull.
2019	Waiting times	GIDS	Pending at time of data-pull.
2019	Waiting times	GIDS	Pending at time of data-pull.
2018	Concerns related to media report	GIDS	Advice and explanation given.
2018	Concerns related to media report	GIDS	Advice and explanation given.
2018	Concerns related to media report	GIDS	Advice and explanation given.
2018	Concerns related to media report	GIDS	Advice and explanation given.
2018	Waiting times	GIDS	Advice and explanation given.
2018	Perceived misinformation given during appointment and unhappy with clinicians	GIDS	Acknowledged concerns and apology given.
2018	Unhappy with clinicians	GIDS	Acknowledged concerns, explanation given.
2018	Correspondence not received	GIDS	Steps taken to correct issue.
2018	Waiting times	GIDS	Advice and explanation given.
2018	Waiting times	GIDS	Advice and explanation given.
2018	Unhappy with clinician and distressing appointment	GIDS	Acknowledged concerns, explanation given.
2018	Information governance	GIDS	No IG Breach occurred, but explanation and apology given.
2018	Unhappy with clinician	GIDS	Acknowledged concerns, explanation given.
2018	Attendees at endocrinology appointments	GIDS	Explanation given.
2018	Concerns around assessment and treatment protocol	GIDS	Explanation given.
2018	Delays in treatment	GIDS	Apology and explanation given.
2018	Unhappy with clinician	GIDS	Acknowledged concerns, explanation given, continued discussion.
2018	Concerns around impact of co-occurring condition	GIDS	Acknowledged concerns, explanation given.
2018	Transition to adult services	GIDS	Patient referred to adult services at their request. We have no influence over the waiting times of other gender services.
2018	Information sharing	GIDS	Apology given, continued internal learning.
2018	Waiting times	GIDS	Advice and explanation given.
2018	Referral to GIDS refused due to age of patient. Lack of information given around options	GIDS	Advice and explanation given.
2018	Waiting times	GIDS	Advice and explanation given.
2018	Waiting times	GIDS	Advice and explanation given.
2018	Waiting times	GIDS	Advice and explanation given.
2018	Unhappy with clinician	GIDS	Acknowledged concerns, explanation given.
2018	GIDS operational protocol	GIDS	Apology given, continued internal learning.
2017	Information governance	GIDS	Apology given.
2017	Delays in sending out correspondence/incorrect information	GIDS	Apology given.
2017	Treatment distressing	GIDS	Explanation offered.
2017	Staff attitude and information sharing	GIDS	Explanation offered and apology given.
2017	Unhappy with clinician	GIDS	Acknowledged concerns, explanation given.

<b>Year</b>	<b>Core Topics</b>	<b>Service</b>	<b>Outcome summary (Including actions)</b>
<b>2017</b>	Unhappy with clinician	GIDS	Acknowledged concerns, explanation given.
<b>2017</b>	Waiting times	GIDS	Advice and explanation given.
<b>2017</b>	Unhappy with clinician	GIDS	Acknowledged concerns, explanation given.
<b>2017</b>	Waiting times and conflicting information	GIDS	Apology given.
<b>2017</b>	Delay in sending a referral to the gender adult services	GIDS	Explanation given, confirmed clinic would honour original referral date.
<b>2017</b>	Distressing appointment	GIDS	Explanation and apology given.
<b>2017</b>	Contradictory information	GIDS	Explanation given.
<b>2017</b>	Unhappy with protocol	GIDS	Explanation given, agreement to consider some issues raised.
<b>2017</b>	Lack of response and information sharing	GIDS	Explanation given.
<b>2017</b>	Unhappy with clinician	GIDS	Acknowledged concerns, explanation given.