

## Freedom of Information Act 2000 disclosure log entry

### Reference

19-20341

### Date sent

28/02/2020

### Subject

GIDS Waiting Times

### Details of enquiry

I want to know the current waiting times for the following appointments with your gender identity development service (GIDS) :

1. Average waiting time to receive acknowledgement of referral from receipt of referral.
2. Average waiting time from receipt of referral to first appointment with clinical team eg telephone or clinic appointment.
3. Average waiting time from first appointment with clinical team to second appointment with clinical team eg telephone or clinic appointment.
4. Average waiting time from receipt of referral to referral to the Endocrine department at UCLH.

### Response Sent

1. Average waiting time to receive acknowledgement of referral from receipt of referral.  
This is not a data field we regularly report on, and this correspondence is stored on individual patient files. Therefore to provide you with this data would require data collection involving the manual checking of 1000s of electronic patient files. We estimate that each one would take at least 5 minutes to accurately check, identify and extract any relevant data. Therefore, we estimate that the time taken to provide you with this data would fall outside 18 hour resource provisions of section 12 of FOIA 2000.
2. Average waiting time from receipt of referral to first appointment with clinical team eg telephone or clinic appointment.  
The average wait time from referral received to first appointment in GIDS during 2019 (calendar year) was 68.6 weeks. This is based on referrals offered a first appointment in 2019 (calendar year).
3. Average waiting time from first appointment with clinical team to second appointment with clinical team eg telephone or clinic appointment.  
The average length of time between the first appointment and the second appointment in GIDS in 2019 (calendar year) was 6.1 weeks.

4. Average waiting time from receipt of referral to referral to the Endocrine department at UCLH.

Though we confirm that this is data held by Tavistock and Portman NHS FT, we do not hold the information requested in an electronically collatable form. The Trust records of such treatment are held on individual patient files. Obtaining the information requested would require a manual search of 1000s of individual patient files. To ensure the accuracy of the search, we estimate each patient file to require 20 minutes of manual resource to check, identify and extract any relevant data. Therefore, we estimate that the time taken to provide you with this data would fall outside 18 hour resource provisions of section 12 of FOIA 2000.

Please note that young people are referred to the GIDS service at different ages and are therefore with the service for different lengths of time before any referral to endocrinology is considered, if appropriate.