

## Freedom of Information Act 2000 disclosure log entry

### Reference

19-20378

### Date sent

08/04/2020

### Subject

Waiting Times for Referral and Hormone Treatment

### Details of enquiry

I would like to request the following information for the calendar years of 2017, 2018 and 2019, for each of your clinics (The Tavistock and Portman NHS Foundation Trust Gender Identity Clinic for Adults, and Gender Identity Development Service for children and young people) as applicable.

1. Per year, per Clinic, how many patients sought hormone replacement therapy per year.
2. Per year, per Clinic, the average wait time between their referral to the Gender Identity Clinic (by a GP or counsellor, for example) and their first appointment at the Clinic.
3. Per year, per Clinic, the longest and shortest wait times between the patient's referral to the Clinic and their first appointment at the Clinic.
4. Per year, per Clinic, the average duration between the first appointment at the Clinic and the start of HRT.

### Response Sent

1. Per year, per Clinic, how many patients sought hormone replacement therapy per year.

We confirm that this data is held by the Tavistock and Portman NHS Foundation Trust.

The Trust's records of this data are held on individual patient files and cannot be collated through an automated process. Obtaining the information requested would therefore require a manual search of thousands of files. Searching each patient file would take 20 minutes.

Section 12 of the Freedom of Information Act makes provision for public authorities to refuse requests for information where the cost of processing (which includes determining whether the Trust holds the information, locating, and then extracting it) exceeds the appropriate limit. For the NHS this limit is set at £450, or 18 hours of work from one member of staff.

The time required to process this question falls outside this limit, and so is outside of the scope of the Freedom of Information Act, therefore we will not be processing it further.

2. Per year, per Clinic, the average wait time between their referral to the Gender Identity Clinic (by a GP or counsellor, for example) and their first appointment at the Clinic.

Service	Year	Referral Received to First Appointment
GIC (Gender Identity Clinic)	2017	58.9 weeks
	2018	51.9 weeks
	2019	64.1 weeks
GIDS (Gender Identity Development Service)	2017	28.7 weeks
	2018	50.3 weeks
	2019	68.6 weeks

3. Per year, per Clinic, the longest and shortest wait times between the patient's referral to the Clinic and their first appointment at the Clinic.  
 Unfortunately we cannot confidently release information regarding our shortest and longest wait times due to the way in which data is stored.

4. Per year, per Clinic, the average duration between the first appointment at the Clinic and the start of HRT.

We confirm that this data is held by the Tavistock and Portman NHS Foundation Trust.

The Trust's records of this data are held on individual patient files and cannot be collated through an automated process. Obtaining the information requested would therefore require a manual search of thousands of files. Searching each patient file would take 20 minutes.

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