

Freedom of Information Act 2000 disclosure log entry

Reference

20-21160

Date sent

08/03/21

Subject

GIC Referral Data Definition & Progression Timeline 2017-20

Details of enquiry

Can you please provide 2 pieces of information in relation to the waiting times page for the GIC here:

<https://gic.nhs.uk/appointments/waiting-times/>

1. What is the definition you are using for the measure of "currently booking appointments for X month"? Can you provide any metadata associated with this measure including what type of contact this is referring to?
2. The wait list is currently referring to September 2017, can you please provide a table from January 2017 to September 2017 outlining how many months it took to move to the next month of the waiting list?

For clarity I would like to know how many months of operational work it is currently talking to advance a month from the waiting list.

Response Sent

Thank you for your request for information received 18 November 2020, which has been handled under the Freedom of Information Act. Please accept our apologies for the delay in our response.

You have asked us for information in respect of GIC waiting times at <https://gic.nhs.uk/appointments/waiting-times/>:

1. **What is the definition you are using for the measure of "currently booking appointments for X month"? Can you provide any metadata associated with this measure including what type of contact this is referring to?**
2. **The wait list is currently referring to September 2017, can you please provide a table from January 2017 to September 2017 outlining how many months it took to move to the next month of the waiting list?**

In respect of question 1, the waiting times referred to on our GIC website are for first appointments and do not include continuity of care appointments from other gender clinics. The first appointment is defined as the first appointment within the trust, which could be a welcome workshop, or remote consultation or face to face consultation. Text and email exchanges do not count as appointments.

In respect of question 2, the table below shows referrals and first appointments from April 2017 to September 2020 inclusive. We do not hold data prior to April 2017 as this was when the service transferred to us from the West London Mental Health Trust. The data includes service users who transitioned (moved on) from GIDS to the GIC and who were, therefore, already on the 'pathway' and did not join the GIC waiting list (they accessed services via the GIDS waiting list). For this reason, we do not hold datasets that directly correlate month of referral with first appointment as you have requested.

Referrals:	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Grand Total
2016-17	318	202	211	231	229	182	191	201	162	194	202	254	2577
2017-18	178	218	243	258	247	251	283	289	244	282	272	274	3039
2018-19	232	359	326	337	279	323	302	307	213	365	281	296	3620
2019-20	328	278	251	322	287	297	312	294	210	267	302	251	3399
2020-21	116	120	182	285	221	230							1160

First Appointments	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Grand Total
2016-17	84	81	107	180	162	216	232	357	170	195	109	134	2027
2017-18	78	121	100	133	118	114	111	116	77	136	92	334	1530
2018-19	100	111	78	92	82	241	74	87	58	53	67	91	1134
2019-20	261	54	64	69	49	217	74	68	42	58	209	47	1212
2020-21	38	44	28	47	40	48							245

As stated on our GIC website, we do not have an estimation for how long a new referral will have to wait for their first appointment. The service is currently booking first appointments for referrals received in September 2017, therefore, people who joined our waiting list at that time waited approximately 3.5 years for their first appointment.

In respect of how long it takes to advance to the next month of referrals, as explained, we do not hold this information, however, our disclosure log includes responses to similar requests, which you may find helpful. We have included below a link to FOI 20-21108 on our disclosure log, which includes data on the month of referral from which the clinic has been seeing patients for first appointments at the start of each month, and which excludes continuity of care referrals from other gender clinics. [FOI 20-21180 GIDS Funding and referrals to 17.12.20](#)