

Freedom of Information Act 2000 disclosure log entry

Reference

20-21261

Date sent

28/05/2021

Subject

GIC Referrals, Waiting Times, Procedures, Benchmarking and regulatory inspections

Details of enquiry

Please may I request information about the Gender Identity Clinic.

I relate these questions to FY2019 / 20 and FY 2020 / 21 if these data are collated

- 1) What is the average waiting time between the referral date on an individual's GP referral letter, and the GIC accepting the referral and adding that individual to the waiting list?
- 2) What is the average waiting time for an individual on the waiting list to be seen for the first time?
- 3) How many existing patients do you have for the periods specified and how many new patients were seen over the same periods?
- 4) Please may I have an electronic copy of your written arrangements which ensure consistency of treatment for hormone therapy by your staff? This includes the criteria for deciding who to treat and how to make balanced judgements consistently across all of your hormone-prescribing staff?
- 5) How are your written arrangements of care benchmarked against national and international codes of practice? How are they reviewed to ensure your treatment of care is consistent with those codes? Where you make policies specific to the clinic, are they subject to independent peer review / scrutiny? If so what are these arrangements?
- 6) Who regulates you, how often are your arrangements and operating procedures inspected, and how many complaints have been raised against you (both for the dates requested and over the last five years)?

Response Sent

Thank you for your request for information which has been handled under the Freedom of Information Act. Please see below our response to your questions.

- 1) What is the average waiting time between the referral date on an individual's GP referral letter, and the GIC accepting the referral and adding that individual to the waiting list?

Please note that referrals are added to the waiting list upon receipt of the referral. For 2019/20 the average length of time until added as 'accepted' on our system was 243 days and for 2020/21 it was 66 days.

- 2) What is the average waiting time for an individual on the waiting list to be seen for the first time?

2019/20 = 487 days

2020/21 = 657 days

- 3) How many existing patients do you have for the periods specified and how many new patients were seen over the same periods?

Active cased load as at 31st March 2020 (excluding waiting list) = 4655

Active cased load as at 31st March 2021 (excluding waiting list) = 4934

- 4) Please may I have an electronic copy of your written arrangements which ensure consistency of treatment for hormone therapy by your staff? This includes the criteria for deciding who to treat and how to make balanced judgements consistently across all of your hormone-prescribing staff?

Please see attached protocol.

- 5) How are your written arrangements of care benchmarked against national and international codes of practice? How are they reviewed to ensure your treatment of care is consistent with those codes? Where you make policies specific to the clinic, are they subject to independent peer review / scrutiny? If so what are these arrangements?

Please see attached protocol.

- 6) Who regulates you, how often are your arrangements and operating procedures inspected, and how many complaints have been raised against you (both for the dates requested and over the last five years)?

We are regulated by the Care Quality Commission (CQC). You can find copies of CQC inspection reports on their website at <https://www.cqc.org.uk/what-we-do/how-we-do-our-job/inspection-reports>

During 2019/2020 we received 113 complaints and during 2020/21 we received 58 complaints