

Gender Identity Service

You said, we did...

There are a number of pathways for service user's feedback to be received, reviewed, and for changes to be implemented.

The service receives feedback in a number of ways:

- individual service user feedback from attending appointments
- feedback questionnaires
- through Gender Identity Outreach Workers
- from compliments, complaints and comments
- through NHS Choices
- from NHS England and National Commissioners

You've told us we're good at:

1. supporting service users through the lead professional
2. putting service users at ease through appointments
3. providing a supportive, personal approach

You've told us we need to improve:

1. the length of the waiting list - time taken from referral to the service, accessing the service and the internal waiting list when in the service
2. support for people who are on the on the waiting list
3. managing service user expectation for the service

What we've done to improve our service:

1. reviewed the pathway to see how processes can be sped up, in order to reduce waiting times for service users while maintaining high quality care
2. rolled out the Gender Identity Community Outreach Worker programme to other locations to include, one-to-one appointments, drop-in sessions and social activities to support safe spaces
3. reviewed and amended the service page on the Trust website and information packs to provide up-to-date information, waiting times and signposts to additional services