**Have Your Say Feedback**

Since 23rd April 2021, as part of a new Leeds and York Partnership NHS Trust (LYPFT) initiative, the Gender Service has started to collect feedback from people accessing our service via ‘Have Your Say’.

“Have Your Say” is as new way people accessing the service can give feedback on the appointments they attend.  LYPFT have worked with staff and service users  to co-produce the survey.

“Have Your Say” is  aligned to the new Friends and Family Test, asking about “experience of care” so provides anonymous patient feedback specifically for the gender service.

Below are the results for 23rd April- 31st July 2021 for the gender service. This below details the number of respondents and the rating given.

Please see below for some of the positive comments received about the experience of using the service:

**APRIL 2021 MAY 2021**

**very friendly and helpful. listened Extremely friendly, welcoming and validating. Discussing your personal gender is very hard and the team are always so supportive.**

**Thorough, informative, invested, attentive. first appointment with named consultant, and it was a very informative and supportive session.**

**Supportive and easy to talk to Overall talk about things happening and what to come in future, very nice and welcoming too.**

**Kind staff and helpful conversation I thought the person I spoke to was very helpful and understanding of my situation**

**She explained everything thoroughly and I felt like I was heard and listened to with everything I was saying**

**JUNE 2021**

**Its super to get one on one with not having to travel all the way to Leeds Brilliant!!**

**answered all my questions and reassured me. set out next steps and timelines**

**Staff are always extremely helpful & make you feel completely at ease.**

**I know how stretched the resources are, even more so currently, so I am really pleased at how I have been helped and how much all of the team are striving to support me.**

**All the staff there have been so friendly and helpful over the past two years and it has been a pleasure being one of their patients.**

**amazing care and support**

**youse are doing fab**

Please see below for the negative comments received about the experience of using the service:

**APRIL 2021**

**The amount of gatekeeping is frustrating. There is no reason to have to wait years for an appointment only to be told you're not allowed to transition.**

**MAY 2021**

**Please just let me transition. Stop putting arbitrary requirements behind the process and let me start feeling comfortable in my own body. Improve your communication so that it doesn't take months or even years to hear anything and actually listen to what your patients are saying.**

**Please see below the suggestions for improvement:**

**APRIL 2021**

**The connection of the phone calls was difficult to engage and hear.**

**MAY 2021**

**Better notice on rescheduling appointments**

**shorter waiting times**

**Waiting times are a massive issue, recruiting more professionals to see more patients would be ideal.**

**Make the programme work better. Despite good internet there was a lot of lag and signal loss**

**June 2021**

**There seems to be a delay of a few seconds which can be a little confusing. Otherwise good.**

**Its the waiting time which are the problem**

**Obvious the Nhs needs more funding to have more staff to deal with the long wait times.**

We would like to thank everyone for providing their feedback. We will be reviewing the information that has been gathered so far as a team and how we can respond to the improvements suggested.