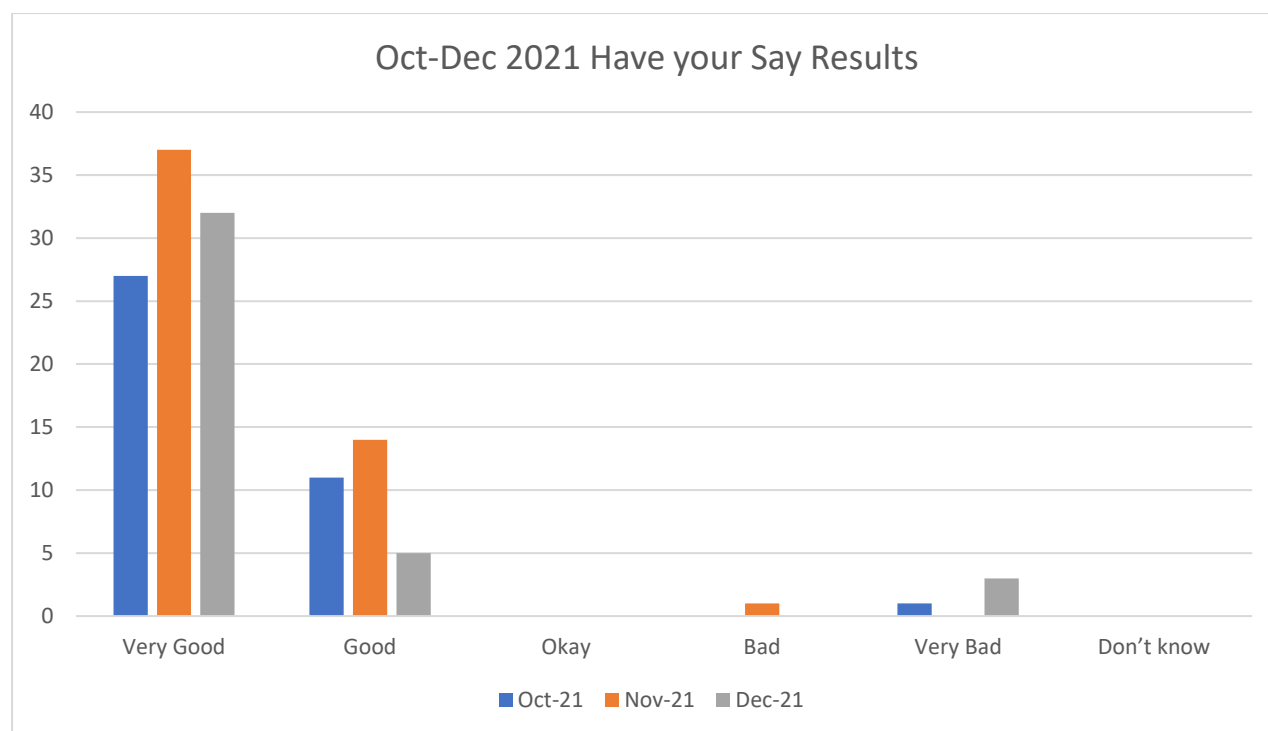


Have Your Say Feedback October-December 2021

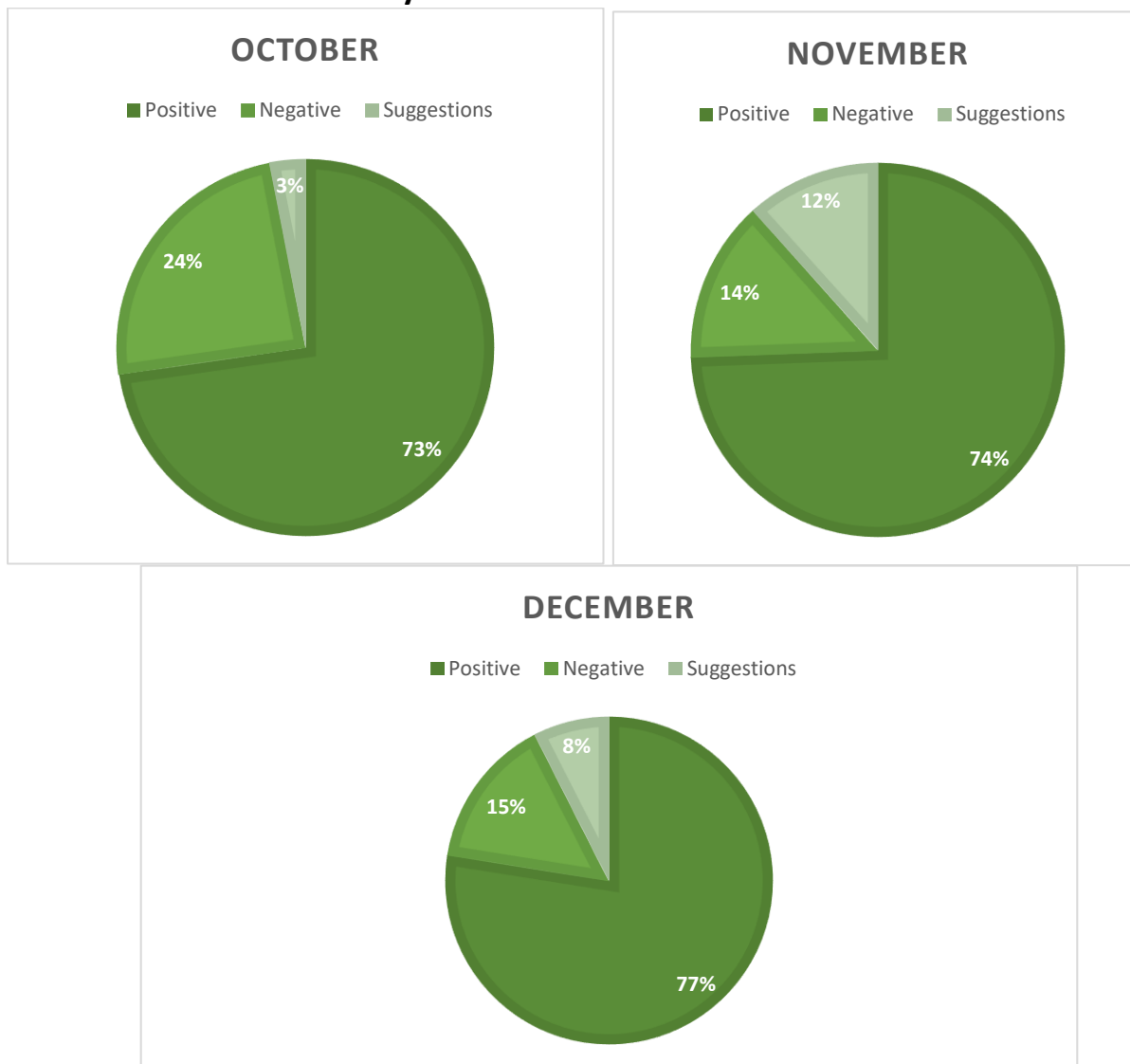
‘Have Your Say’ is a way for people who access our service to have their voice heard and give feedback on their experience. The feedback questionnaire has questions produced jointly by service users, carers and staff asking about experience of care to gather anonymous patient feedback. Below are the feedback data received between October and December, specifically for Leeds Gender Identity Service.

Respondents were asked ‘Overall how was your experience of our service?’ with the response options Very Good, Good, OK, Bad, Very Bad and Don’t Know.



Out of all the feedback given from October-December 2021 (n=115), 75.6% (n=87) was positive feedback, 7.9% (n=9) were suggestions and 16.5% (n=19) was negative feedback.

Below is the feedback analysis in a visual form.



From the feedback comments given, the main themes that were identified were:

1. Approachability of staff
2. Communication
3. Team knowledge and skills
4. Accessibility
5. Digital accessibility/technical issues
6. Waiting Lists
7. Suggestions for improvement

These themes were identified throughout all the feedback given and were the most common. Below are some of the feedback comments positive, negative and suggestions.

October 2021

Positive

“Amazing staff. All my issues were dealt with, and they really reduced my anxiety. Friendly and helpful.” -*Approachability of staff.*

“My caregiver... was perfect as ensuring I was calm and perfectly happy to answer and talk about the topics I needed to discuss and about all the risks associated with services.” – *Communication and Team Knowledge and skills.*

“Thoughtful and understanding. Always listening effectively and providing the best care possible.” – *Approachability of staff.*

“I was able to see the person I was talking with, they spoke clearly and easy to understand.” – *Approachability.*

“The Nurse... is really friendly while still being professional - gets the information across well” – *Communication.*

“Amazing staff. All my issues were dealt with, and they really reduced my anxiety. Friendly and helpful.” – *Approachability*.

Negative

“For this appointment no but waiting times in general need to be addressed.”
– *Waiting List*

“I have signed up for email reminders and other services and the consent forms for information via email. I did not receive a reminder about the appointment. This would have been nice. The other slight issue with online appointments is they can be plagued by technical issues.” – *Digital accessibility/technical issues*.

“Connection issues with the online video call.” – *Digital accessibility/technical issues*.

November 2021

Positive

“Everyone I've spoken with has been open about issues and treatment plans/timelines. They're all welcoming and easy to talk with.” –
Approachability

“Doctors were fantastic, Dr... is very helpful and calm, ensuring that I was happy with each step and giving me very good advice and letting me know what to do next.” – *Communication*.

“Friendly and professional. Informative regarding future appointments and helpful with concerns re: treatment.” – *Communication*.

“...was extremely understanding and supportive as she always is, taking the time to listen to the stresses that have been coming from my place of work and from some difficulties getting certain companies to complete my transition on their side.” – *Approachability*.

“Very helpful to talk through it....asked thought provoking questions and seemed very knowledgeable on gender identity.” – *Team Knowledge and Skills.*

“The clinician was very kind, understanding and sympathetic to my needs. asked all the right questions and helped me to better articulate how I was feeling based on the information I had already provided to them” – *Communication, Team knowledge and skills.*

Negative

“Was difficult to find as I am not from the area I was seen in. Could have been signposted better and directions given with appointment letter.” - *Accessibility*

“The waiting list to get seen was extremely long and much longer than I was first informed. I am pleased that this is being addressed but it is frustrating still.” – *Waiting lists.*

“The technology wasn't working well today. Audio echoing and video lagging.” – *Digital Accessibility/technical issues.*

December 2021

Positive

“Very willing to discuss care options over the next few months while I transition to NHS care from gender GP.” – *Team knowledge and skills.*

“The service has been very supportive, understanding and efficient thus far taking into account all the restrictions placed on it by covid.” – *Approachability.*

“Excellent communication and a nice and friendly face” – *Communication.*

“I was told of all my options, which gave me a clear idea of the path I want to take.” – *Team knowledge and skills.*

“Very willing to discuss care options over the next few months while I transition to NHS care from gender GP.” – *Team knowledge and skills.*

“Thorough and accommodating service, addressed main points for meeting and answered all my questions.” – *Communication.*

“The doctor was very thorough and clear throughout and was very easy to talk to. Reassuring when I was unsure.” – *Approachability*

Negative

“There is a delay of five seconds or so with the video which makes it difficult to communicate.” – *Digital accessibility/technical issues.*

“Nobody turned up to my appointment after 20 minutes of waiting” – *Communication.*

“There is a delay of five seconds or so with the video which makes it difficult to communicate.” – *Digital accessibility/technical issues.*

“Reduce waiting times.” – *Waiting times.*

The below comments are suggestions we have received through the feedback. These suggestions have been taken to a full team meeting where we have discussed ways in which we can work to improve the service for users.

Suggestions

“Have a more robust system in place for the exchange of confidential information, for example, the use of communications encryption like GPG.”

Thank you for your suggestion. Our service will have a look into what is available.

We also recognises there are ongoing connection issues and have done a distinct piece of work to recognise what the IT issues are. We can't always improve connections as this relates to individual patient and health professional's connections, however we are continuing to log these issues and are keeping this on the agenda when liaising with the Trust IT department.

" ...Until I moved on to the feedback form, options for male, female, transgender, other should be changed. I'm both female and transgender. They should be asked as separate questions."

Thank you for highlighting this issue. We believe this form related to a feedback option for the medical doctors practice within the team. We have already raised this with the appropriate departments to get this addressed and have requested options are changed to be more inclusive.

In waiting half an hour, I'd appreciate being able to turn off the incessant 'someone will be with you' message. I also think improvements need to be made to calendar scheduling/syncing or the alerts system to reduce missed appointments."

Thanks for your feedback. The "attend anywhere" video call platform does provide a function which makes it possible to turn off the music.

If you've waited longer than 15 mins beyond the scheduled appointment start time please contact via email or telephone to flag up so we can address the issue.

LYPFT NHS Trust has recently been working on providing a text message/reminder system for appointments as a useful prompt. In order to have this function please speak to clinician to request permissions are set up.

“Regular appointments that aren't so far between each other, like instead of being 6+ months, every three months”

Thank you for your feedback. Although we would also want to see people more regularly, due to capacity issues and in our endeavour to reduce waiting times we work with the NHS service specification that people have 6 monthly contact. If people need support between such appointments we can signpost people to local LGBT+ organisations and support groups.

“The initial wait time to start the appointments (from referral to face to face meetings) is far too long. It's also a little exhausting repeating my medical history to each new person I'm required to see.”

Thanks for your feedback. We have recently recruited more health professionals to increase the number of new patient appointments the team can offer. We are aware that this will only make a small impact upon waiting times to access the service. We continue to work with NHS England, to reduce waiting times to access gender clinics.

“A little more notice for blood test requests as It can be hard for me to get appointments at my GP. depending how fully booked they are”

We have temporarily increased our administrative resource for the hormone aspect of the service to try to increase the amount of notice for hormone appointments to try to support with this issue.

We would like to thank everyone for their feedback, as it provides invaluable insight from a patient perspective as to what we are doing well in the service, and ways in which we can improve it for its service-users. We will continue to feedback any information in this way, and any ongoing actions that we are taking based on your feedback to improve our service.