Have Your Say Feedback April-June 2022

‘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 April and June, 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 (n= 171), 90% (n=155) was positive feedback, 5% (n=8) was negative feedback, 3% was ok / didn’t know feedback (n=5) and 2% (n=3) were comments.

**Below is the feedback analysis in a visual form.**

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

1. Friendly, approachable staff
2. Informative, thorough appointments
3. Accessible appointments
4. Questions asked
5. Clinician not turning up to video appointment
6. Video call issues
7. Waiting times

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.

**Positive**

“My clinician was extremely patient, kind and thorough, and was very receptive to the goals and outcomes I had in mind. She also suggested and provided free, accessible resources I could use in order to continue my care and treatment at home.” – friendly staff and accessible appointments

“The level of clarity and detail provided. The staff are very clear about processes and times involved, the things that can happen, what delays might be faced, the support available, and how to navigate all these eventualities.” – informative appointments

“…I don’t have to travel the long distance for the appointment which is good given the cost of fuel and helps the environment.” – accessible appointments

**Negative**

“No one showed for the video appointment today. I waited for an hour in the waiting room.” – Clinician not showing up

“Invasive questions. Criminal history, trauma, etc.”; “Quite a few things that were covered on the first appointment were covered again.” – questions asked.

“I was referred for this service in 2018, the waiting time to be seen is significantly longer than the 18 week maximum wait time specified in the NHS constitution.” – waiting times

“…My Internet ran into problems and I was unable to connect so I was 30 mins late but I then got Internet back on and waited for 40 mins all the time being told there was someone aware of me waiting no one answered so I ended the call.” – video call issues

**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**

“More staff to be able to deal with people in need quicker.”

***Thank you for your suggestion. We are currently commissioned by NHS England and have a set resource in which to staff the service. We will continue to work with and inform NHS England of waiting list times.***

“I find it difficult to open up about sensitive topics to strangers so having more information about what the appointment will entail in the letter would be appreciated.”

***Thank you for your feedback. We have considered your suggestion and we will work on a new project, outlining the main themes that will be discussed in your assessment and what to expect from each type of appointment. We understand that talking to strangers may be difficult, but all questions asked in our assessment are necessary for your care. All information you provide is confidential unless there is a risk which we may need to address as part of our duty of care. If there are any questions during your assessment that you are uncomfortable with, please highlight this and we can explain the reasons why this question is being asked.***

“The specialist's diagnosis letter I received wasn't proofread so the intended meaning of some sentences and parts are incoherent. This is kind of a problem for when I need to get treatment or see doctors outside of the UK since it's the most informative/important document for them.”

***Thank you for your feedback. We are currently changing to a new system of dictation for letters, but this will be raised with both our clinicians and administrative staff, to ensure that letters are checked appropriately before going out to you.***