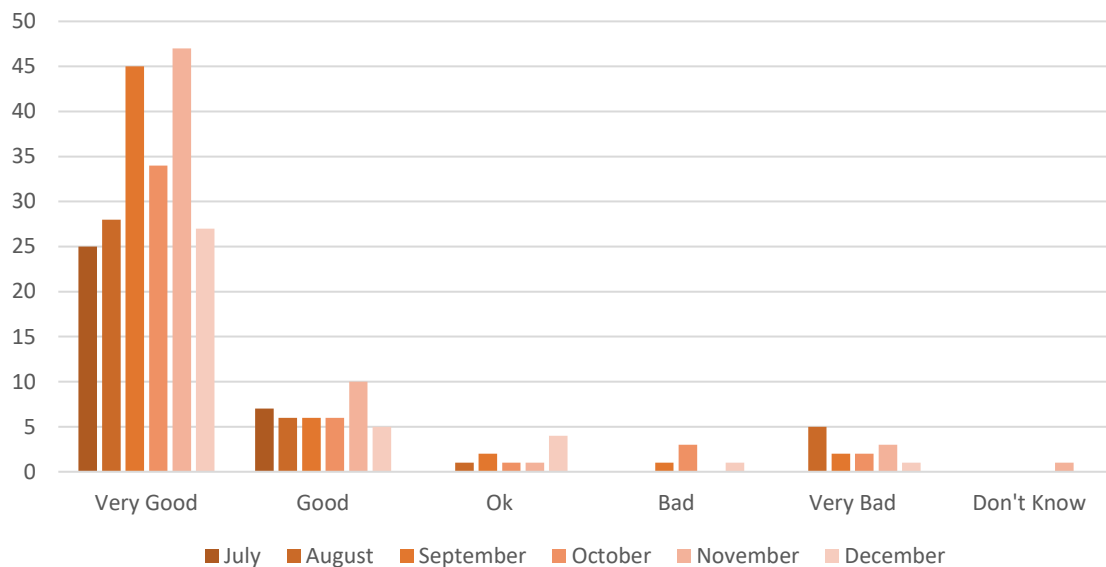


Have Your Say Feedback July-December 2022

'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 July and September, 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.

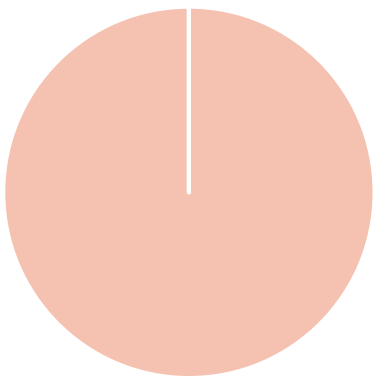
July - December 2022 Have Your Say Results



Out of all the feedback given (n=275), 89% (n=246) was positive feedback, 7% (n=18) was negative feedback, 4% (n=10) was ok / didn't know feedback, and 0% (n=1) were comments.

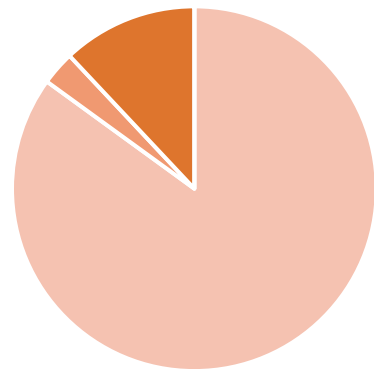
Below is the feedback analysis in a visual form.

"Have Your Say!": Total responses in July 2022



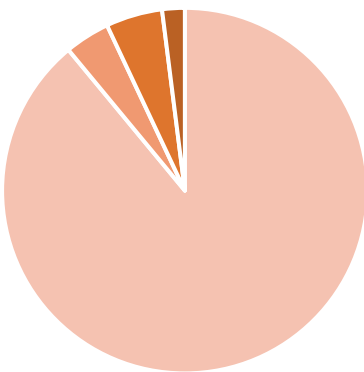
■ Positive ■ Ok ■ Negative ■ Comments

"Have Your Say!": Total responses in August 2022



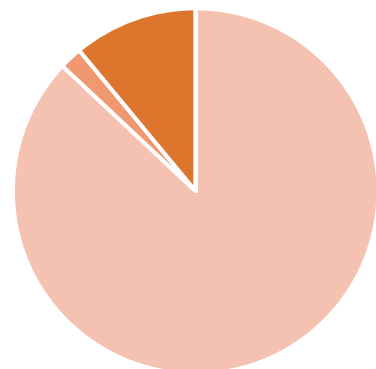
■ Positive ■ Ok ■ Negative ■ Comments

"Have Your Say!": Total responses in September 2022



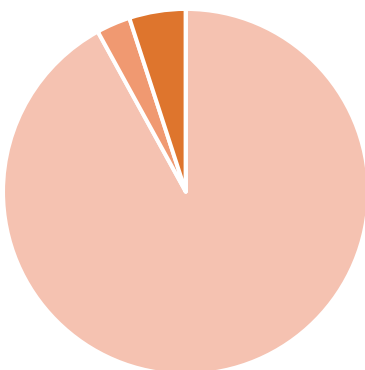
■ Positive ■ Ok ■ Negative ■ Comments

"Have Your Say!": Total responses in October 2022



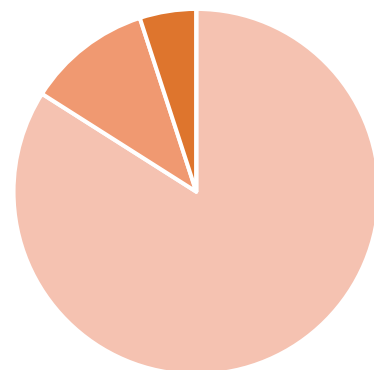
■ Positive ■ Ok ■ Negative ■ Comments

"Have Your Say!": Total responses in November 2022



■ Positive ■ Ok ■ Negative ■ Comments

"Have Your Say!": Total responses in December 2022



■ Positive ■ Ok ■ Negative ■ Comments

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

1. Friendly staff
2. Communication/information
3. Accessible appointments
4. Straight forward care
5. IT issues
6. Waiting times
7. Clinician not showing up
8. Appointment preparation

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

“Exceptional care from all of the staff I have encountered so far in my transition journey. They are all so wonderfully kind, caring and understanding. It really helps you feel cared for and validated during a potentially difficult time in your life.”; “Always professional and considerate of topics or terminology that may be upsetting to me as a trans person. Explained my options thoroughly from the first appointment to the point I was discharged from clinic.” – **Friendly staff.**

“The communication between your team and myself was excellent, and I would like to thank them for everything that they are doing to support me.”; “My case was picked up very soon after COVID and the team have looked after me well doing everything they said they would in a timely manner. I have never had to ask or chase up the team looking for support or help. It has always been at hand and communication has always been speedy.” – **Communication.**

“Don’t have to travel saving time and money plus the environment”; “Very accessible - I could do it from wherever suited me and no travel. Quick and clear and I could hear and see well” – **Accessible appointments.**

“I was reassured to be given not just a plan of action for going ahead, but contacts I can make use of if things don't quite work out to the schedule agreed upon, which is very helpful when dealing with uncertainties.”; “Very supportive, clear information given. Knowledgeable about some of the more legal issues (GRC cert) which I found very helpful.” – **Clear information.**

“Moving me on to surgery without any unnecessary messing around”; “Excellent and thorough vocal training sessions that target personal goals.” – **Straight forward care**

Negative

“While I understand there is nothing that can be done about waiting times, the lack of updated or any idea of when things might happen has been very difficult to deal with.” – **Communication.**

“Taken less than 7.5 years from referral to get to this point - and we still have maybe another year. Trans people are treated dreadfully in this country. This service and its gatekeeping are part of the problem.” – **Waiting times.**

We have received feedback from service users regarding waiting times and how we communicate this. We therefore update our website 3-monthly regarding waiting times, as well as including approximate waits for each medical opinion and hormone treatment.

“First appointment wasn't booked correctly by the service, and for the second I spent an hour waiting on a 'video call' for nobody to show up.”; “I waited for 28 minutes on the call, but nobody logged in. I was not sent a message that my appointment had been cancelled so I simply sat and waited.” – **Clinician not showing up.**

“Slight lags in video but may have been internet”; “I don't know if it was the dr's connection or if it is something with the servers but the video call quality

was a little choppy and the audio sometimes got quiet as though it was ducking for other notifications/audio” – IT issues

We have received many feedback comments regarding issues with our online platform ‘Attend Anywhere’. These issues can manifest as connection problems, or appear that the patient/clinician has not attended the appointment. We have previously explored connection issues with our IT department. There does not seem to be a difficulty with the platform, but internet connections could occur at either end of the call. We apologise for any concerns this may have caused you.

“The question... asking if I'm male, female, transgender, or other seems confusingly worded; I'm a trans woman, I'd describe myself as female and as transgender. That formulation makes me feel less trusting of the service.”;
“...On the next page it asks "are you male or female?" and then offers male/female/transgender/other. This is very poorly done. Trans men are men, trans women are women, nonbinary people exist and deserve respect.”

Thank you for your feedback. We apologise for any upset that this may have caused. We have discussed this issue as a team and agree that the question and/or options may need to be rephrased. This feedback will be reported to The Trust.

Suggestions

“To improve the service, the nurse should ask questions only if they can explain to the patient if and why they are necessary to the appointment and relevant to the care she has come to receive... At the very least, the patient should be able to negotiate the boundaries of the conversation and should be invited to say something if they feel uncomfortable.”

“Given a list of info needed for the appointment, so as to feel more prepared.”

Thank you for your feedback. We have considered your suggestions and we aim to provide information on our website, outlining the main themes that will be discussed in your assessment. 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.