Have Your Say Feedback January-March 2023

‘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 January and March, 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=160), 96% (n=153) was positive feedback, 3% (n=5) was negative feedback, 1% (n=2) was ok / didn’t know feedback, and 0% (n=0) 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 and respectful staff
2. Clear information
3. Accessible appointments
4. Supportive service
5. Waiting times
6. Unclear or slow communication

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**

“The care I received was very respectful and understanding. I felt able to voice my opinions and a comfortable environment was created where I was listened to.” – *Friendly and respectful staff*

“They were very clear, understanding and provided me with the correct information.”; “Gave me all the updated information that I needed for the next stages of my transition, along with a plan and estimated time scale.” – *Clear information*

“Trans healthcare is pretty scary, [my clinician] has really made me feel at ease and helped me with any questions or issues I've had. The service has been invaluable and I am better off for it. I promise to live my best life.”– *Supportive service*

“Very easy to attend online, the doctor also advised me well on next steps.” – *Accessible appointments*

“...I love the fact there's an outreach and volunteer service with individuals who are going through or have gone through the services that the clinic provide and facilitate, it will be really helpful for me.”

**Negative**

“Detail missing on the appointment letter, what the appointment is discussing/the purpose of the meeting.” – *Unclear communication*

**Thank you for your feedback. We are liaising with the team that manage the electronic appointment booking system that generates the letters to find out whether it is possible to include information regarding the purpose of the appointment.**

“…Appointment times and communication is painfully slow...unless it’s a missed appointment letter, which can arrive within a week of the letter date. Compare this to the 1-3 months it takes to receive any other letters from you…” – *Slow communication*

**Thank you for your feedback. We are aiming to expand our admin team however, due to limited resources, letters can take longer than we would wish. Furthermore, the content of the letter will affect how long it takes to generate. For example, clinical reports will take longer than appointment letters.**

**Suggestions**

“…on the letter that’s sent with the appointment it was in a number format of 06/01/2023 (for example) and i got confused if it was the 6th January or the 1st June - perhaps should be given as a written date as well as number format?”

**Thank you for your suggestion. We agree that this may cause confusion and we are liaising with the team who manage the electronic appointment booking system to see if this change is possible.**

“Text to remind of appointments the day before or text with the details of the appointment as well as sending out the email.”

**Thank you for your suggestion. This is something that the service provides to service users who have completed a communication permission form, indicating that they would like this option. A communication permission form can be downloaded from the service website. Once this is completed and sent to the service via email, you will receive text reminders for your appointments 3 and 5 days prior.**