**Have Your Say Feedback April-June 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 April and June 2023, 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=119), 95% (n=110) was positive feedback, 2.6% (n=5) was negative feedback, 1.6% (n=3) was OK, and 0.8% (n=1) was comment only feedback.

**Positive Feedback**

**Informative**

The named professional approached all aspects of the care pathway in a nonjudgmental and supportive manner, providing expert advice where applicable. They understood my anxieties about wait times and potentials of being dropped off of a wait list and expertly dispelled them throughout the call.

**Friendly**

* Really kind, caring, and approachable people.
* Just really kind and genuine human beings. So understandable too.
* Understanding doctor, very good manner and asked relevant questions. Very easy to talk to and be open with.

**Non-judgemental and affirmative**

Non-judgmental and very supportive, any issues I raised were treated with care. Rather than making me feel insecure I felt comfortable to be honest.

**Online appointments**

Clear communication and great that the appointment could happen via video call to save time and money travelling to Leeds etc.

**Accommodating**

Very personal and attentive, as well as a general positivity. The person carrying out the service was professional while balancing the patient's (me) needs and took in my feedback and adjusted approaches accordingly. Also demonstrated visual aspects of, in this case how the vocal chords work and are manipulated, which is great for me as I often need a visual to have a better understanding of things.

**Positives of Speech and Language Therapy**

Voice sessions have been one of the most affirming and positive parts of the service. The speech and language therapist has been very present in all the sessions and genuinely interested in my progress. She seems passionate about helping the whole person not some compartmentalised idea of 'voice'.
My voice has settled into a definite male range and the therapist has given me confidence to go out more and use it.

**Negative Feedback**

Hormone service seems to be more a 'box ticking' exercise after being on HRT for 6 years already. I'm glad I was able to afford to initially access hormones privately and that my GP has been supportive in prescribing all this time.

**Technical Difficulties (especially bad in June?)**

No fault with the person carrying out the care what so ever, the only thing that can sometimes get in the way of the sessions is just technical difficulties either in the app or just with difference in internet connection but that's got nothing to do with the person in the sessions.

**Insufficient Communication**

* 'I made the mistake of following the wrong URL and waiting in the wrong waiting room. That's entirely my fault. What frustrates me is that for half an hour nobody (in Leeds or Sheffield who I followed the link by accident) answered the call, emailed or phoned me. There's a complete lack of response in this system and it's always been there, although this is the first time I've missed a video consultation I've had plenty of close calls. After following the right URL I waited 20 minutes and again got no response from anyone. In the end I phoned up the service to let them know that I missed the initial time and nobody was picking up my call.

**Waiting Times**

* Usual issues with the Gender service are all around waiting time.
* The wait times are unreasonably long and breach the NHS legal maximum wait time of 18 weeks.
* The care for trans people in the UK is abhorrent. I was referred eight years ago. That isn't ok.

**Suggestions**

**‘it was all good maybe though just asking about how I feel at the end of session, do I feel safe to go home and leave?’**

Thank you for your suggestion. Clinicians aim to check in with patients during appointments, especially if a conversation was difficult emotionally. We also hope that patients feel comfortable and safe to voice any concerns they have with the clinician. We endeavour to make this felt throughout the session and time in the service.

**‘I have suggested video clips for each session, that can be utilised as a reminder for practice between session. Also encouraging participants to make notes during sessions to aid practice.’**

Thank you for this excellent suggestion. Our Speech and Language therapists have taken this on board and now encourage service users to bring pen and paper to appointments to make notes and make the most of the session. Video clips are currently being made to aid patients to practise what they have learnt in between appointment; however, they are not yet available.

**‘To do better I think it would be a good idea to text a SMS to the patients who have appointments to attend, a reminder appointment a day before the appointment is due, including the link so it could be helpful to those who need it.’**

Thank you for this suggestion, this service is available to all patients upon request. However, in line with our information governance policies we ask patients to complete a communications permissions form which is available on our website.