**Have Your Say Feedback July-September 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 July and September 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=161), 91% (n=146) was positive feedback, 7% (n=11) was negative feedback, 2% (n=3) was OK, and <1% (n=1) was comment only feedback.

**Positive feedback**

**Respectful staff:**

*‘Polite, professional, and considerate service provided. Very supporting.’*

*‘I felt respected and understood by the professionals.’*

**A person-centred approach where care is tailored to your needs:**

*‘I’m thankful that my questions about the future were answered to me in a way that I understood’*

*‘Focusses, supportive, and targeted towards me.’*

**Staff who genuinely care:**

*‘Amazing staff who care deeply and genuinely for my health and well-being’*

**Clinicians who listen:**

*‘They really take time to listen and understand you, I’ve always felts looked after and cared for since I started my journey with GIDS’*

**Questions answered clearly:**

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| *‘Video Consultation was highly informative. I was made to feel at ease and relaxed during the session and as a result, felt able to ask questions. All my questions were answered openly and honestly.’* |
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**Knowledgeable staff who can help make the right decisions:**

*‘My named professional has been very helpful and has asked all the right questions to ensure that I am happy with the options available for care’.*

*‘The nurse listens without judging and helps makes the right decisions; like pausing my surgery referral until things are more stable’.*

**Suggestions**

**Implementing an informed consent model**

*‘The wait times need to go down. The service needs to be entirely restructured. There is no reason to require an additional diagnosis if someone comes to you with an existing diagnosis, it is a massive waste of time and money for everyone involved. I have been on hormones privately for nearly 4 years and out publicly for over 5 years. Informed consent should be all I need to access the care I require on the NHS. The informed consent model is applied worldwide and is recommended by the WHO. This service (and the UK as a whole) desperately needs to adopt this model.’*

Thank you for your suggestion. Leeds Gender Identity Service is not commissioned by NHS England to implement an informed consent model and we are required to make our own holistic assessment to confirm a diagnosis of gender dysphoria or incongruence. This assessment includes ensuring that treatment is safe when considering physical, mental, and social health of the individual. As a service we are responsible for ensuring that treatment is not harmful and safe for our service users. When completing our assessment, we take into consideration someone’s gender identity journey so far including treatment with other services including private practitioners and plan care accordingly with service users.

**Asking invasive questions**

*‘Although not an issue in this session there is a general continual theme of asking invasive personal questions that don’t alter healthcare outcomes. E.g. asking about my sexuality.’*

Thank you for your comment. All questions asked are relevant to the assessment carried out by the clinicians at LGIS. If you would like to know why you are being asked a question, feel free to ask your clinician. See our ‘What to Expect’ document on our website for an outline of topics that will be covered during appointments.