**Have Your Say Feedback October-December 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 October and December 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=169), 97% (n=163) was positive feedback, <1% (n=3) was negative feedback, 2% (n=2) was OK, and <1% (n=1) was comment only feedback.

**Positive feedback**

**Staff answer questions clearly especially around treatment**

*Clear and understandable - I wasn't confused about anything.*

*Answered any questions I had and covered things that I didn't know. One example was risks to do with lower surgery. More risks than I knew were covered and I felt as though I came out knowing more than before the appointment.*

*I was given clear understandable advice about how I will now progress as well as any external organisations that I could access, whether this was for support or for facial hair treatment*

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| **Helpful kind + polite**  *Extremely helpful and lovely staff always offer the support i need.*  **Affirmative** |
|  |
| *Easy conversations and acceptance.* |
| *The nurses were brilliant and understanding when I mentioned my current situation and didn’t judge me at all, which made me feel very comfortable in my appointment* |

**Negative Comments and Suggestions**

*I don't know whose responsibility the letters from the GIS are, but more information or a list of things I can bring to the appointment to ensure it is as efficient and streamlined as possible. I always try to get my blood tests done in plenty of time but if I should chase up my GP a week before the call to ensure the GIS GPs have the results in time for my online appointment or something would be useful. Like a checklist to make their jobs easier and my transition faster*

Thank you for your suggestion. The service has utilised checklists in the past, but they were not very effective. The team agrees however that the hormone clinic letters could be clearer and therefore will be reviewed by our Speech and Language therapists, hormone clinicians and admin team to see if there are changes that can be made. We aim to make our instructions as clear as possible for both patients and GPs.

*These yearly checks don't need doing, they (the NHS) are trying to change it and we (the patients) agree.*

Thank you for your suggestion. LGIS has recently introduced Patient Initiated Follow-Up (PIFU) for suitable service users waiting for lower surgery. Service users on PIFU do not have follow-up appointments but can schedule an appointment if anything changes for them or there is anything they would like to discuss. If you are interested in PIFU please speak with your named professional about whether it’s the right choice for you.

*I know there’s not much that can be done but if wait times could go down that would be a blessing and not to focus on gender so binary.*

Thank you for your comments. There is an ongoing review of waiting times by NHS England and we hope that it will improve in future. LGIS follow national guidelines on treatment for gender diverse people including people who do not sit within the gender binary. Our clinicians do not have any expectations about someone’s gender identity or the treatment options they would like to pursue. We hope to explore your gender identity in a non-judgemental and affirmative way. We would always welcome any further suggestion and feedback.