**Have Your Say Feedback July - September 2024**

‘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 2024, 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=202), 98% (n=196) was positive feedback, <0.9% (n=2) was negative feedback, 2.47% (n=5) was OK/Don’t know, and <1.98% (n=4) was comment only feedback.

**Distribution of responses each month with the categories Positive, Ok / Don’t know, and Negative.**

**Feedback**

**Positive comments**

*Care and support*

At all stages I feel I have had the support needed to turn my life around and live to my true self. I feel I have had the right level of support from a service that is incredibly stretched, and I am thankful for that.

*Efficient*

The named professional I have had has been absolutely amazing in her care with me, super attentive and always on the ball to ensure the things I have needed over my course with her have been seen to. Very efficient service. I could not recommend her enough!

*Positivity in hormone*

The positivity in hormone treatment having nurse video appointments is extremely helpful.

*Thorough*

Helping me understand the next steps in my gender transition specifically top surgery requirements

*Open and honest*

I have found the professionals at the Gender Identity Service to be very accepting, open and honest. They listen to you and do not judge.

*Gender Outreach Workers*

The support workers are always incredibly attentive, and I never feel dismissed; I always feel like my wishes are taken seriously and taken into consideration when planning my care.

*Plans for appointments*

Helpful information, a plan for future appointments and making sure I'm proceeding with things correctly + I was given updates on things i was concerned about and also on what the next steps are

*Attentive*

Doctors are very attentive of side effects and ensuring that all is going well before taking next steps. doctors also take into consideration personal and other health circumstances and my own opinion and thoughts on matters

*Care plan*

I have been given a sufficient amount of information to make well advised decisions about my care plan

*Clear communication*

Very empathetic and understanding from staff, clear communication and clearly explained risks for informed consent

**Negative comments and suggestions**

* More ability to decide the appointment time on my own.

Thank you for your feedback. We understand that having the ability to choose your appointment time is important. If we can accommodate an earlier or later appointment for example, we will try to do this, recognising that people do have other commitments e.g. work or have difficult travel arrangements for face to face appointments. Do let us know and we will try to accommodate where we can.

* Everything with this appointment was good. However there is no way other than via my GP to get in touch with my (hormone) clinician since I was told the policy is that any requests or questions must come from the GP not the patient, which left me in the situation recently where my GP was refusing to get in touch with the service and telling me I had to do it myself so I couldn't get the help I needed regarding abnormal blood results for 3 weeks. There needs to be a policy for when a patient’s GP is being uncooperative.

Thank you for sharing your experience. Our policy is that all requests must go through your GP so we have all the necessary information about your health and the issue and can work with them on any needed actions. We understand that this process can be frustrating, especially when you feel stuck in the middle of two services. We need to ensure that we have all of the correct health information, before being able to consider recommendations or changes.

Video system didn't work, and doctor couldn't see me at all or hear me properly.

Thank you for letting us know about the technical difficulties during your video consultation. We apologise for the inconvenience this caused for you. Video calls can be problematic for a number of reasons; the technology used, the platform and can also be affected by either the staff or your internet connection. It is likely that we are changing to Microsoft Teams virtual appointments shortly, so it may be that this different platform supports better connection.

The internet connection is a little slow. Your offices absolutely need to have very high-speed internet for these kinds of connections. Please consider getting routers or Wi-Fi extenders for each room.

Thank you for your feedback regarding the internet connection. As highlighted above, with video consultations there can be problems with connection. We understand how essential a strong, reliable connection is for your appointments. There can be difficulties with connection at times whether appointments are held from a Trust site or when staff are remote working from home. We do try to address any known issues, or raise these concerns when they link with Trust premises.

* Question 5 in this questionnaire still only allows the user to select one of "male", "female", "transgender", "prefer not to say", without the option to select "transgender" and "female".

Thank you for bringing this to our attention. We recognise the importance of inclusive language and options in our forms. This form is outside of our control so we will raise this with the patient experience team, who can in turn raise with the suppliers of the form to see if any changes can be made.

* I am currently repeating appointments I've already had through the Welsh gender service as I transferred, however my records were sent over, so I don't understand why I have to do all this again.

Thank you for your feedback. We understand your frustration. It is difficult to comment without specific details, but we do offer a review appointment with a doctor for people who are transferring into the service. We will raise your concern within service for further review.