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Bwrdd Iechyd Prifysgol
Caerdydd a'r Fro
Cardiff and Vale
University Health Board

Freedom of Information Act 2000 - Request Reference FoI/21/581
Welsh Gender Service

The Wales Gender Service operate an "affirmative care" approach in treating adults (over 18) who struggle with gender dysphoria.

1. Does the Wales Gender Service follow up on the long term outcomes for patients who use its service?

Ensuring that a quality Welsh Gender Service is provided to patients accessing the service is paramount. The service must work within the quality measures stipulated in the Service Level Agreement between Welsh Health Specialised Services Committee (WHSSC) (service commissioner) and the provider (Welsh Gender Service).

The service reports to WHSSC on a monthly basis to provide a performance update in which the service adheres to and is achieving key performance indicators set out by our commissioners.

In order to record more accurate and information-rich outcomes that are of value to help improve the lives of patients accessing the service, the service is currently undertaking a clinically-led research project for recording live outcome measures for patients at each stage of the care pathway with the Welsh Gender Service. The service wants to ensure this is done correctly with the patient's best interests at the centre of everything we do and create. Therefore, stakeholders will be engaged throughout the process when we begin developing the application, which is currently in the early stages of development. In doing this, we will ensure that patient experience processes are in place to measure patient satisfaction and ensure that information is provided and easily available to patients to enable them to access outcome and performance data. Provision will be made available for patients with communication difficulties and other additional needs when accessing services.

The service is working closely with clinicians and our commissioners to ensure that qualitative and quantitative outcome measures are implemented by no later than the beginning of financial year 2023/24.

2. If not, why not?

Please see question 1.

3. The Service has only been operating for a few years. Nevertheless, can you please give any information you have, so far, on:

- I. The numbers (and percentage) of patients who have completed transition



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- II. The numbers (and percentage) of patients who have required access to mental health care during transition
- III. The numbers (and percentage) of patients who regret their transition or who de-transition
- IV. The numbers (and percentage) of patients who have a history of self-harming
- V. The numbers (and percentage) of patients who have a history of suicide attempts
- VI. The numbers (and percentage) of patients with adverse childhood experiences
- VII. The numbers (and percentage) of patients who have had a previous mental health diagnosis
- VIII. The numbers (and percentage) of patients who have a neurodevelopmental disorder (e.g. ADHD, autism)
- IX. The numbers (and percentage) of patients categorised by sexual orientation

In completing a search for the information requested, Cardiff and Vale University Health Board (the UHB) has confirmed that this information is not centrally recorded or collated. To retrieve the information requested would require a manual search through individual patient records and the UHB considers that this would exceed the limit set within regulations for responding to a request. The UHB has therefore relied upon the Section 12 exemption ('Exemption where cost of compliance exceeds appropriate limit') of the Freedom of Information Act 2000 and is refusing your request.

The UHB has estimated that to complete the work needed to respond to this request would exceed the time limit as set within regulations to respond to a Freedom of Information Act request. Under the Act there is an allowance of two and a half days, or 18 hours, to comply with a request and the cost limit set within the fees regulations for this amount of work (18 hours) is £450 for the UHB. The fees regulations specify that the cost of complying with a request must be calculated at the rate of £25 per hour.