

Freedom of Information Act 2000 - Request Reference FoI/23/318
Transgender treatment services

Information Requested:

Referrals, Discharges & Waiting List

1. How many referrals received

Please note the Service launched in 2019. However, referrals were being received prior to the launch of the service.

17-18	171
18-19	267
19-20	510
20-21	614
21-22	984
22-23	1119

2. How many people were discharged from the service

2019/20	2020/21	2021/22	2022/23	2023/2024
38	214	507	621	125

3. Number of people on the waiting list at the end of each year

March 2020	838
March 2021	987
March 2022	1219
March 2023	1235

Appointments

4. How many appointments offered in total

5. How many appointments were not attended

2019-2020	Offered 207	DNA 11
2020-2021	Offered 809	DNA 55
2021-2022	Offered 1686	DNA 237
2022-2023	Offered 2098	DNA 273

6. Most common reason for non-attendance

Cardiff and Vale University Health Board does not hold this information.

7. How many 1st appointments offered

8. How many 2nd appointments offered Please note – these are ‘follow ups’ ie figure includes 2nd and subsequent appointments

2019-2020	1 st	116	Follow Up	91
2019-2021	1 st	501	Follow Up	308
2021-2022	1 st	869	Follow Up	817
2022-2023	1 st	1102	Follow Up	996

9. Average number of appointments offered per patient

In completing a search for the information requested, 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 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.

10. Average number of appointments attended per patient

Please refer to question 9

11. Average wait time between 1st and 2nd appointment in days

Please refer to question 9

12. Average time between 1st appointment and discharge, where discharge is noted as treatment completed, in days

Please refer to question 9

Staff

13. How many clinical / diagnostic staff (FTE) employed at the GIC each year

14. The total number of staff worked at the GIC at any given point during that year

15. How many administrative / support staff employed at the GIC each year

2019 - between 6 and 8 (6 clinical, 2 admin)

2020 - between 6 and 10 (6 clinical, 4 admin)

2021 - between 10 and 12 (7 clinical, 5 admin)

2022 - between 14 and 16 (11 clinical, 5 admin)

Budget

16. Budget / Spend (total in £) for each year for the GIC – uplift for 23/24 being finalised so unable to supply

	19/20	20/21	21/22	22/23
Budget	£500,000	£575,570	£856,778	£1,339,924
Spend	£402,705	£534,343	£699,780	£901,253

17. Breakdown of Budget / Spend for each year by :

18. Clinical / diagnostic staff

19. Administrative / Support staff

20. Administrative Costs

21. Other Costs uplift for 23/24 being finalised so unable to supply; have split into clinical, admin, and non-pay.

	19/20	20/21	21/22	22/23
Budget	£500,000	£575,570	£856,778	£1,339,924
Clinical staff	£262,112	£371,170	£578,221	£917,156
Admin staff	£85,816	£96,750	£143,045	£184,396
Non-pay	£152,072	£107,650	£135,512	£238,372
Spend	£402,705	£534,343	£699,780	£901,253
Clinical staff	£211,108	£309,575	£420,980	£587,575
Admin staff	£69,117	£114,801	£153,455	£149,110
Non-pay	£122,480	£109,967	£125,345	£164,568