

Welsh Gender Service

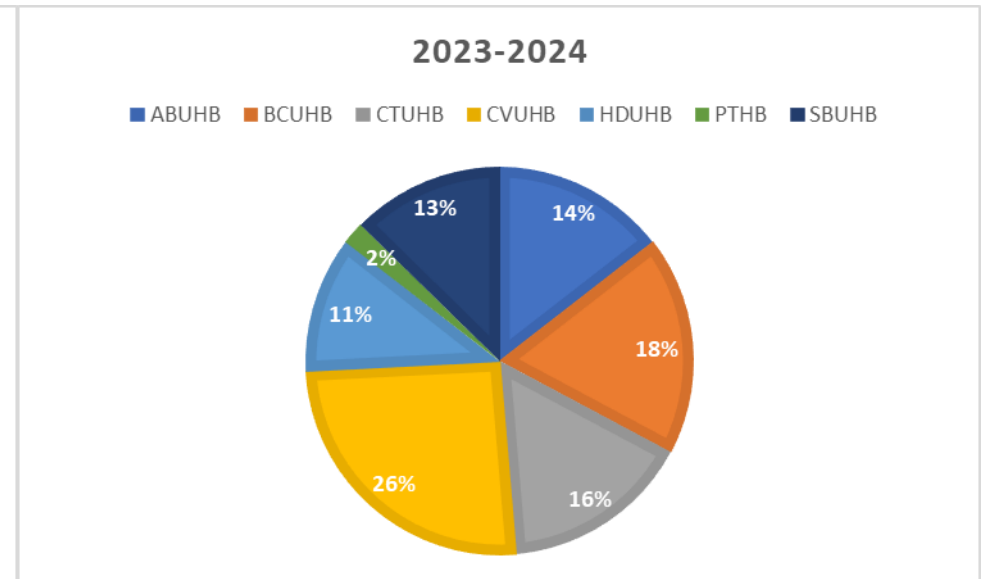
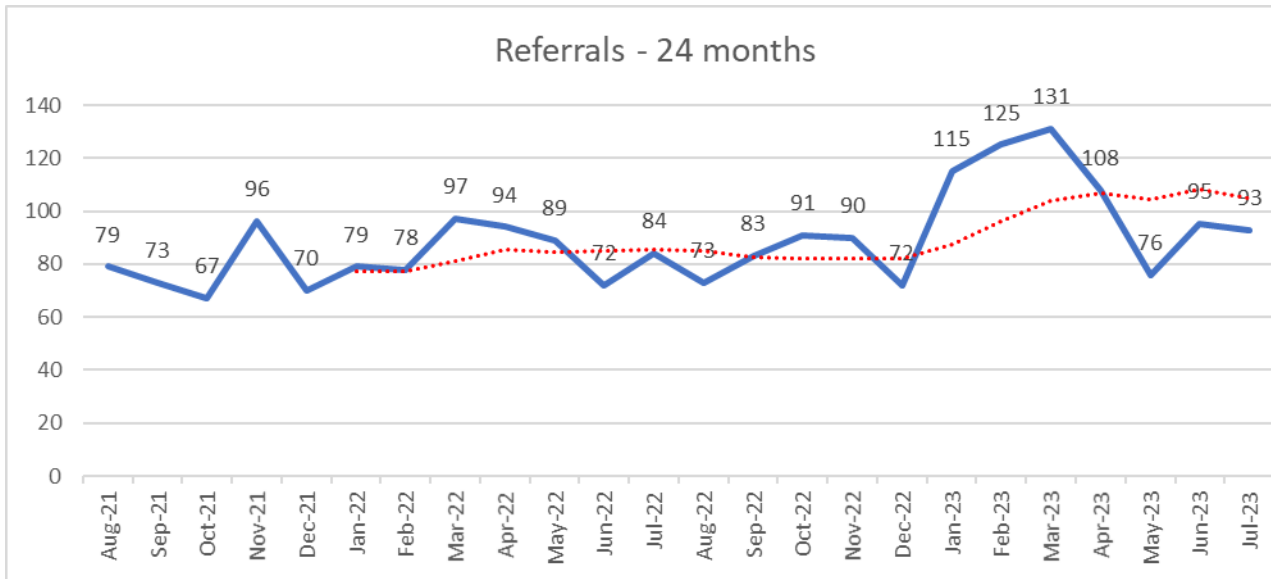
Performance Management Meeting

10th August 2023

Key workstreams

- Business Plan 2023-2024
- Business Plan 2024-2025
- PARIS – pilot with the Psychology team 2023-2024
- Satellite Clinics – scoping BCUHB and HDdUHB
- Potential transfer of active cases from Charing Cross
- Umbrella Cymru

Referrals



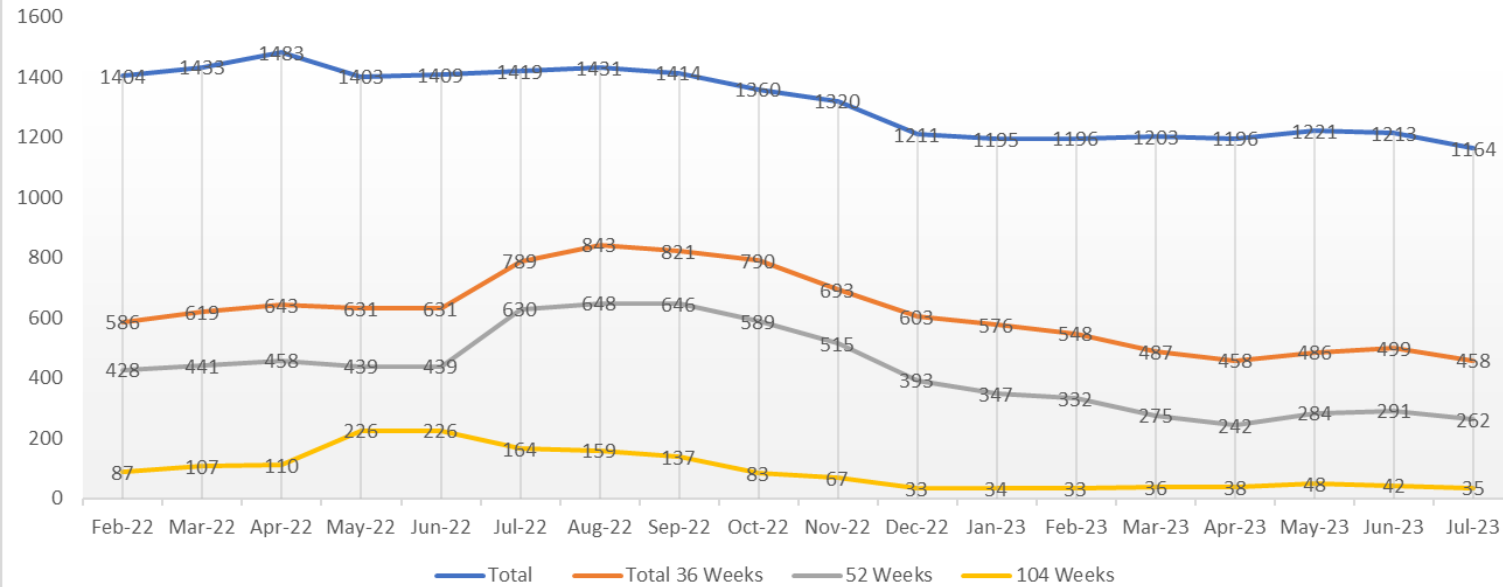
	Total	Average
Aug 21 - July 22	978	82
Aug 22 - July 23	1152	96
% increase	118%	
Rolling Last 6 months	628	105

Waiting list position

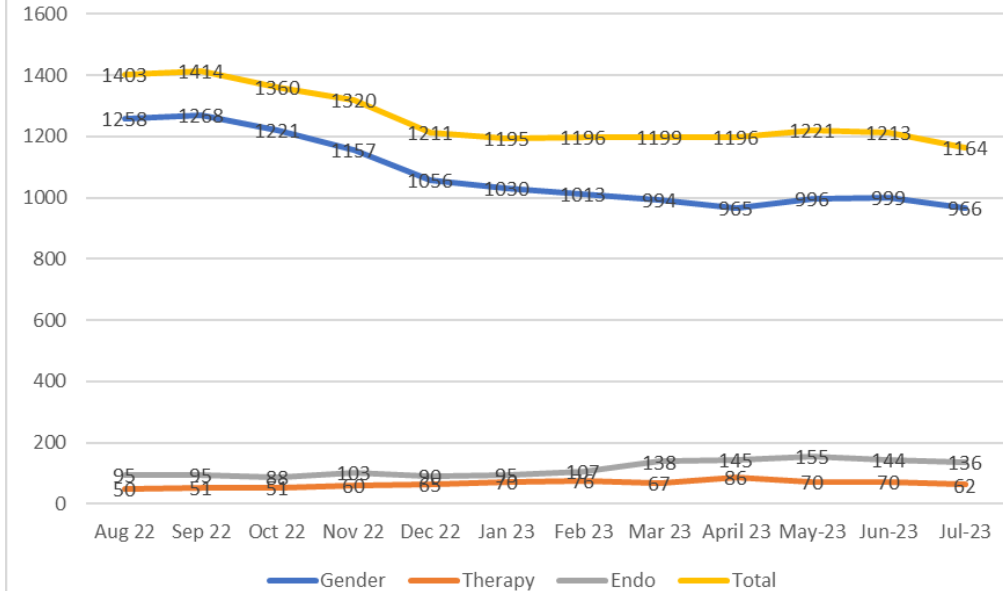
Gender	966
Endo (external)	117
Endo (internal)	19
Psychology	62

Waiting List

WGS 18 month RTT data



12 month waiting list split



CURRENTLY BOOKING

June/July 2022

Wait projected to maintain or increase

104+ WAITERS

Transfer in and Age Out

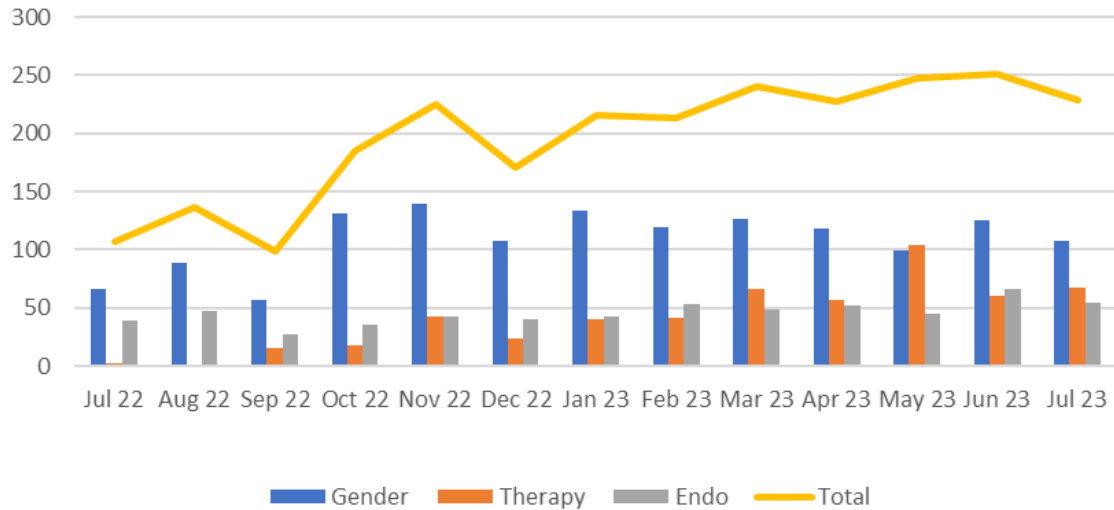
Original referral date honoured

52+ WAITERS

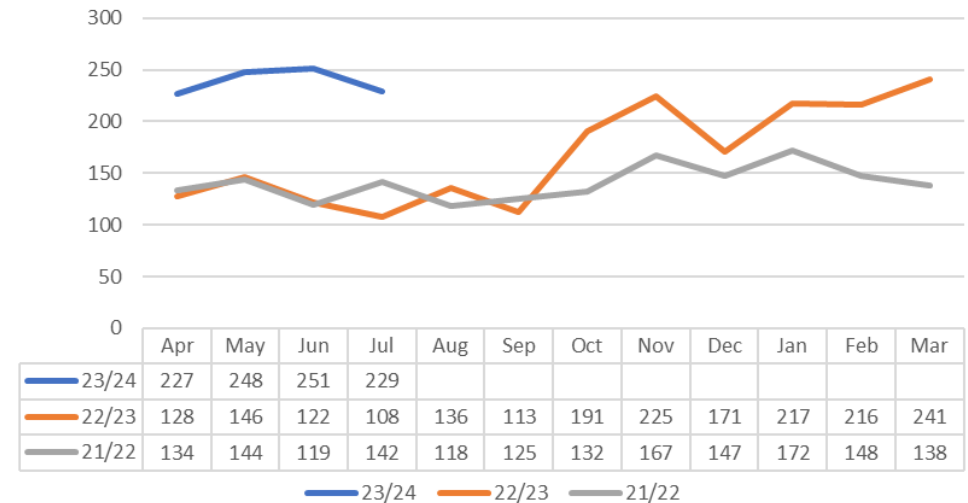
Focus on ensuring that GP referrals are not represented in this group

Activity

Total Activity



Total Activity Comparison



Staffing

- Pinch points identified – reception & endo – addressed in business plan
- Remote working and IT issues

Incident reporting/lessons learnt

- Datix reports x 3

Patient Experience

- Prems – 33 responses
- No open concerns
- Patient Story – Psychology Group Therapy

Key Risks

- LGT waiting times
- Space