

Freedom of Information Act 2000 – Request Reference FoI/24/380
Welsh Gender Service

Under the Freedom of Information Act 2000, I am writing to request information concerning the commissioning and provision of care for adults at the Welsh Gender Service, which is commissioned by the NHS and operates out of the St Davids Hospital, Cardiff.

Regarding the clinic's commission for adult gender identity services, please will you provide me with annual figures for the period inclusive of 2014 - 2024 (or most recent year available, whether past or future) detailing:

- a. The number of new patients the clinic is commissioned to see/treat;

The Welsh Gender Service (WGS) is not commissioned per patient.

- b. The number of established/ongoing patients the clinic is commissioned to see/treat;

Please see the above answer to a.

- c. The number of new patients actually seen/treated at the clinic;

The WGS can report the numbers of 'new' appointments. Some patients may have more than one new appointment if they are referred to the endocrine and/or psychology clinicians. Please see the below table.

Financial Year	Number of New Appointments
2019/20	116
2020/21	500
2021/22	869
2022/23	1102
2023/24	1283
2024 to date	301

- d. The number of established/ongoing patients actually seen/treated at the clinic;

The WGS can report the numbers of follow-up appointments. This does not directly translate to the number of people who have follow-up appointments. Please see the below table.

Financial Year	Number of Follow-Up Appointments
2019/20	91
2020/21	308
2021/22	817
2022/23	996
2023/24	1809
2024 to date	787

e. The NHS's planned spend for (or funding allocated to) the clinic; and

£1.34m per annum is allocated by the JCC currently.

f. The number of credentialed medical professionals (physicians, psychiatrists, psychologists, nurses & nurse practitioners) the clinic employs.

i. If available, please indicate whether these roles are full-time, 0.5, 0.8, etc.

Please see the current staffing in the table below. Some posts are shared across one or more individuals, with the total WTE for each role shown.

Clinical Team	WTE
Clinical Lead	0.1
Consultant Gender Clinician	3.4
Endocrinologist	0.6
Nursing	WTE
B7 Clinical Nurse Specialist	1.0
Psychology	WTE
B8c Consultant Psychologist	1.0
B8a Practitioner Psychologist	1.0
B8b Highly Specialised Practitioner Psychologist	0.9

Please note: if the clinic has been assigned its commission according to another interval (e.g., to treat 'X new patients per month' rather than 'X new patients per year'), please provide the above figures according to the interval most relevant to the language of the commission.

Regarding the provision of care at the clinic, will you kindly also provide me with monthly figures for the period inclusive of March 2024 through the most recent month available, detailing:

a. The overall number of persons on the service's waiting list for first appointments;

Please see the table below. The figures include people waiting for all first appointments, i.e. gender, endocrine, psychology. Some patients may be waiting for their two first appointments at the same time.

Census Date	Number of People
March 2024	1301
April 2024	1315
May 2024	1336
June 2024	1332

b. The number of new persons *added* to the service's waiting list;

Please see the table below for the number of new referrals. Some patients may be referred to both the gender and endocrine pathway simultaneously.

Census Date	Number of New Referrals
March 2024	111
April 2024	103
May 2024	117
June 2024	91

c. Total number of persons seen for first appointments;

Please see the below table for the total number of new appointments. Some patients may have more than one 'new' appointment, though it is unlikely that this would happen in a four-month window.

Census Date	Number of New Appointments
March 2024	85
April 2024	111
May 2024	108
June 2024	82

d. The median number of days between referral to the clinic and first appointment; and

Cardiff and Vale University Health Board (the UHB) has estimated that to complete the work needed to respond to this request would exceed the time limit as outlined in the Appropriate Limit and Fees Regulations 2004. When estimating the cost of complying with a request for information under the applicable legislation, the UHB must calculate this cost at a rate of £25 per person per hour to a maximum of £450, with the appropriate time limit for complying therefore being 18 hours.

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 which the UHB considers would exceed the appropriate limit for the purposes of the 2004 Regulations. The UHB has therefore relied upon the exemption set out in section 12 of the Freedom of Information Act 2000 ('Exemption where cost of compliance exceeds appropriate limit') and is refusing your request.

e. The average number of days between referral to the clinic and first appointment.

The WGS reports internally and on a rolling basis the number of months' wait between referral and first gender appointment. Please find the figures below reflecting the last four months.

Census Date	Time between Referral and First Appointment
March 2024	15+ months
April 2024	16+ months
May 2024	17+ months
June 2024	<18 months