

Welsh Gender Service: Summer Edition Newsletter August 2022

Dear Colleagues, Patients, Stakeholders & Community,

Summer has arrived and we are keen to share a number of updates with you all in our second newsletter!

Our initial assessment consultations continue to be allocated in order of our longest waiting patients. If your contact details change whilst you're on our waiting list, please let us know via phone 02921 836 619, e-mail cav.wgs_enquiries@wales.nhs.uk or by post if completing the change of details form attached below.

Current Referral Month
June 2020

Current waiting time
24-26 months

Annual referral rate:
15% increase year on year

Repatriation of Welsh patients on London GIC waiting list

We are so pleased to share the news that the remaining Wales-based patients on the London GIC waiting list have now been moved to the Welsh Gender Service; and if you're in this group you should already have received a welcome pack & letter from us. If your contact details are correct on this letter, there is nothing for you to do; we will call you for your first appointment based on your original referral date to the London GIC. If your contact details have changed, it's really important to let us know by emailing our team on cav.wgs_enquiries@wales.nhs.uk or by post using the Change of Details form at the end of this newsletter.

While it is undoubtedly good news that all patients have finally moved over, this will necessarily have an impact on the waiting list position. We are expecting that this will be mitigated somewhat as new clinicians are bedded into the team, and of course we continue to actively develop our service with the support of our commissioners WHSSC to ensure that we are able to offer appointments in as timely a fashion as possible.

Young Person's Gender Service

Following publication of the Interim Report of the Cass Review, our commissioners WHSSC have asked us to begin scoping what a Young Person's service for Wales might look like. Dr Sophie Quinney and the clinical team will be leading on an initial piece of work and we will of course be asking for stakeholder input over the coming months. We understand that the commissioning arrangements for the Welsh Pathway for young people will remain unchanged for now, which gives us time to work with our commissioner WHSSC to explore potential options for future appraisal.

Chief Executive Visit

In May we were pleased to welcome new CVUHB Chief Executive Suzanne Rankin to the Welsh Gender Service. The visit was an opportunity for Suzanne to meet the team and understand more about our service, as well as to discuss some of the exciting challenges ahead as the WGS continues to grow at pace.

North Wales Satellite Clinic

We're nearly in a position to be able to offer our first face to face appointments in North Wales; a location has been identified and we're in the process of finalising operational and IT support. Once we are up and running we will be identifying patients via postcode so it's really important your contact details are up to date – any changes please to let us know by emailing our team on cav.wgs_enquiries@wales.nhs.uk or by post using the Change of Details form at the end of this newsletter.

Pride Cymru 2022 - #UniqueandUnited

Pride Cymru returns in person this year with the theme of #UniqueandUnited, taking place on City Hall Lawns, Cardiff on 27th and 28th August. Our peer support partners Umbrella Cymru will be there with a stall full of information, freebies, games and prizes so please stop by and say hello to them!

Support from XIST -Umbrella Cymru

WGS continues to work in partnership with Umbrella Cymru to provide support to our patients through XIST (Gender (X) Information (I) & Support (S) Team (T)). You can request support from Umbrella Cymru at <https://gender.wales> or by calling 0300 3023670. You can also contact the WGS on 02921 836 612 to request a referral– and you can find out more about more about current team members below.

Kirsty (she / her) – Operations Manager

Kirsty is a Social Worker who started with Umbrella Cymru on placement when she was studying her social work degree. She loved the work so much, she stayed as a Support Worker, Service Manager, and now she's the overall Operations Manager.

You won't find many people more passionate about rights and empowerment than Kirsty – she always keeps the client at the heart of everything she does. Kirsty works tirelessly to support people directly at the same time as constantly reviewing and developing our practices and processes. She's a critical thinker who is always on the lookout for ways to improve and expand the services available to people

Anna (she / her) – Support Worker

Anna joined Umbrella Cymru as a Support Worker for XIST in 2020, during the pandemic. She is one of the most caring and compassionate people we know. She has a collection of degrees (she loves to learn), and a very inquisitive mind. She is always keen to encourage autonomy and offer choice. Whether that's about what people want to achieve, how they would best achieve it, or when, she will always explain all available options to make sure everyone has the most up-to-date information we can provide.

Anna works with us part time (4 hours a day, 4 days a week). She's also part of Gender Construction Kit and volunteers with Mermaids.

Ryan (he / him) – Support Worker

Ryan joined Umbrella Cymru at the beginning of 2022 as a Support Worker for XIST.

He is very passionate about providing accurate, useful, and empowering information to clients in the most accessible way. He's a perfectionist and will go above and beyond to find and provide the best information he can; he's a great listener too and will always take the time to explore whatever someone wants to discuss.

Ryan is also an avid learner and is currently developing his Welsh language and BSL skills.

He works with us full time, but in his spare time he's also involved in several groups and clubs in South Wales and beyond.

Farewells at the Welsh Gender Service

We're really sorry to say goodbye to Service Manager Shannon Bakan as she moves on to manage the Gastroenterology Service for Cardiff and Vale UHB. Shannon has been instrumental in shaping the service over the past year – our loss is Gastro's gain!

Welcome to the Welsh Gender Service

We have a number of new team members joining us over the coming weeks:

Dr Rini Chatterjee joined us as a trainee clinician on 1st August and will be working Mondays and Thursdays; new admin team member Janine is joining us on 15th August and will be with us full time, and new Service Manager Michelle Davis joined at the beginning of July.

Keep an eye out for our next newsletter with more updates - our Autumn Edition is due in December 2022!

With kind regards,

The Welsh Gender Service Team

Change of Details Form (Change of Address, Change of GP and/or Change of Name)

In the event of your details changing we would be grateful if you could let us know straight away by completing this form and sending it to us at the address below.

Old Details	
Old/Previous Name (In capital letters)	Date of Birth:
Old Address	
	Post Code:
Telephone numbers:	Email address:
Mobile	
Home	
Old GP Details	
GP Name	
Surgery Address	
Surgery Telephone Number	
New Details	
New/Current Name (In capital letters)	
New Address (Date Moved/ Moving)	
	Post Code
Telephone numbers	Email address:
Mobile	
Home	
New GP Details	
GP Name	
Surgery Address	
Surgery Telephone Number	
Signed	Date form completed