



Welsh Gender Service

Stakeholder Engagement - Session 4
4th November 2020





Welsh
Gender Service

1 year on...

Agenda – 4th November 2020

19:00 – 19:05	Welcome, Introductions, Aims of Session	Geraldine Johnston
19:05 – 19:30	Provider Update	C&VUHB & Umbrella Cymru
19:30 – 19:40	Commissioner Update	Carole Bell
19:40 – 20:25	Stakeholder Session	Stakeholders
20:25 – 20:30	Closing Remarks	Geraldine Johnston



Aims of Stakeholder Session 4

- 4th Stakeholder Engagement Session
- An opportunity to present an update from Providers & Commissioners in relation to the development of the WGS since last Stakeholder Session
- Importantly, provide an opportunity for you, our stakeholders to raise issues directly with us



Provider Update

Dr John Dean	Clinical Lead
Matt Cornish	General Manager
Helen Bennett	Service Manager
Nick Lewis	Director, Umbrella Cymru



Progress since we last met

- Action log developed, maintained and regularly communicated since February conference
- Good progress against majority of actions with those remaining impacted by COVID19 response
- Themes of progress:
 - Communication & engagement
 - Support to LGTs
 - Pathway transparency
- Major themes where more work is needed:
 - Funding for LGTs
 - Review management of waiting list (WG)

	Open	Closed	Total
Apr 20	21	9	30
Nov 20	8	22	30



Developments at The Cardiff Clinic

- Welcome to...
 - Dr Sophie Quinney – Gender Specialist (0.8 WTE)
 - Dr Stuart Lorimer – Locum Gender Specialist (0.1 WTE, increasing to 0.4 WTE from February 2021)
 - Dr Sarah Murjan – Locum Gender Specialist (0.1 WTE, increasing to 0.4 WTE from February 2021)
 - Dr Dan Hodgson – Gender Specialist (providing second opinions to accompany genital surgery referrals)
 - Helen Rose – Service Support Administrator
- Farewell to...
 - Dr Nahla Jamil – Gender Specialist
 - Jamiee-Lee Baines – Clinical Nurse Specialist
 - Helen Bennett – Service Manager (January 2021)



Developments at The Cardiff Clinic

- New appointment...
 - Clinic co-ordinator (administrator)
- In-year additional support...
 - Locum psychologist
 - Named Professional (nurse)
- Proposals for further staffing developments to increase clinical capacity are included in our Business Development Plan for 2021 onwards
- Specialist training in Gender Identity Healthcare



Outside The Cardiff Clinic

- Local Gender Teams
- GPs offering the Directed Enhanced Service
- Surgery in the management of gender dysphoria
 - National referral service (GDNRSS)
 - Delays
- Conserving reproductive options
- Voice and communication (SLT)

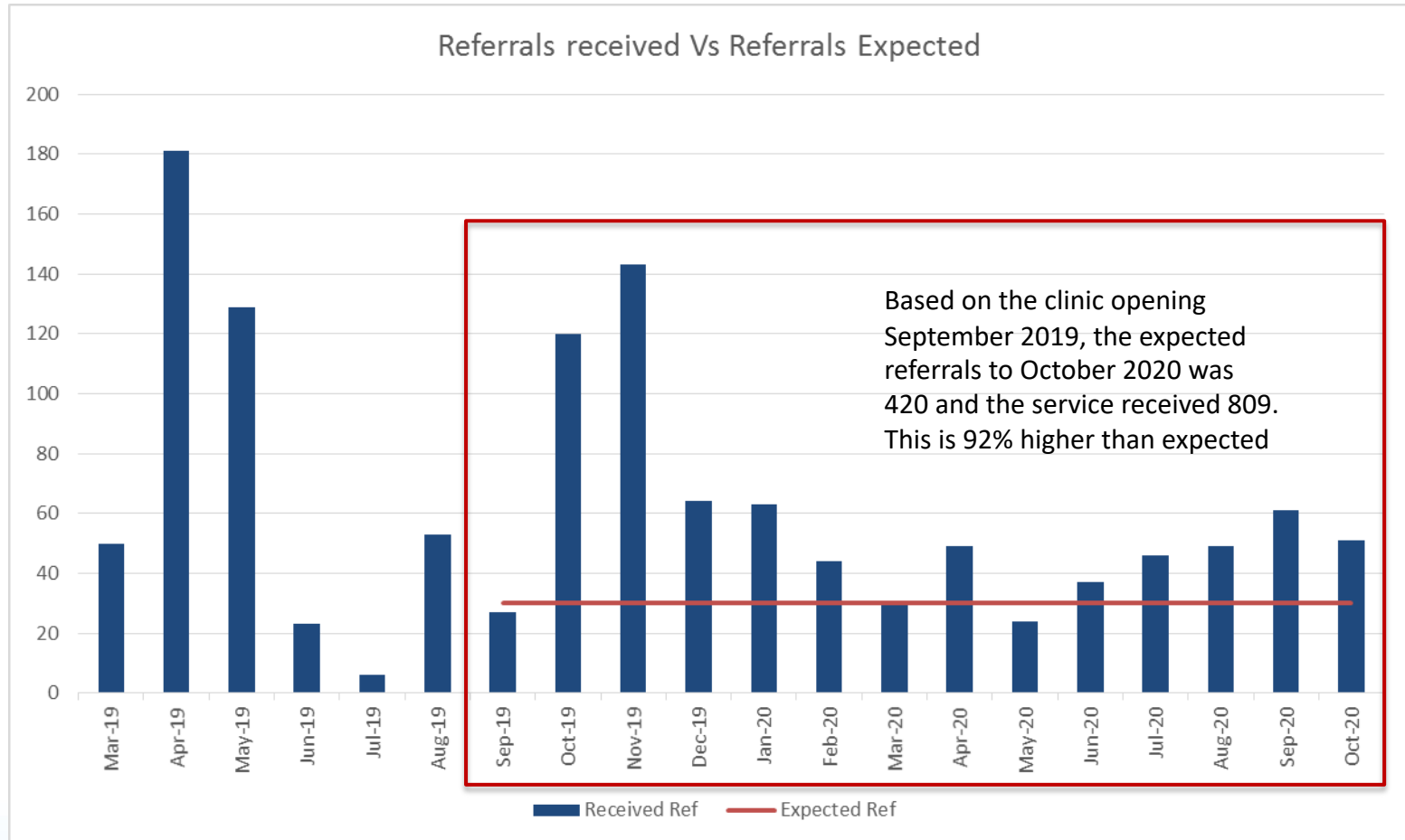


Not forgetting...

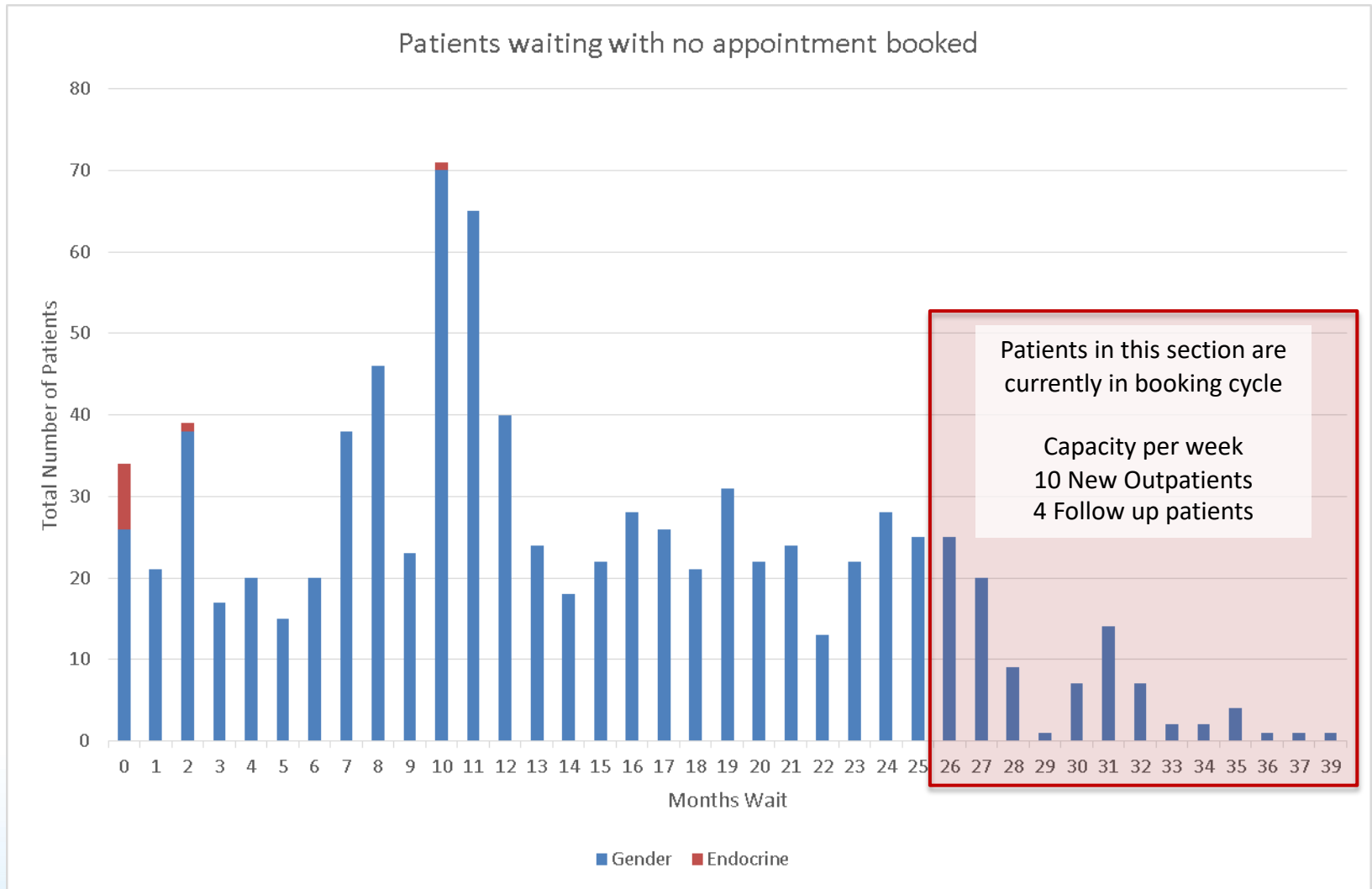
- Dr Peter Taylor
- Dr Ella Rafferty
- Helen Bennett
- Nicole Thomas
- Nick, Kirsty and all at Umbrella Cymru
- Cardiff and Vale UHB
- WHSCC



Referrals

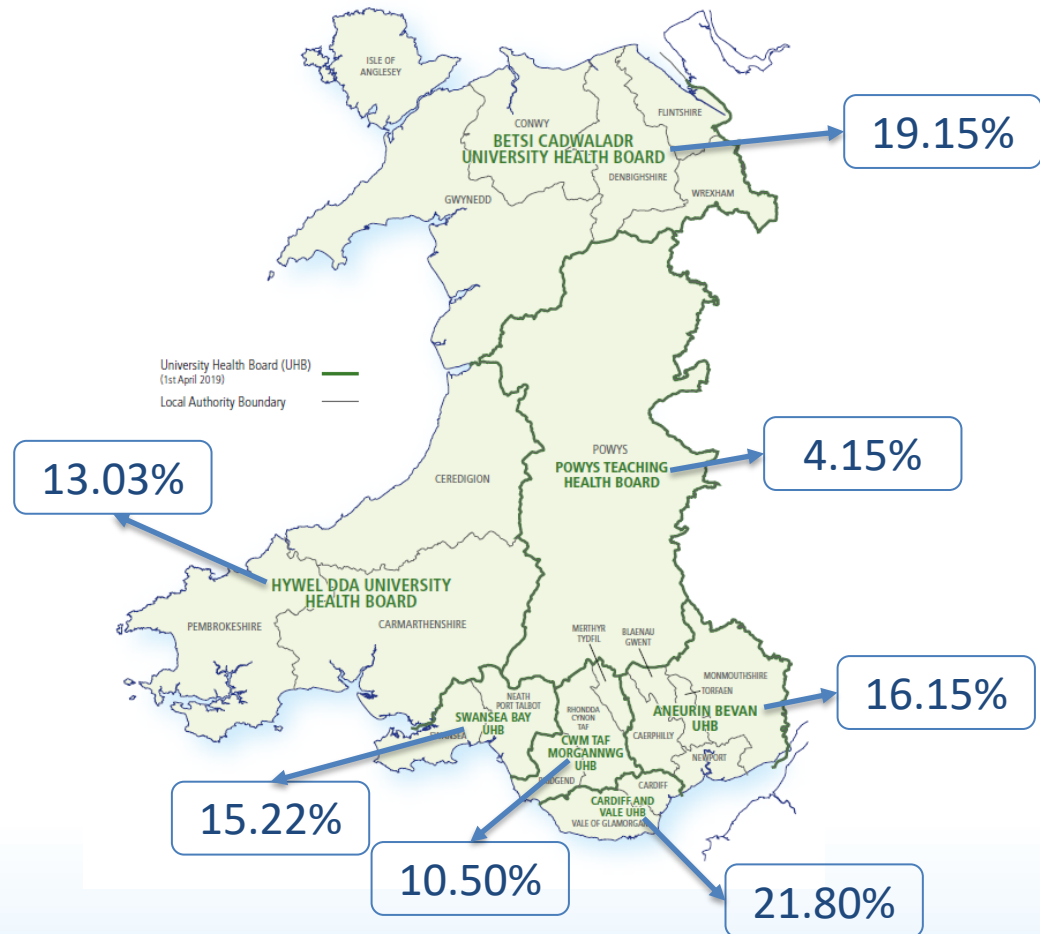


Waiting List

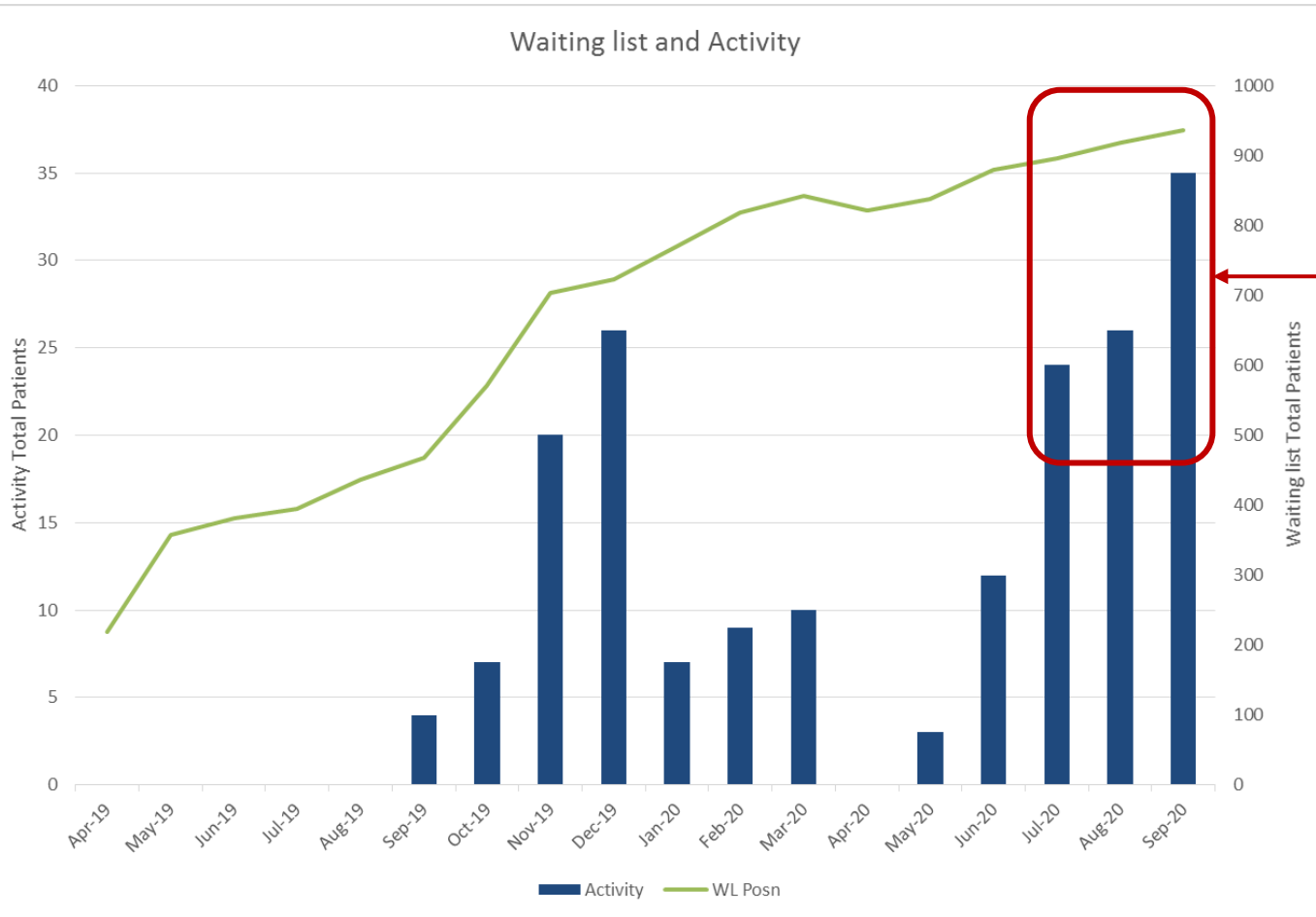


Waiting List by Health Board

UHB	Waiting List	%
Cardiff and Vale	189	21.80%
Betsi Cadwallader	166	19.15%
Aneurin Bevan	140	16.15%
Swansea Bay	132	15.22%
Hywel Dda	113	13.03%
Cwm Taf	91	10.50%
Powys	36	4.15%



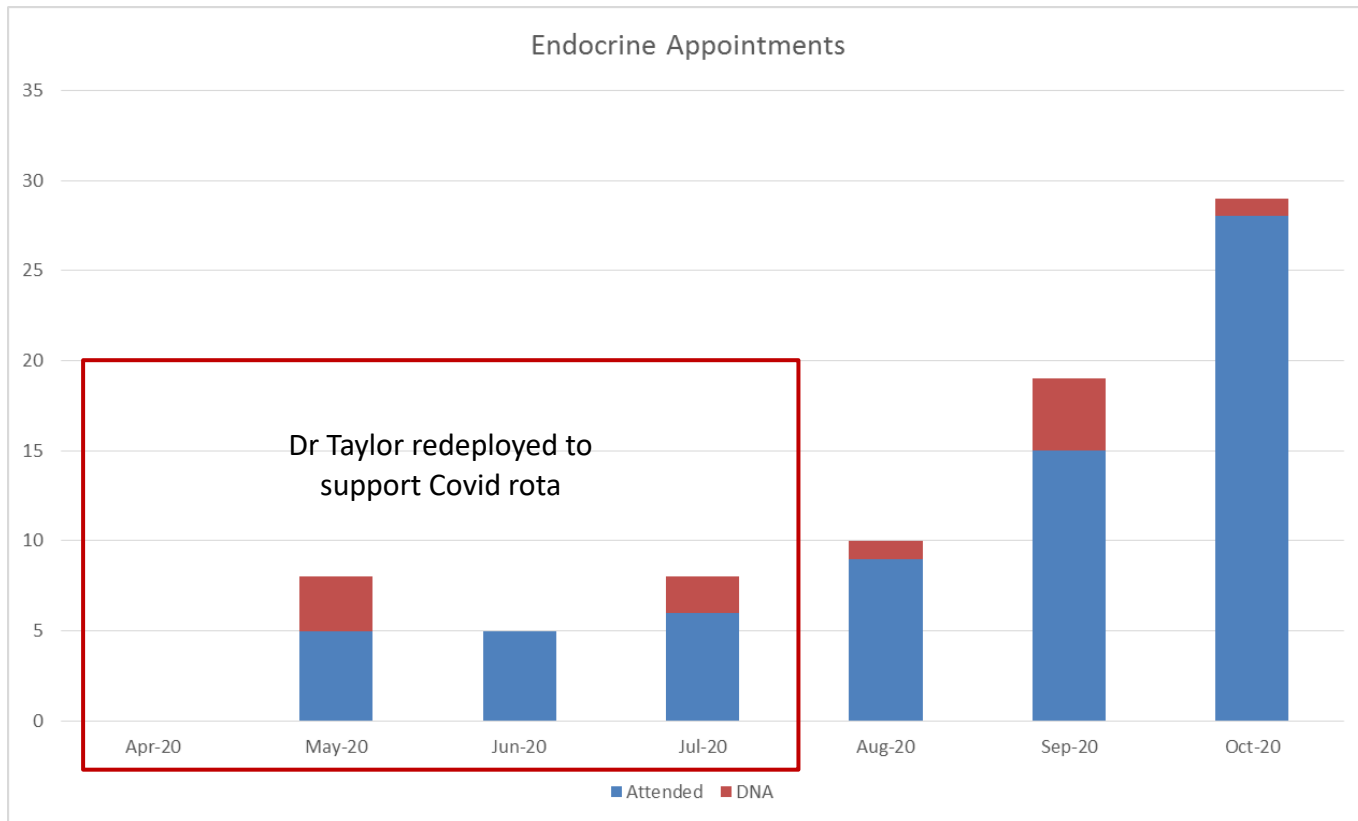
Waiting List



Activity has increased but waiting list is still growing



Endocrine Clinics

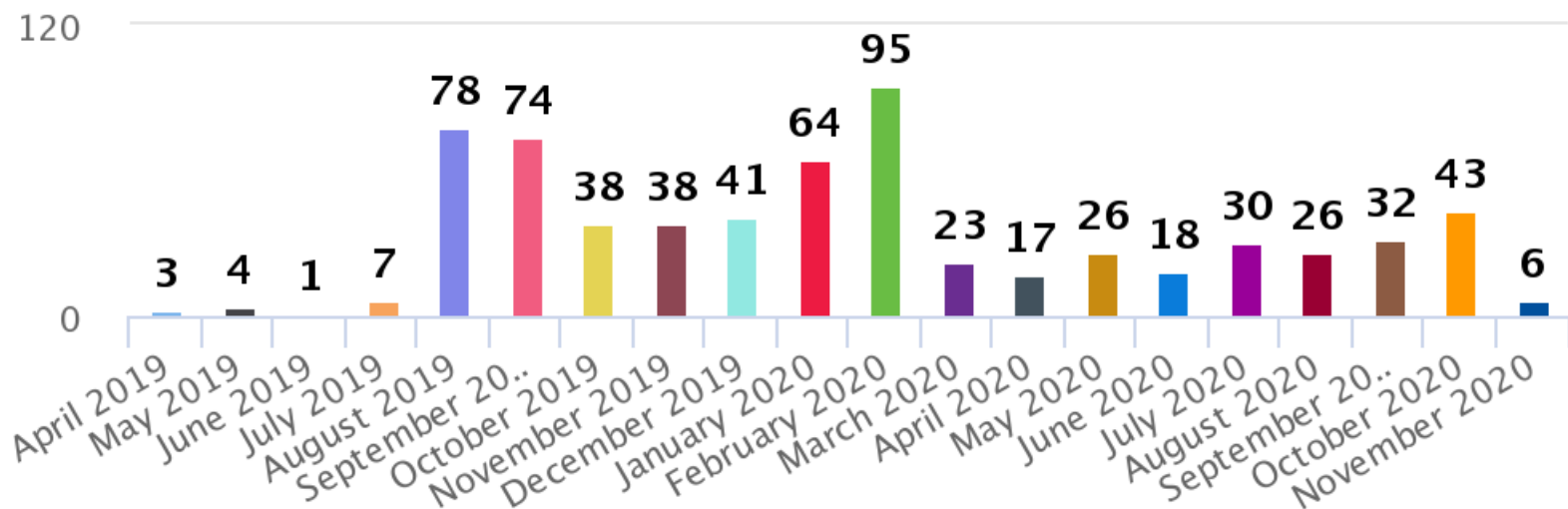


Appointment Booking

- Currently booking patients referred between March 2018 and May 2018
- Book appointments up to 6 weeks in advance
- All patients are contacted in date order:
 - 2 x telephone calls
 - 1 x letter to contact clinic
- ~60 letters have been sent to patients we cannot contact where they have 3 weeks to get in touch before they are discharged.
 - Only 3 people have been discharged so far
 - Can be reinstated within 6 months



XIST – Umbrella Cymru



Intake

748 Referrals in total*

14 – Unable to contact (2%)

30 – Disengaged at I&A (4%)

254 – To be contacted (35%)

*includes 85 not in chart above

Support

33 Cases Currently Awaiting Support

117 Cases Currently Open

329 Cases Closed To Date

80+ people visited the online chat
for immediate information or support



XIST – Umbrella Cymru

	Referrals		Assessments and immediate support		Services Delivered					
Month	Referrals Received	Update Emails	Assessments	Additional Brief Intervention	Information and Signposting	Advice and Guidance	Advocacy	Practical Support	Listening and Befriending	Emotional Support
March	23	16	22	16	46	5	10	10	13	54
April	17	9	10	11	40	12	20	1	3	68
May	26	4	2	16	18	19	14	1	5	93
June	18	5	10	31	100	13	25	11	11	129
July	30	8	5	19	95	13	31	6	20	136
August	26	5	6	18	70	7	25	1	5	90
September	32	12	0	9	60	0	35	2	0	46
October	43	3	3	11	95	5	38	2	1	65
November	6	3	-	-	-	-	-	-	-	-



XIST – Umbrella Cymru

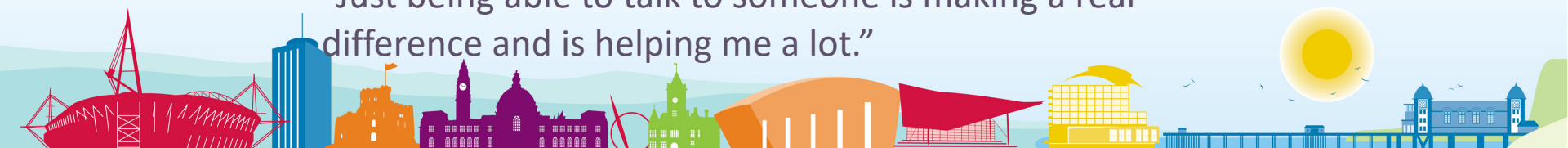
“My experiences with Umbrella Cymru have only been amazing. From the initial non intrusive hour long phone call to the home visits and advice...

From helping me to sort my name change to finding a group that I could meet up with and not feel so isolated. Then with the follow up calls from other transgender people who were hired really helped to clarify certain things as well. It's really good to know you are there...”

“I have my appointment next Monday... I really wasn't expecting it so soon, but I'm really grateful. Thank you so much for helping me transfer back over to the WGS. The wait for London was quiet and painful.”

“There were times I don't know what I would have done without the Peer Support.”

“Just being able to talk to someone is making a real difference and is helping me a lot.”



Website – www.gender.wales

Virtual Tour Video – Welcome to Clinic

Community Updates – Social media, groups and interaction with clients.

A monthly Stakeholder Forum – Individual and Representative members.

Newsletter – By email or text message.

Details Updater Service – Secure online platform.

Contact Methods – (10.30-7pm Mon-Fri)
 Freephone number
 Safe text service
 Urgent enquiries and support line
 Online chat feature (12-7 - 7 days a week)
 Instant messaging / Video calling





Commissioner Update

Carole Bell



All Wales Gender Identity Partnership Group

- Terms of Reference for the group completed
- Agreement at Joint Committee to stand group down
- Gap identified for the need for a coordinated approach to pathway development
- Chief Executive Group will consider proposal for a managed clinical network
- CEO champion identified



Surgical pathway

- Commissioning arrangements agreed for 1st and 2nd signatories to be undertaken by WGT
- LGIC will continue to sign off for those already in their pathway and complex cases for continuity
- Surgical Assessment Centre in place, WGT still required to identify centre of choice currently
- Current delays in surgical procedures due to COVID-19



GIDS

- 22nd Sept NHE announced they would commission and independent review of GIDS
- Findings will be presented to NHS Improvement & Innovation Committee at the end of the year
- CQC due to carry out a focused inspection
- Judicial Review involving T & P ongoing
- WGT currently providing injections for 3 GIDS patients during COVID.



Looking forward

- Commissioning plan has been forwarded to WHSSC to support development of the WGS
- Proposal currently being prioritised alongside other schemes submitted from other LHBs
- WGS proposal recognises the need to build upon current service model and on a phased basis deliver greater capacity to:
 - Reduce waiting list
 - Provide enhanced support to patients
- The proposal and a business plan have been drafted in parallel (fundamentals of the plan are included in the conference resource pack)



Looking forward (cont)

- We are seeking to employ and develop clinicians that will be the backbone of the service from April 2021
- The plan involves using virtual technology wherever possible and a network of clinicians to deliver services from places where patients are comfortable
- We are actively engaged in the commissioning process and are hopeful that LHB colleagues will support the full investment in the service that we feel is needed
- Stakeholder input on the plan is welcomed.



Stakeholder Session

Chaired by Geraldine Johnston



Closing Remarks

Geraldine Johnston

