

## APPENDIX

### Healthwatch England's escalation letter on Gender Identity services (30/07/2015)

This appendix outlines the list of areas which we would like to be updated on in order to inform local Healthwatch and the public of progress on your work on Gender Identity services. It also outlines the areas which we would appreciate clarification on in your first update.

#### NHS England's quarterly updates to the Healthwatch network

We would need these updates to include:

- The actions that you took to address the concerns that we have raised, including on:
  - ✓ the lack of workforce and long-term planning
  - ✓ the long waiting times and problems to access services
  - ✓ poor communication with patients
  - ✓ the prioritisation process
  - ✓ the support provided by health professionals (and GPs in particular)
  - ✓ the psychological support to patients on the pathway
  - ✓ the provision of voice therapies and hair removal (concerns included in our response to the consultation on gender identity services clinical commissioning policy and service specification)
- The next steps and future work that is planned with timescales
- Updated waiting time data for genital reconstruction surgery
- Updates on the work of the Gender Identity Task and Finish group and the Clinical Reference Group
- Key information related to the NHS England's engagement events, including any outcomes and actions from the events - e.g. Trans and non-binary Workshop, Symposium with partner organisations, etc.

Please email these updates to our Policy Advisor Zoe Mulliez ([zoe.mulliez@healthwatch.co.uk](mailto:zoe.mulliez@healthwatch.co.uk)). We would like to receive the first update in August 2015 as we understand that a number of decisions have been made in June and July.

#### Clarification needed on certain aspects of your work

We would appreciate if you could clarify certain aspects of your work - highlighted below - in the August update:

In the email we received on the 8th of May 2015, you explain that NHS England are working with the British Association of Gender Identity Specialists to define what knowledge, skills and behaviors are required of specialists in the field and how they might be assessed. Can you please let us know:

- When you expect this work to be finalised.
- When we will be able to see the outcomes.

We also understand that you are currently negotiating with providers about how to increase skilled staffing and to ensure activity plans for 2015/16 make use of available staff capacity. We now seek clarification on:

- What you mean by 'skilled staffing'.
- When we will be able to see the results of this negotiation.