

Health in Hackney Scrutiny Commission - 11 September 2023

Item 7 - Minutes and Matters Arising

MATTERS ARISING from meeting on 17 July 2023

Item 5.5 (c)

ACTION:	O&S Officer to ascertain from commissioner for Primary Care for City and Hackney how the data from GP Practice text surveys to patients is handled.
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Response on 23 July 2023

There is a long history of practices seeking feedback from patients to help the practice continuously improve, develop and innovate. Sending out texts to patients is one way of doing this and is used by most if not all practices. Although the cost of these texts is paid for by the NHS (as an enabler for wider practice communication with patients) the NHS (primary care commissioners) doesn't necessarily see the results as these are primarily for the practice although some anonymised results are shared more widely eg responses to the Friends and Family Test. GP Practices are contractually required to run Patient Participation Groups and these are another great source of patient feedback as well as a fantastic opportunity to coproduce improvements with patients. City and Hackney continues to fund on a pilot basis Care Opinion which is an online way of leaving feedback either aimed at one particularly provider or a number of providers across an episode of care. Patients also leave feedback via Google reviews which practices also respond to. Local Healthwatches also provide bespoke feedback to practices and commissioners. Lastly there is the national GP Patient Survey independently run by Ipsos Mori which also provides a great source of comparative feedback for practices and patients. Please refer back to report we presented in January this year for more information on patient feedback as well as a lot of detail on the patient survey. I hope this response helps.

Richard Bull
Primary Care Programme Director (City and Hackney)
NHS North East London
Part of North East London Health and Care Partnership

Item 4

Action at 4.7

ACTION:	Dr Gilluley to provide latest available data on waiting lists for Gender Identity Services.
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Response from Dr Gilluley on 29 August: The waiting time is currently 4 years.

Here is further background from NHS England's Specialised Commissioning:

Against a backdrop of significant and increasing demand for gender dysphoria service across all age ranges but with a constrained professional workforce, NHS England is taking steps to increase clinical capacity and has increased financial investment in these services. In 2022 financial investment in the adult gender clinics was increased by £2.3m which represented a 15% increase in funding. In March 2023 NHS England confirmed that as an outcome of an open tender process Chelsea and Westminster Hospital NHS Foundation Trust has been awarded a seven-year contract to develop and expand its new gender dysphoria service for adults called TransPlus, following a positive pilot evaluation of training a clinical team to deliver a specialist gender dysphoria service in a sexual health setting. A primary care-based gender dysphoria service for adults is being piloted and evaluated in services across England including the Indigo Gender Service in Greater Manchester provided by GTD Healthcare (a tender process is currently live to establish a permanent service in Greater Manchester), CMAGIC in Cheshire and Merseyside delivered by Mersey Care NHS Foundation Trust, and the East of England Gender Dysphoria Service provided by Nottinghamshire Healthcare NHS Foundation. Another pilot testing the primary care-based model in Sussex, provided by Sussex Partnership NHS Foundation Trust, is currently being mobilised and will go live in September 2023. The intention, if the service pilot is evaluated positively is to award substantive contracts, following due governance processes. For specific questions about the waiting times at the Gender Dysphoria Clinic, please contact them directly.

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