**From:** XXXX (NHS ENGLAND & NHS IMPROVEMENT - X24)
**Sent:** 19 May 2020 17:01
**To:** XXXX (NHS DIGITAL)
**Subject:** Re: NHS website: latest version of gender dysphoria for sign off

Thanks

Happy with the amended sentence of review of x-sex hormones but to avoid ambiguity you could add the following at the end " ... by the Gender Identity Development Service".

Happy with the reference to 'gender surgery'.

Yes, can confirm that various iterations have been seen by CRG members who have inputted.

Thanks

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NHS England

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**From:** XXXX (NHS DIGITAL)
**Sent:** 19 May 2020 12:56
**To:** XXXX (NHS ENGLAND & NHS IMPROVEMENT - X24)
**Subject:** RE: NHS website: latest version of gender dysphoria for sign off



Hello XXXX

Thank you so much for latest version of gender dysphoria with further minor amends.

I agree that it’s important to include mention of the review of evidence for hormone treatments. I’ve suggested a simpler version, highlighted in comments on page 8. I’ve also highlighted a query to you re confirming gender surgery is preferred term on page 11 – I’d be grateful if you would respond to that one.

Subject to your agreement re above, I’d be grateful if you could confirm that the version attached to this email is in line with policy and has been subject to input from the Clinical Reference Group.

The process now is for the text to go through our final clinical sign off stage (don’t worry, our internal clinical team are well aware of the sensitivities around this topic and will not make any unnecessary changes). After this, I’ll put it in our CMS system, it’s subbed, then goes live. I would expect this to take a week from today.

You mentioned that you’d like to send the text to your medical director James Palmer for final sign off. As said before, we can take in any further amends from Mr Palmer within a day.

Do get back to me with any further queries.

Thank you again – it will be wonderful to get this updated topic finally live.

Kind regards

XXXX

XXXX I XXXX I NHS Digital I [www.nhs.uk](http://www.nhs.uk/) I XXXX XXXX

**From:** XXXX (NHS ENGLAND & NHS IMPROVEMENT - X24)
**Sent:** 15 May 2020 16:03
**To:** XXXX (NHS DIGITAL)
**Subject:** Re: NHS website: latest version of gender dysphoria for sign off



Apologies for delay.

A few minor amends for tidying (eg: clarifying age thresholds).

Have included a new sentence on p8 about the review of hormone treatments for children so that there is consistency with NHS England's public messaging on this. It seems too significant to omit. Happy to discuss though.

If you are content, what happens next about publication?

Thanks

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NHS England

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**From:** XXXX (NHS DIGITAL)
**Sent:** 15 May 2020 12:01
**To:** XXXX (NHS ENGLAND & NHS IMPROVEMENT - X24)
**Subject:** RE: NHS website: latest version of gender dysphoria for sign off

Hello XXXX

Are you able to give me an update on gender dysphoria topic for sign off?

Many thanks

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XXXX I XXXX I NHS Digital I [www.nhs.uk](http://www.nhs.uk/) I XXXX XXXX

**From:** XXXX (NHS ENGLAND & NHS IMPROVEMENT - X24)
**Sent:** 07 May 2020 16:49
**To:** XXXX (NHS DIGITAL)
**Subject:** Re: NHS website: latest version of gender dysphoria for sign off

Thanks XXXX, I will look at this early next week.

Kind regards

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NHS England

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**From:** XXXX (NHS DIGITAL)
**Sent:** 07 May 2020 16:02
**To:** XXXX (NHS ENGLAND & NHS IMPROVEMENT - X24)
**Subject:** NHS website: latest version of gender dysphoria for sign off



Hello XXXX

Apologies for not being able to get the attached to you earlier in the week owing to COVID-19 work. For ease of comparison, if needed, I also attach the previous version, which we used for our Teams meeting last week.

This latest version has been seen and approved for sending to you by my senior editor XXXX who joined us on the call.

I’ve accepted track changes where there was no contention and retained relevant comments.

I do hope you feel able to sign off this latest version (subject to any further amends) so that we can progress this content to live within the next 10 days. Any further changes from medical James Palmer can be made in minutes, should he have any further amends to make.

Many thanks

XXXX

**From:** XXXX (NHS ENGLAND & NHS IMPROVEMENT - X24)
**Sent:** 30 April 2020 09:55
**To:** XXXX (NHS DIGITAL)
**Cc:** XXXX (NHS DIGITAL)
**Subject:** Re: NHS website: gender dysphoria topic

Yes, sorry:

<https://service-manual.nhs.uk/content/inclusive-language#sex-gender-sexuality>​

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NHS England

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**From:** XXXX (NHS DIGITAL)
**Sent:** 30 April 2020 09:41
**To:** XXXX (NHS ENGLAND & NHS IMPROVEMENT - X24)
**Cc:** XXXX (NHS DIGITAL)
**Subject:** RE: NHS website: gender dysphoria topic

Hello XXXX

Many thanks for explanation on the new GDS.

Just one more thing to ask you following our meeting yesterday. You mentioned a CQC document that quoted/referenced NHS England re acceptable terms for gender dysphoria (eg assigned sex). Would you kindly send the link.

Kind regards

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XXXX I XXXX I NHS Digital I [www.nhs.uk](http://www.nhs.uk/) I XXXX XXXX

**From:** XXXX (NHS ENGLAND & NHS IMPROVEMENT - X24)
**Sent:** 30 April 2020 09:11
**To:** XXXX (NHS DIGITAL)
**Cc:** XXXX (NHS DIGITAL)
**Subject:** Re: NHS website: gender dysphoria topic

The full range of out-patient services will be available either directly from the new service or via a sub-contract with a local provider; each model will differ so I'd rather not give details until each service is operational.

Kind regards

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NHS England

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**From:** XXXX (NHS DIGITAL)
**Sent:** 29 April 2020 15:30
**To:** XXXX (NHS ENGLAND & NHS IMPROVEMENT - X24)
**Cc:** XXXX (NHS DIGITAL)
**Subject:** RE: NHS website: gender dysphoria topic

That was quick!

Regarding the additional text for the pilot services:

 In 2020 new NHS Gender Dysphoria Services for adults will open in Greater Manchester, London and Merseyside as pilots for evaluation by NHS England. These services will be delivered by clinicians with specialist skills and based in local NHS settings such as sexual health services and primary care services, and details will be available once they are each opened. Initially, access to these services will be open to people who are already on a waiting list at one of the established Gender Dysphoria Clinics.

What specific services (eg assessment, hormones, counselling) will be provided by the new GDSs for people who are on a waiting listing at one of the GDCs?

Many thanks

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XXXX I XXXX I NHS Digital I [www.nhs.uk](http://www.nhs.uk/) I XXXX XXXX

**Sent:** 29 April 2020 15:20
**To:** XXXX (NHS DIGITAL)
**Cc:** XXXX (NHS DIGITAL)
**Subject:** Re: NHS website: gender dysphoria topic



Thanks

Proposed amends attached.

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NHS England

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**From:** XXXX (NHS DIGITAL)
**Sent:** 29 April 2020 15:07
**To:** XXXX (NHS ENGLAND & NHS IMPROVEMENT - X24)
**Cc:** XXXX (NHS DIGITAL)
**Subject:** NHS website: gender dysphoria topic

Hello XXXX

Thank you very much for your time this afternoon – good to get things sorted. As discussed, I’ll be sending you a final final version for sign off early next week. We can take in any further amends from James Palmer further down the line if needed.

In the meantime, when you send back the signed off text (subject to any further amendments) on **How to find an NHS gender identity clinic**, would you cover the remit of the primary trans health centres you mentioned (just for my info at this point). And is there also still a proposal to have a national gender surgery ‘hub’ in the future?

Many thanks again

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XXXX I XXXX I NHS Digital I [www.nhs.uk](http://www.nhs.uk/) I XXXX XXXX

**From:** XXXX (NHS DIGITAL)
**Sent:** 21 April 2020 15:49
**To:** XXXX (NHS ENGLAND & NHS IMPROVEMENT - X24)
**Cc:** XXXX (NHS ENGLAND & NHS IMPROVEMENT - X24)
**Subject:** NHS website: review of How to find an NHS gender identity clinic for policy sign off



Hello XXXX

Attached is review of how to find a gender identity clinic, for which I need policy sign off. There’s no clinical content, so it does not need external clinical sign off.

I recall at the CRG meeting in December that you mentioned all adult clinics should be renamed to include gender dysphoria in their title and that this was to have taken place by 1 April. As you can see from attached word doc none of the clinics has been renamed. However, it’s an easy task to update the clinic names when they change.

I’d be grateful if you, or another member of your team if appropriate, would get back to me with sign off, subject to any further amends, by Thursday 30 April.

Many thanks

XXXX

**From:** XXXX (NHS DIGITAL)
**Sent:** 21 April 2020 15:33
**To:** XXXX (NHS ENGLAND & NHS IMPROVEMENT - X24)
**Cc:** XXXX (NHS ENGLAND & NHS IMPROVEMENT - X24) X
**Subject:** NHS website: updated latest version of reviewed topic



Hello XXXX

Following another service desk ticket on gender dysphoria (obviously referring to current out-of-date content on the live site), I’ve made a minor amendment to the surgery section in attached word doc. The comment is highlighted so it’s easy to find.

Look forward to our call next Wednesday along with my XXXX XXXX

Many thanks

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XXXX I XXXX I NHS Digital I [www.nhs.uk](http://www.nhs.uk/) I XXXX XXXX

**Sent:** 20 April 2020 13:31
**To:** XXXX (NHS ENGLAND & NHS IMPROVEMENT - X24); XXXX (NHS DIGITAL)
**Cc:** XXXX (NHS DIGITAL); XXXX (NHS DIGITAL); XXXX (NHS ENGLAND & NHS IMPROVEMENT - X24)
**Subject:** RE: NHS website: setting up call re gender dysphoria topic review

Hello XXXX

Many apologies for not replying to your email before now. I’m afraid I’ve been on short hours as underestimated the recovery challenges of COVID-19.

I do not know if you’ve received a reply from XXXX, but she is now working on a NHSX project for the time being I believe.

I’ve cc’d both XXXX and XXXX (latter is correct email) and hope we can set up another meeting asap to go through the further amends to the gender dysphoria topic. It will either be XXXX or XXXX who will also be on the call.

I am working shorter days this week spread over 4 days but I am keen to get this topic sorted so will be happy to fit in with XXXX and XXXX’s availability.

Many thanks

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XXXX I XXXX I NHS Digital I [www.nhs.uk](http://www.nhs.uk/) I XXXX XXXX

**From:** XXXX (NHS DIGITAL)
**Sent:** 07 April 2020 07:49
**To:** XXXX (NHS ENGLAND & NHS IMPROVEMENT - X24)
**Cc:** XXXX (NHS DIGITAL) XXXX (NHS ENGLAND & NHS IMPROVEMENT - X24)
**Subject:** NHS website: setting up call re gender dysphoria topic review

Morning XXXX

Re above, would you set up the call for myself, XXX and senior content editor XXXX (cc’d) for end next week (Thursday 16 April or Monday 20 April) if convenient to all.

I’m currently off with COVID-19 and going through the breathless phase (been checked out by Whittington A&E). I’ve been assured by frontline medic friends who’ve been through this, that I should start to feel much better by this weekend, but best to leave call until towards end of the week. I believe XXXX also said he could not give his attention to this until mid-April.

I’ll be logging off soon with out of office message, but will pick up emails later this week.

Many thanks

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XXXX I XXXX I NHS Digital I [www.nhs.uk](http://www.nhs.uk/) I XXXX XXXX

**From:** XXXX (NHS DIGITAL)
**Sent:** 02 April 2020 17:34
**To:** XXXX (NHS ENGLAND & NHS IMPROVEMENT - X24)
**Cc:** XXXX (NHS DIGITAL); XXXX (NHS DIGITAL); XXXX (NHS DIGITAL); XXXX (NHS DIGITAL); XXXX (NHS DIGITAL)
**Subject:** RE: NHS website: gender dysphoria topic

Hello XXXX

Further to your email of 26/03, you asked for my managers’ brief. This was a straightforward instruction to produce a publishable version of the gender dysphoria topic in line with our content standards (detailed here: <https://service-manual.nhs.uk/content>). These standards apply to all content on the NHS website.

I apologise if this was not clear enough in my email of 19/03 in which I explained the rationale behind editing the CRG final approved draft in order to bring it into line with our content standards.

In editing the final approved draft, I absolutely did not ignore your approved copy and tried to ensure the intent and meaning was retained while also complying with our content standards.

When you refer to why there is so much ‘non-health-related narrative’, I presume that you are referring to sections like the terms used in gender identity on the overview page and new page of content on How to get help. These are included as they address user needs that have previously been identified through our twice-yearly customer satisfaction survey and service desk tickets, as well as findings from the trans and non-binary workshop in 2018.

I can absolutely reassure you there is no hidden or otherwise alternative agenda.

I will liaise with XXXX to set a telecon from mid-April.

Many thanks

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XXXX I XXXX I NHS Digital I [www.nhs.uk](http://www.nhs.uk/) I XXXX XXXX

**From:** XXXX (NHS DIGITAL)
**Sent:** 26 March 2020 17:38
**To:** XXXX (NHS ENGLAND & NHS IMPROVEMENT - X24)
**Cc:** XXXX (NHS ENGLAND & NHS IMPROVEMENT - X24)
**Subject:** RE: NHS website: gender dysphoria and use of term birth-assigned sex or biological sex

Hello XXXX

I had hoped I was clear in my earlier emails about the way we edit and design content so that it is in line with user needs and is in line with policy and is clinically accurate.

I fully understand that COVID-19 takes priority.

I will get back to you early next week.

Many thanks

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XXXX I XXXX I NHS Digital I [www.nhs.uk](http://www.nhs.uk/) I XXXX XXXX

**From:** XXXX (NHS ENGLAND & NHS IMPROVEMENT - X24)
**Sent:** 26 March 2020 17:28
**To:** XXXX (NHS DIGITAL)
**Cc:** XXXX (NHS ENGLAND & NHS IMPROVEMENT - X24)
**Subject:** Re: NHS website: gender dysphoria and use of term birth-assigned sex or biological sex

​XXXX

I am now supporting the emergency planning in response to COVID-19 so I won't be looking at this for a while.

In any event, I don't understand why you would ask the CRG and I to amend your narrative, but then ignore our approved copy and revert to your own preferred version.

Can you please arrange a time for us to have a telecon from mid April onwards where we can through line by line (arrange via XXXX).

Before that, can you send me your brief from your managers so that I understand what you have been asked to do. In particular I want to understand why there is so much non-health related narrative in your preferred version. There seems to be an agenda at play that is neither obvious nor transparent.

Thanks

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NHS England

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**From:** XXXX (NHS DIGITAL)
**Sent:** 26 March 2020 16:49
**To:** XXXX (NHS ENGLAND & NHS IMPROVEMENT - X24)
**Subject:** NHS website: gender dysphoria and use of term birth-assigned sex or biological sex

Hello XXXX

Re above, I’ve noticed that many of the gender identity clinics use the term birth-assigned sex , rationale for this is well-explained on GIDS (<https://gids.nhs.uk/glossary>)

Gender assigned at birth is a term used to describe the gender that someone was identified as at birth, usually by looking at their genitalia. If the midwife said "It's a boy!" then we might describe someone as being assigned male at birth.

Historically, our service used the terms "natal / born" or "biological" to describe the sex and gender someone was identified as at birth. However, we try where possible to avoid these terms now as some people feel that they privilege biology over their lived and felt identity.

For example, some people might feel that they were never a girl, and society simply assumed that they were a girl because of their genitalia, when in fact their gender was always male. In this case, someone may feel that the 'wrong' gender was assigned to them by other people/society.

Others may feel that their gender was 'correctly' assigned at birth but their gender has changed since then and is now different.

 Tavi and Portman: <https://gic.nhs.uk/info-support/gender-dysphoria/>

Birth-assigned sex was certainly the term used among the trans members of the NHS Digital LGBT and Allies Network who provided feedback on the Inclusive language entry I co-wrote for the NHS Digital Service Manual.

When you say that this is no longer a recognised term, is that from a policy point of view?

Look forward to receiving second clinical sign off on the revised version of gender dysphoria I sent to you on Monday.

Many thanks

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XXXX I XXXX I NHS Digital I [www.nhs.uk](http://www.nhs.uk/) I XXXX XXXX

**From:** XXXX (NHS DIGITAL)
**Sent:** 23 March 2020 19:24
**To:** XXXX (NHS ENGLAND & NHS IMPROVEMENT - X24)
**Subject:** NHS website: gender dysphoria topic for further clinical sign off
**Importance:** High



Hello XXXX

I’m sorry I couldn’t get this to you earlier today – with no track changes, it’s taken me all day to unpick the changes from original version sent for sign off last August.

It looks worse than it is (many of the changes are substituting plain English for some of the more difficult terms for our users). The overview and hormone sections have the most amendments.

If it helps, here’s the link to the relevant section of the NHS Digital Service Manual: <https://service-manual.nhs.uk/content/how-we-write>. This informs how we write and present information on the NHS website.

As I couldn’t get this to you earlier today, sign off by Monday 30 March will be fine. Although I do not work Fridays or Mondays, given how late this topic is, I’m doing both!

If you do manage to get sign off by Friday 27 March that would be great.

Many thanks

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XXXX I XXXX I NHS Digital I [www.nhs.uk](http://www.nhs.uk/) I XXXX XXXX

**From:** XXXX (NHS DIGITAL)
**Sent:** 19 March 2020 12:57
**To:** XXXX (NHS ENGLAND & NHS IMPROVEMENT - X24)
**Subject:** RE: Gender Pages

Hello XXXX

Not used in current content on the NHS website as that is nearly 4 years old and when reviewing content we bring it up to date with our style guide.

It is mentioned in both service specifications, albeit only once (see 2.1 Background).

Thanks for guidance on using biological sex.

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XXXX I XXXX I NHS Digital I [www.nhs.uk](http://www.nhs.uk/) I XXXX XXXX

**From:** XXXX (NHS ENGLAND & NHS IMPROVEMENT - X24)
**To:** XXXX (NHS DIGITAL)
**Subject:** Re: Gender Pages

The term 'birth-assigned sex' is not recognised. It is not used in the current material on the NHS website nor in the service specifications.

The current material on the NHS website refers to 'anatomical' or 'biological' sex. Happy for you to revert to biological sex if you prefer.

Thanks

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NHS England

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**From:** XXXX (NHS DIGITAL)
**Sent:** 19 March 2020 11:53
**To:** XXXX (NHS ENGLAND & NHS IMPROVEMENT - X24)
**Subject:** RE: Gender Pages

Hello XXXX

Following discussion with our lead product manager and other senior members of the NHS website team, it’s been agreed that I edit the approved version to bring it into line with our style guide (<https://service-manual.nhs.uk/content/how-we-write>) and return it to you (with track changes) for further clinical sign off on Mon 23 March. Further clinical sign off should be supplied by Friday 27 March.

As it stands, the approved version is not publishable as much of the new content requires a reading age of at least 21 (in one case, it’s 30!). As I stressed at the CRG meeting on 12 December, content on the NHS website uses plain English, an active voice and is directed at a reading age of 9-11, though we accept in some cases (eg complex, polysyllabic medical terms) this means going up to age 14.

Clinicians often find it difficult to write in plain English (particularly common on the website’s A-Z topics), which is why reviews are a collaborative process with us content editors/designers rephrasing content that users will understand without altering the original meaning or intent.

One query I’d be grateful if you would put it to the CRG for an urgent response, which would make editing the approved version, and therefore sign off, quicker:

* Anatomical sex – this is not a plain English term we would use; why change this from birth-assigned sex (a term also used in the Service Specifications)?

I was gratified to see that much of the original review has been retained. Rest assured I will not change the meaning or intent of the additional amends – just render them understandable to users of the website.

Many thanks

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XXXX I XXXX I NHS Digital I [www.nhs.uk](http://www.nhs.uk/) I XXXX XXXX

**From:** XXXX (NHS DIGITAL)
**Sent:** 18 March 2020 18:45
**To:** XXXX (NHS ENGLAND & NHS IMPROVEMENT - X24)
**Subject:** RE: Gender Pages for NHS website

Hello XXXX

A quick acknowledgement of the CRG-approved version – thank you.

I’ll get back to you in more detail over next steps tomorrow but meanwhile, I’m puzzled as to why there are no track changes?

Usually, when we receive feedback from stakeholders we can see all the track changes which helps inform content designers/editors on the rationale for changes and supports them in ensuring that any content on the NHS website meets user needs as well as being clinically accurate and up to date.

In the absence of track changes, I’m unable to see the rationale and evidence for the addition or, more pertinently, the removal of original content (eg fertility preservation, the terms people use on the Overview [first page of topic]?  Also change of terms, eg anatomical sex substituted for birth-assigned sex.

Many thanks

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**From:** XXXX (NHS ENGLAND & NHS IMPROVEMENT - X24)
**Sent:** 18 March 2020 15:41
**To:** XXXX (NHS DIGITAL)
**Subject:** Gender Pages



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Following consideration from the CRG, this is the approved version.

Can you please let me know next steps?

Thank you

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NHS England

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**From:** XXXX (NHS DIGITAL)
**Sent:** 16 March 2020 08:49
**To:** XXXX (NHS ENGLAND & NHS IMPROVEMENT - X24); XXXX (NHS ENGLAND & NHS IMPROVEMENT - X24)
**Subject:** RE: XXXX is on leave - clinical sign off of gender dysphoria topic

Hello XXXX

Thanks for your response. I presume that means it is not possible to have a clinician sign off current content either in full or in part (latter requiring removal of some content) which would allow a little more time for reviewed content to be clinically signed off.

I’ll let my managers know and we’ll take it from there.

We do have to reach some kind of agreement over how long clinicians are given to work on clinical sign off as original reviewed copy was sent to XXXX and XXXX back in August 2019 (after policy sign off from you). I was given the impression that changes would be given to me by end January (before COVID-19 hit the health service).

As mentioned before, please let me know if there is any way I can help resolve this.

Many thanks

XXXX

XXXX I XXXX I NHS Digital I [www.nhs.uk](http://www.nhs.uk/) I XXXX XXXX

**From:** XXXX (NHS ENGLAND & NHS IMPROVEMENT - X24)
**Sent:** 13 March 2020 10:28
**To:** XXXX (NHS DIGITAL); xxxx (NHS ENGLAND & NHS IMPROVEMENT - X24)
**Subject:** Re: xxxx is on leave - clinical sign off of gender dysphoria topic

xxxx

You have, I believe, been working on these pages since 2016.

You attended the CRG in December, and you are aware that the clinical view was that significant changes were needed, again.

You will get the proposed amendments from the CRG, but not likely within the seven day deadline that you have set.

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NHS England

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**From:** XXXX (NHS DIGITAL)
**Sent:** 12 March 2020 19:58
**To:** XXXX (NHS ENGLAND & NHS IMPROVEMENT - X24)
**Cc:** XXXX (NHS ENGLAND & NHS IMPROVEMENT - X24)
**Subject:** RE: XXXX is on leave - clinical sign off of gender dysphoria topic
**Importance:** High

Hello XXXX

Thanks for update on above.

I’m now under pressure to resolve this lack of clinical sign off as the topic approaches being a year out of date. A factor that has been the subject of several service desk tickets to the NHS website over the past few months (latest one received today).

Unfortunately, this now means that we will have to remove some of all of the gender dysphoria content unless:

* A clinician can confirm that our existing content is clinically accurate and aligned with policy (may I tactfully suggest that this is done by a clinician other than XXXX, who could expedite such sign off by Thursday 19 March.

Or

* A firm commitment to provide approval of an agreed set of changes by Thursday 19 March.

Temporarily unpublishing this topic would bring its own issues and we would like to avoid this if at all possible.

I am sorry to bring this up at such a pressured time for us all and if I can help in any way (for example, by calling XXXX myself to explain the situation), please do let me know.

I don’t ordinarily work on a Friday or Monday, but will be logging on tomorrow afternoon to catch up on several things that have been put to the back by the COVID-19 work.

Many thanks

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XXXX I XXXX I NHS Digital I [www.nhs.uk](http://www.nhs.uk/) I XXXX XXXX

**From:** XXXX (NHS DIGITAL)
**Sent:** 12 February 2020 13:57
**To:** XXXX (NHS ENGLAND & NHS IMPROVEMENT - X24)
**Cc:** XXXX (NHS ENGLAND & NHS IMPROVEMENT - X24); XXXX (NHS ENGLAND & NHS IMPROVEMENT - X24)
**Subject:** RE: NHS website: gender dysphoria and trans health

Hello XXXX

In the first instance, it would have helped inform a much better reply to 2 service desk tickets (SDTs) on a similar theme (use of hormone suppressants and cross-sex hormones) to the one I sent you on 20 Jan.

But in general, it’s to stay informed about any upcoming  changes to health content, in the same way as we try to do with other policy teams. This is turn helps me in my role as a subject matter expert (SME) in this area (not to be confused with being a clinical expert!) and, as a content manager and content editor to ensure the articles we carry on the NHS website meet user needs as well as those of the stakeholders.

The gender dysphoria topic on the NHS website gets over 300K visits per year and, as a highly sensitive subject area, I also consider my role is also to help you in providing accurate and up-to-date health information for users.

If confidentiality is a concern, I can assure you that that is an integral part of our role.

Many thanks

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XXXX I XXXX I NHS Digital I [www.nhs.uk](http://www.nhs.uk/) I XXXX XXXX

**From:** XXXX (NHS DIGITAL)
**Sent:** 12 February 2020 09:27
**To:** XXXX (NHS ENGLAND & NHS IMPROVEMENT - X24)
**Cc:** XXXX (NHS ENGLAND & NHS IMPROVEMENT - X24); XXXX (NHS ENGLAND & NHS IMPROVEMENT - X24)
**Subject:** NHS website: gender dysphoria and trans health

Hello XXXX

I was disappointed to be informed about the planned review of puberty suppressants and cross-sex hormones by independent expert group and the NICE review of the evidence by a public forum route rather than directly from XXXX.

Please can we discuss how to improve communications so that I can keep up to date with what’s going on and any planned updates.

Many thanks

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XXXX I XXXX I NHS Digital I [www.nhs.uk](http://www.nhs.uk/) I XXXX XXXX

**From:** XXXX (NHS ENGLAND & NHS IMPROVEMENT - X24)
**Sent:** 21 January 2020 12:55
**To:** XXXX (NHS DIGITAL)
**Subject:** Re: NHS website: complaint from user re gender dysphoria and teen trans content

I would try XXXX

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NHS England

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**From:** XXXX (NHS DIGITAL)
**Sent:** 21 January 2020 12:51
**To:** XXXX (NHS ENGLAND & NHS IMPROVEMENT - X24)
**Cc:** XXXX (NHS ENGLAND & NHS IMPROVEMENT - X24)
**Subject:** RE: NHS website: complaint from user re gender dysphoria and teen trans content

Hello XXXX

Thanks for feedback.

Re this page: <https://www.nhs.uk/live-well/healthy-body/trans-teenager/>, I believe we should make a minor amendment to the section on hormone blockers. Is it best to contact XXXX re this or another member of GIDS?

Many thanks

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XXXX I XXXX I NHS Digital I [www.nhs.uk](http://www.nhs.uk/) I XXXX XXXX

**From:** XXXX (NHS ENGLAND & NHS IMPROVEMENT - X24)
**Sent:** 21 January 2020 12:37
**To:** XXXX (NHS DIGITAL)
**Cc:** XXXX (NHS ENGLAND & NHS IMPROVEMENT - X24)
**Subject:** Re: NHS website: complaint from user re gender dysphoria and teen trans content

A decision will not be made on the prescribing of hormones until the autumn, following a review of the evidence base and in line with our established method for forming a commissioning position on commissioning of a drug.

My recollection about the webpages is that members were to give XXXX their comments on the document by 31 January.

Kind regards

XXXX

XXXX

NHS England

XXXX XXXX XXXX XXXX

XXXX

**From:** XXXX (NHS DIGITAL)
**Sent:** 20 January 2020 17:36
**To:** XXXX (NHS ENGLAND & NHS IMPROVEMENT - X24)
**Cc:** XXXX (NHS ENGLAND & NHS IMPROVEMENT - X24)
**Subject:** NHS website: complaint from user re gender dysphoria and teen trans content

Hello XXXX

I’ve just received the following service desk ticket:

I notice a serious error here: nhs.uk/conditions/gender-dysphoria/treatment/ nhs.uk/live-well/healthy-body/trans-teenager/ Both pages claim the effects of treatment with GnRH analogues are considered to be fully reversible and this advice has been taken into schools based on the NHS website text. However, GnRH analogues are being used off-label for the treatment of Gender Dysphoria, have not been proven to improve outcomes, and may actually worsen them by preventing normal adolescent mental development. The NHS Gender Identity Service acknowledges that the impact on brain development and psychological health is not fully known, stating "we don?t know the full psychological effects of the blocker or whether it alters the course of adolescent brain development." gids.nhs.uk/puberty-and-physical-intervention There are also wider concerns about the treatment, e.g. from endocrinologist Dr Michael Laidlaw: thepublicdiscourse.com/2020/01/59422/ Given the absence of scientific evidence for the claim that GnRH analogues are fully reversible, I would strongly urge an abundance of caution in this matter, and for the website to either remove this claim or move to a far more cautious statement confirming that we do not yet know the long-term impact on mental & physical development of using GnRH analogues during puberty.

I’ve just received I believe at the last CRG meeting, you were going to discuss GnRH analogues (hormones)? Was any decision made?

Would you also let me know the latest progress on sign off on the reviewed and updated content on gender dysphoria?

Many thanks

XXXX

From: XXXX (NHS DIGITAL)
Sent: 10 December 2019 16:49
To: XXXX (NHS ENGLAND & NHS IMPROVEMENT - X24)
Subject: RE: Gender



Hello XXXX

Attached (at least you got an email from XXXX!).

The 'glossary on the overview page and the links to the guidelines (last page of topic) have been updated.

Many thanks

XXXX

XXXX I XXXX I NHS Digital I [www.nhs.uk](http://www.nhs.uk/) I XXXX XXXX

-----Original Message-----

From: XXXX (NHS ENGLAND & NHS IMPROVEMENT - X24)

Sent: 10 December 2019 16:37

To: XXXX (NHS DIGITAL)

Subject: Gender

Can you please send me again the Gender pages for sharing with CRG. XXXX has not got back to me. Thanks

Sent from my iPhone

**From:** XXXX (NHS DIGITAL)
**Sent:** 20 November 2019 17:15
**To:** XXXX (NHS ENGLAND & NHS IMPROVEMENT - X24)
**Subject:** RE: Clinical Reference Group for Gender Dysphoria Services / 12 December 2019 / 12pm to 2pm

Hello XXXX

Many thanks for agenda. Would you like to attach the copy I sent to XXXX in August? I’m concerned that a 15-min slot would not result in the clinical sign off we’re after in order to progress this very out-of-date content to live.

Also, would you mind amending the agenda to remove reference to NHS Choices (we ceased using that branding in August 2018 – not very well communicated!). We’re now referred to as the NHS website.

Kind regards

XXXX

**From:** XXXX (NHS ENGLAND & NHS IMPROVEMENT - X24)
**Sent:** 18 November 2019 13:51
**To:** XXXX (NHS DIGITAL)
**Subject:** Gender Dysphoria - 12 December

Hi

In order to get you a decision I’ve put this on the agenda for the Gender Clinical Reference Group meeting on 12 December, 12pm to 2pm.

XXXX is chair. There is a representative of the YP service on the group.

Are you able to attend please?

Thanks

XXXX

XXXX

XXXX

NHS England

XXXX XXXX XXXX XXXX

XXXX

**From:** XXXX (NHS DIGITAL)
**Sent:** 07 November 2019 12:00
**To:** XXXX (NHS ENGLAND & NHS IMPROVEMENT - X24)
**Cc:** XXXX (NHS ENGLAND & NHS IMPROVEMENT - X24)
**Subject:** NHS website: clinical sign off of gender dysphoria topic

Hello XXXX

Despite sending several reminders to XXXX and to XXXX, I’ve yet to receive any clinical sign off on the above topic (or indeed any reply from XXXX!), since my original request on 29 August.

This is proving to be a concerning blocker on getting this way-out-date content updated and live.

I’d be very grateful if you would a) chase XXXX and b) source an alternative clinician to XXXX who can provide rapid clinical sign off. As XXXX, I appreciate that XXXX has to provide final sign off, but this can always be post-publication with any further changes easily incorporated.

Many thanks

XXXX

XXXX I XXXX I NHS Digital I [www.nhs.uk](http://www.nhs.uk/) I XXXX XXXX

**Sent:** 08 October 2019 10:41
**To:** XXXX (NHS ENGLAND & NHS IMPROVEMENT - X24)
**Subject:** FW: NHS website: clinical sign off of gender dysphoria topic
**Importance:** High

Hello XXXX

Would welcome your help in getting clinical sign off on gender dysphoria!

Many thanks

XXXX

XXXX I XXXX I NHS Digital I [www.nhs.uk](http://www.nhs.uk/) I XXXX XXXX

**From:** XXXX (NHS DIGITAL)
**Sent:** 01 October 2019 09:18
**To:** XXXX (NHS ENGLAND & NHS IMPROVEMENT - X24)
**Subject:** NHS website: clinical sign off of gender dysphoria topic

Morning XXXX

I’d be very grateful if you would chase up XXXX re above please.

I originally sent the topic for sign off on 29 August (I cc’d XXXX) and chased this up on 17 September but have had no reply to either email.

If XXXX is not able to sign off the topic within the next 8-10 days, would you kindly nominate another clinician to do so with XXXX signing off after it’s gone live.

I did hear promptly from XXXX, though I’ve yet to have sign off, which I’m assured will be this week.

Many thanks

XXXX

XXXX I XXXX I NHS Digital I [www.nhs.uk](http://www.nhs.uk/) I XXXX XXXX

**From:** XXXX (NHS DIGITAL)
**Sent:** 17 September 2019 09:11
**To:** XXXX (XXXX)
**Cc:** XXXX (XXXX); XXXX (NHS ENGLAND & NHS IMPROVEMENT - X24)
**Subject:** FW: NHS website:
**Importance:** High

Hello XXXX

Gentle nudge re your comments on the extensively reviewed topic on gender dysphoria.

Would you let me know of any amendments as soon as possible please.

Many thanks

XXXX

XXXX I XXXX I NHS Digital I [www.nhs.uk](http://www.nhs.uk/) I XXXX XXXX

**From:** XXXX (NHS DIGITAL)
**Sent:** 29 August 2019 10:23
**To:** XXXX (XXXX)
**Cc:** XXXX (XXXX)
**Subject:** NHS website:
**Importance:** High



Hello XXXX

I hope all is well with you. It’s been a while since we’ve been in contact regarding trans articles for the NHS website.

At the request of XXXX, I’m attaching a word doc on the gender dysphoria topic, which has been extensively amended and rewritten. XXXX’s changes are included on this version, which I’m also sending to XXXX for clinical sign off.

I would be very grateful if you would confirm, subject to any further amends you wish to make, that the topic gender dysphoria is accurate and clinically up to date. I’m aware that further changes will be made once procurement of the new service specifications is finalised, but as this topic is already beyond its review date, I’m concerned that we get this revised content live as soon as possible.

In addition, we’ve received a fair number of responses to our use of the word ‘assigned at birth’ in terms of sex identity (as opposed to gender identity), with a suggestion that this term should be ‘observed’. However, I’m not at all sure this is in line with current practice and would appreciate your thoughts on this.

Would you be able to get back to me by Thursday 12 September latest?

Many thanks

XXXX

XXXX I XXXX I NHS Digital I [www.nhs.uk](http://www.nhs.uk/) I XXXX XXXX

**From:** XXXX (NHS DIGITAL)
**Sent:** 21 August 2019 15:28
**To:** XXXX (NHS ENGLAND & NHS IMPROVEMENT - X24)
**Subject:** RE: NHS websiste\_A-Z Gender dysphoria\_for sign off XXXX amended.docx

Hello XXXX

Emails have crossed.

Thank you for your amends. Will do as you suggest after amending terminology section re sign off.

Many thanks

XXXX

XXXX I XXXX I NHS Digital I [www.nhs.uk](http://www.nhs.uk/) I XXXX XXXX

**From:** XXXX (NHS DIGITAL)
**Sent:** 21 August 2019 14:57
**To:** XXXX (NHS ENGLAND & NHS IMPROVEMENT - X24)
**Subject:** NHS website: 2019 review of gender dysphoria topic Royal College of Psychiatrists resource

Hello XXXX

I’ve just heard from Royal College of Psychiatrists re their Good Practice Guidelines, which was due for review last year.

The college says that as gender dysphoria is no longer classified in ICD as a mental illness and is not treated in psychiatric services, they won’t be updating the guidelines.

So I’ll remove the link text and link from the guidelines section of the gender dysphoria review.

I did source a position statement from the college on [Supporting transgender and gender-diverse people](https://www.rcpsych.ac.uk/docs/default-source/improving-care/better-mh-policy/position-statements/ps02_18.pdf?sfvrsn=af4d4aad_4) (March 2018) which provides further evidence of mental health problems (see Evidence section on page 3).

Many thanks

XXXX

**From:** XXXX (NHS ENGLAND & NHS IMPROVEMENT - X24)
**Sent:** 21 August 2019 14:45
**To:** XXXX (NHS DIGITAL)
**Subject:** NHS websiste\_A-Z Gender dysphoria\_for sign off XXXX amended.docx



XXXX

My amends are contained in the document.

Once you have amended the terminology section, I suggest you send directly to XXXX and XXXX for clinical sign off, and then return the amended version to me for final policy sign off.

Thanks

XXXX

XXXX I XXXX I NHS Digital I [www.nhs.uk](http://www.nhs.uk/) I XXXX XXXX

**From:** XXXX (NHS DIGITAL)
**Sent:** 21 August 2019 12:16
**To:** XXXX (NHS ENGLAND & NHS IMPROVEMENT - X24)
**Cc:** XXXX(NHS ENGLAND & NHS IMPROVEMENT - X24)
**Subject:** NHS website: 2019 review of gender dysphoria topic: evidence for self harm and suicide ideation

Hello XXXX

Re above, sources I’ve used to support statement that young people with gender dysphoria are more likely to have depression, self-harm and suicide ideation:

Trans Mental Health Study 2012: <https://www.scottishtrans.org/wp-content/uploads/2013/03/trans_mh_study.pdf>

PHE and RCN Preventing suicide among trans young people A toolkit for nurses: <https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/417707/Trans_suicide_Prevention_Toolkit_Final_26032015.pdf> (see refs 22, 27, 28, 29 and 30)

References to support statement that sexual orientation may change to follow plus response from the Royal College of Psychiatrists on when they propose updating their Good Practice Guidelines.

Many thanks

XXXX

XXXX I XXXX I NHS Digital I [www.nhs.uk](http://www.nhs.uk/) I XXXX XXXX

**From:** XXXX (NHS DIGITAL)
**Sent:** 19 August 2019 10:10
**To:** XXXX (NHS ENGLAND & NHS IMPROVEMENT - X24)
**Subject:** NHS website: gender dysphoria review word doc for sign off



Hello XXXX

Ahead of our meeting tomorrow, I’m attaching word doc of the 2019 review of gender dysphoria. Track changes are switched on.

I’ve approached this in light of our meeting back in April where my understanding was that the adopted specifications were out for tender and would be finalised by early next year. If this isn’t the case, my apologies.

I’m technically off today but will be back online at 8am tomorrow.

Many thanks

XXXX

XXXX I XXXX I NHS Digital I [www.nhs.uk](http://www.nhs.uk/) I XXXX XXXX

**From:** XXXX (NHS ENGLAND & NHS IMPROVEMENT - X24)
**Sent:** 07 August 2019 09:44
**To:** XXXX (NHS DIGITAL)
**Cc:** XXXX (NHS ENGLAND & NHS IMPROVEMENT - X24); XXXX (NHS ENGLAND & NHS IMPROVEMENT - X24)
**Subject:** NHS Choices - Gender Dysphoria and DSD

Dear XXXX

I’d be grateful if the two of us could meet soon, with colleague XXXX, to review where you are with refreshing the gender dysphoria content on the NHS Choices website. I’m conscious that some of the information is out of date, and that it would be helpful to align your content with the new commissioning and landscape that we will be implementing in the autumn as an outcome of procurement.

I also notice that the DSD content is up for review by October. My colleague XXXX is leading on our work to develop a new delivery model and policies for DSD so it may be worth XXXX linking in with the relevant person on your side?

Many thanks

XXXX

XXXX

XXXX

NHS England

XXXX XXXX XXXX XXXX

XXXX

**From:** XXXX (NHS ENGLAND & NHS IMPROVEMENT - X24)
**Sent:** 10 April 2019 12:09
**To:** XXXX (NHS DIGITAL)
**Subject:** RE: NHS website: content on gender identity/dysphoria and trans and non-binary

It will be a gradual process over time

**From:** XXXX (NHS DIGITAL)
**Sent:** 10 April 2019 11:58
**To:** XXXX (NHS ENGLAND & NHS IMPROVEMENT - X24)
**Subject:** NHS website: content on gender identity/dysphoria and trans and non-binary

Hello XXXX

Thanks for your time just now and for the updates on above.

Regarding your comment about changing Gender identity clinics to Gender dysphoria clinics, is this process underway? Reason for asking is our content on How to find an NHS Gender identity clinic (<https://www.nhs.uk/live-well/healthy-body/how-to-find-an-nhs-gender-identity-clinic/>).

This content refers to GI clinics (apart from Northern Region Gender Dysphoria Service and Nottingham Centre for Transgender Health). I’ve checked all the clinics and, apart from the ones cited, they’re still using GI as titles.

I presume we don’t have to change our current content until the name change process has been completed?

Many thanks

XXXX

XXXX I XXXX I NHS Digital I [www.nhs.uk](http://www.nhs.uk/) I XXXX XXXX

**From:** XXXX (NHS ENGLAND & NHS IMPROVEMENT - X24)
**Sent:** 04 April 2019 10:42
**To:** XXXX (NHS DIGITAL)
**Subject:** RE: Gender identity content on NHS website

Sorry I missed this.

Can you please give me some available dates – I am away on 11 April and for week of 15th.

Thanks

**From:** XXXX (NHS DIGITAL)
**Sent:** 04 April 2019 09:26
**To:** XXXX (NHS ENGLAND & NHS IMPROVEMENT - X24)
**Subject:** FW: Gender identity content on NHS website

To save you searching in inbox!

Look forward to hearing from you.

Many thanks

XXXX

XXXX I XXXX I NHS Digital I [www.nhs.uk](http://www.nhs.uk/) I XXXX XXXX

**From:** XXXX (NHS DIGITAL)
**Sent:** 14 March 2019 08:58
**To:** XXXX (NHS ENGLAND)
**Subject:** Gender identity content on NHS website

Hello XXXX

Apologies for neglecting this content. I’ve been roped in to work on learning disabilities and now autism, but will return to gender identity within the next two weeks.

Would it be possible to meet up with you or a member of your team to catch up on:

* Procurement of services for adults
* Clinical and policy sign off
* Role of clinical reference group

Plus anything else I should be aware of.

I am committed to seeing this content go live on the NHS website and also to transform the current gender dysphoria topic, which is coming up for review in April.

Many thanks

XXXX

XXXX I XXXX I NHS Digital I [www.nhs.uk](http://www.nhs.uk/) I XXXX XXXX