

S Bradshaw
[request-1027879-
de8302fd@whatdotheyknow.com](mailto:de8302fd@whatdotheyknow.com)

Date: 3 October 2023
Your Ref:
Our Ref: FOI 18260
Please quote reference number on all correspondence

Enquiries to: FOI Team
Email: nhsh.foirequestshighland@nhs.scot

Dear S Bradshaw

Freedom of Information (Scotland) Act 2002 - Request Ref 18260 Gender Services

Thank you for your request for information received on 18 September regarding the above. Please find below an extract from your original request and our response:-

- **I am writing to request information under the terms of the Freedom of Information Act (2000). My enquiries relate to the Highland Sexual Health's Gender Identity Service.**

Please provide:

the total number of patients currently held on the wait list for an initial appointment with the service

82.

the total number of initial appointments held between 1st September 2022 to 31st August 2023 inclusive

23.

the most recent month that an invitation was sent for a first appointment (or otherwise offered via phone, email, etc) and the month of referral for that patient

September 2023 referred May 2021.

the average (mean) time in weeks between treatment or assessment appointments for patients who received a follow-up appointment (i.e.

appointment other than an initial appointment) between 1st September 2022 to 31st August 2023 inclusive.

NHS Highland do not hold this information as assessment appointments are conducted through Sandyford Clinic.

I regret to inform you that I am not able to supply the information for this part of your request as the information is not held by NHS Highland. As per Section 17 of the Freedom of Information (Scotland) Act 2002 we must formally advise you that NHS Highland does not hold this information, in accordance with the Act, this letter represents a Refusal Notice for this particular request.

I hope this response provides the information you require. If you wish to discuss my response or have any questions about this, please do not hesitate to get in touch quoting the reference number above.

Your right to request a review

Under Section 20 (1) of the Act, if you have made a request and are unhappy with our response, you have the right to request an internal review. You can do this by making a formal request in writing to the:-

Freedom of Information Officer
NHS Highland
Assynt House
Beechwood Park
Inverness, IV2 3BW

or by email nhsh.foirequestshighland@nhs.scot

Your request should explain why you wish a review to be carried out and should be made within forty working days of receiving this letter.

Appealing to the Commissioner

If you remain dissatisfied following the investigation of your review, then you have the right to appeal to the Scottish Information Commissioner within 6 months of the date of receiving the review response. You can request an appeal by accessing the [Online Appeal Service](#) on the Commissioner's website.

Alternatively, you can visit their website at www.itspublicknowledge.info/Appeal

If you don't wish to appeal online, you can also contact the Commissioner by email or post as follows:

Send your appeal by email

If you want to send your appeal by email, you should send your email to enquiries@itspublicknowledge.info

Send your appeal by post

If you want to send your appeal by post, you should send your letter to:

The Scottish Information Commissioner
Kinburn Castle
Doubledykes Road
St Andrews
Fife
KY16 9DS

If you need help to make an appeal, you can contact the Commissioner's Office:

Email: enquiries@itspublicknowledge.info
Telephone: 01334 464610

Further information on making an appeal to the Scottish Information Commissioner can be found on their website [here](#).

Yours sincerely

Heather Campbell
Freedom of Information Officer