

S Bradshaw
[request-879367-
cc49ea5d@whatdotheyknow.com](mailto:request-879367-cc49ea5d@whatdotheyknow.com)

Date: 11 August 2022
Our Ref: MM/HC FOI 14167
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 14167 Gender Services – Highland Sexual Health

Thank you for your request for information received on 17 July, in relation to the above.
Please find below your question and our response:-

- **I am writing to request information under the terms of the Freedom of Information Act (2000). My enquiries relate to the adult Gender Identity service at Highland Sexual Health in Inverness.**

Please provide:

1. **the average (mean) time in weeks from referral to first treatment or assessment appointment for patients whose first such appointment happened last quarter (between 1st April to 30th June 2022 inclusive), excluding patients who have waited for a shorter time due to a previous wait at another clinic.**

Due to staffing shortage, we have been unable to manage any new patients into the service from the waiting list since December 2021.

2. **the average (mean) time in weeks between treatment or assessment appointments for patients who received a follow-up appointment last quarter (between 1st April to 30th June 2022 inclusive).**

The average time in weeks between treatment or assessment appointments for this period was 12 weeks.

I hope this response is helpful. If you are unhappy with my response, I am very happy to discuss this with you further. Alternatively you have the right to ask for an internal review by making a formal request in writing to the:-



Headquarters:

Assynt House, Beechwood Park, Inverness, IV2 3BW

Chair: Professor Boyd Robertson
Chief Executive: Pam Dudek

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.

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. Contact details are as follows:

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

Telephone: 01334 464610

Fax: 01334 464611

Website: www.itspublicknowledge.info/Appeal

Yours sincerely

Heather Campbell
Freedom of Information Officer

On behalf of
Mirian Morrison
Clinical Governance Development Manager