

Sussex Gender Service (SGS) update

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Today's session with SGS

- Background of Sussex Gender Service (SGS)
- Example patient time-line from referral
- Care pathways (including hormone therapy and surgery)

Background

- The Sussex Gender Service (SGS) Pilot is commissioned to provide local transgender care for trans, non-binary and intersex (TNBI) **adults**
- Clinical support from **Nottingham** Centre for Transgender Health
- 21 • **Service specification** from NHS England as other gender service pilots
- **2 year pilot** + further year including an independent evaluation
- Team: Psychologists, GPs, Clinical nurse specialists, Speech and Language specialist, Admin staff, Care navigators, community engagement for development



- Mobilisation for six months from March-August 2023
- SPFT partnered with The Clare Project to support outreach and engagement with the TNBI community to aid service development
 - Development of the assessment and care pathways
 - Recruitment to SGS posts
 - Development of Care Navigator roles
 - Development of communication materials including the website and resources

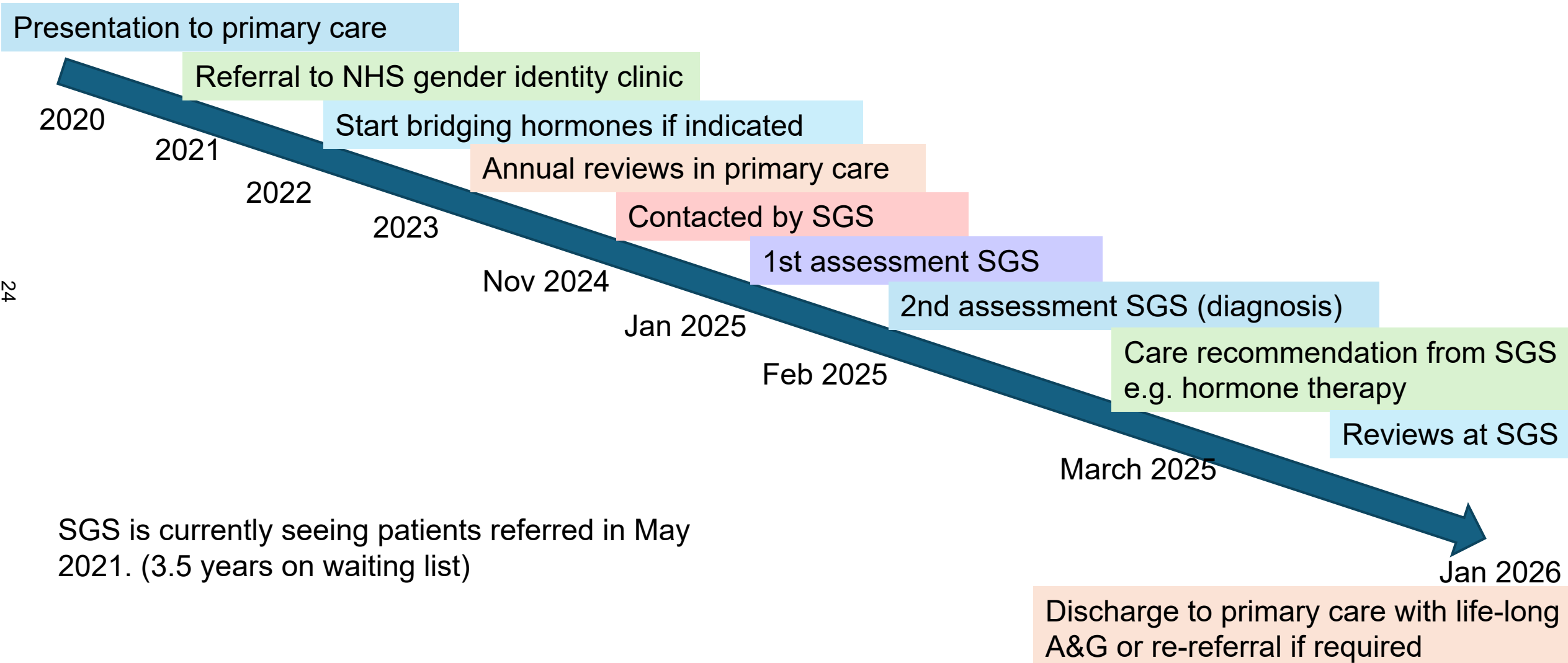
37 different community members were involved throughout the mobilisation
315+ hours of community involvement activity

- The service launched in September 2023
- The team was fully recruited in January 2024. Each team member has received training and is signed-off for all the assessments they provide.
- The service aims to be running at full capacity by the end of July 2024

Our waiting list

- SGS Pilot is a 3 year waiting list initiative
- We are currently seeing service users who:
 - Referred to a GIC before 31st March 2023
 - Registered with Sussex GP *before* GIC referral *and currently*
 - Eligible for NHS treatment
 - Over 17 years old
- We are expecting to see around 1300 service users within the course of the pilot = 40 first assessments per month

Example patient time-line



1st assessment at SGS

- 2 assessment model as per NHS England
- Video-call or face-to-face
- 1st assessment with SGS clinical nurse specialist
- 1-2 hour appointment
 - Holistic history gathering
 - Signposting
 - Provide leaflets for care pathways e.g. hormones, surgery

2nd assessment at SGS

- With doctor or clinical psychologist
- 1-2 hour appointment
- Potential outcomes, 1 of:
 - Offer diagnosis of gender incongruence
 - Offer extended assessment/additional support pathway (psychologist)
 - Self-discharge from service, discharge if multiple DNAs
- Discuss hormone regimen
- Refer: voice therapy, psychological support, hair reduction
- Further appts for: fertility preservation, surgery

Care plan recommendations

1. Hormone therapy
2. Surgery recommendation (chest / genital / hysterectomy)
3. Voice therapy
4. Psychological support
5. Hair reduction therapy
6. Fertility preservation

Engagement and Participation

- **The Clare Project are sub-contracted to provide independent engagement and participation feedback to support service development and delivery**
- **An Engagement and Participation co-ordinator is in place to oversee:**
 - Management of monthly SGS service user feedback meetings
 - Report key findings and feedback to SGS
 - Collection of key EDI data across service
 - Support targeted outreach engagement work with wider community

Key activity

- The initial year of the pilot has involved a lot of recruitment and training
- Total number of First and Second assessments during first year of pilot:

First Assessments	Second Assessments
259	220

- The pilot is on track to see the total number of people on the waiting list. It is anticipated that a higher number of assessments will take place in year 2 and 3 now the team is fully trained and at full capacity.

Feedback

- ‘***** was absolutely fantastic. I felt able to speak more openly than I ever have before’
- ‘Having a nurse who was not cisgender really helped me open to discuss what it is like to be trans because they knew some of what I was/am going through’
- ‘All the SGS staff, admin/clinical have been superb and I have felt very comfortable and trusting’
- ‘Overall a very safe, comforting and supportive experience’

What happens next?

- The service recently got the go ahead for a third year for the pilot
- There will be an evaluation of the pilot that will take place in the second or third year
- The hope is that we turn into an established Gender Service
- There may be recommendations from the Adult Gender Service review that took place at the end of last year that impact on the service delivery

