

Dr Michael J Webberley MBChB MD FRCP

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Telephone: 0300 061 6161
www.cqc.org.uk

1 February 2019

Dear Dr Webberley

Thank you for your letter of 24 January 2019 and for sharing your concerns about the healthcare provision for young transgender people, specifically at the gender identity development service at the Tavistock and Portman NHS Foundation Trust, with the Care Quality Commission (CQC).

At CQC, we make sure that health and care services in England provide people with safe, effective and high-quality care.

As you are probably aware we inspected the services for young people in 2016 and the report can be found on the link below:

https://www.cqc.org.uk/sites/default/files/new_reports/AAAF3246.pdf

Then in 2018 we inspected the adult gender identity services as well as looking at whether the trust was well led. The details of this are in the two links below:

<https://www.cqc.org.uk/sites/default/files/20181105%20POST%20FACACC%20combined%20appendixes.pdf>

https://www.cqc.org.uk/sites/default/files/new_reports/AAAH5819.pdf

We fully recognise your concerns about waiting times and lengthy assessment processes and the impact this has on young people. These are concerns which are also clearly articulated by the trust as can be seen in their published board papers. As we said in our latest report they are communicating with commissioners in the hope of obtaining additional funding so they can grow the service and reduce waiting times for assessment and treatment for the gender identity services.

Our inspections also consider the effectiveness of the care and treatment. To make these judgements we use guidance produced by other organisations such as NICE. The challenge for our inspections of gender identity services is that the guidance is still in development and there is a wide range of opinion about what is 'good practice'. However, your letter gives us plenty to think about as part of our ongoing work.

We will use the information you have provided as part of our wider picture of the gender identity development service to help us plan when we should next inspect the Tavistock and Portman NHS Foundation Trust and what we should look for during that inspection. This will help us to rate the service and identify what improvements they may need to make.

I should also point out that if you have met young people who have experienced poor care, you have the right to complain to the trust itself or direct the young people and their families to complain.

If you would like to escalate your complaint the Parliamentary and Health Service Ombudsman (PHSO) may be able to help you.

You can contact the PHSO in the following ways:

Parliamentary & Health Service Ombudsman
Millbank Tower
30 Millbank
London
SW1P 4QP

Phone: 0345 015 4033

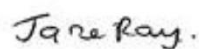
Website: <http://www.ombudsman.org.uk/>

Thank you for taking the time to share your insight with us.

Please call us on 03000 616161 if you have any questions.

Thank you again for contacting us.

Yours sincerely,

A handwritten signature in cursive script that reads "Jane Ray".

Jane Ray
Head of Hospital Inspection – London Region