

Freedom of Information Request

Ref: 25-560

25 July 2025

By Email

Dear Sir/Madam

Thank you for your request for information under the Freedom of Information Act 2000. The Trust's response is as follows:

- We can confirm that we do hold the information you are requesting

On 9th June 2023 NHS England published an Interim service specification for services for children and young people with gender incongruence, accessible here:

<https://www.england.nhs.uk/publication/interim-service-specification-for-specialist-gender-incongruence-services-for-children-and-young-people/>

In this document it specifies that service's outcomes should include:

- Evidence of engagement with children, young people and families in design and review of service delivery
- Collection and reporting of children and young people's experience of the service
- Build Patient Reported Outcome Measures (PROMs) and Patient Reported Experience Measures (PREMs) for routine deployment no later than one year following service initiation

Can you share the following information:

- **What date did your Gender services commence?**

4th November 2024

- **In what ways does your service engage with children, young people, and families to design and review service delivery?**

We have recently launched PPI (Patient and public involvement) recruitment process (July 2025) to engage and consent young people and families to partake in PPI. A plan for engagement is currently under development, aiming to have key areas of focus to gather young people and families feedback on the service. There is shared learning from other services (London and North West) on aspects of the service that they have already received feedback on.

- **In what way does your service collect and report children and young people's**

experience of the service?

Through outpatient questionnaires and feedback and also Patient Support and Complaints Team where complaints and compliments are logged through our Trust reporting system.

• What patient reported outcome measures and patient reported experience measures have you developed?

PROM – These are still under development.

PREM – as above via usual Trust Patient Experience measures.

In a meeting of the NHS England CYP Gender Education and Training Programme Group that took place on 29th January 2025, the Academy of Medical Royal Colleges reported that it planned to share the Holistic Assessment Framework module handbook and materials it has developed with CYP gender services. It also reported that it planned to co-design content for its Holistic Assessment Framework with CYP gender services.

• Please share any feedback sent from your gender services to the Academy of Medical Royal Colleges around any training materials or sessions.

None, not applicable.

• Please share the dates and minutes of any meetings your service has had with the Academy of Medical Royal Colleges between 29th January 2025 and 9th July 2025.

None, not applicable.

This concludes our response. We trust that you find this helpful, but please do not hesitate to contact us directly if we can be of any further assistance.

If, after that, you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to:

Data Protection Officer
University Hospitals Bristol and Weston NHS Foundation Trust
Trust Headquarters
Marlborough Street
Bristol
BS1 3NU

Please remember to quote the reference number above in any future communications.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Publication

Please note that this letter and the information included/attached will be published on our website as part of the Trust's Freedom of Information Publication Log. This is because information disclosed in accordance with the Freedom of Information Act is disclosed to the public, not just to the individual making the request. We will remove any personal information (such as your name, email and so on) from any information we make public to protect your personal information.

To view the Freedom of Information Act in full please click [here](#).

Yours sincerely

Freedom of Information Team
University Hospitals Bristol and Weston NHS Foundation Trust