

15 October 2018

Our ref: NIC-232786-L4T9C

Dear [REDACTED]

**Re: Information Request – Freedom of Information Act (FOIA) 2000**

Thank you for your email dated 18 September 2018 requesting the following information:

*“This is a freedom of information request to gain information on waiting times for referral and treatment for transgender people within London and the southeast.”*

And for your clarification sent 18 September 2018:

*“Many thanks for your quick response, sorry I didn't provide the required information. I want to enquire about the referral time between initial referral and appointment. The GIC London website states between 18 and 24 months but I was wondering if there is more detailed information regarding this i.e. maximum and minimum waiting times.*

*If it is possible, could I also request the average waiting time across the whole country, across all clinics for the same as above i.e. time until initial appointment.”*

We have considered your request and in accordance with S.1 (1) of the Freedom of Information Act 2000 (FOIA) I can confirm that we do hold the information that you have requested.

Please find below a link to our latest annual publication. Here you will find a file for procedures and interventions. Within it you will find admissions and average waiting times for transgender surgeries on a national level.

<https://digital.nhs.uk/data-and-information/publications/statistical/hospital-admitted-patient-care-activity/2017-18>

The codes relevant to you are as follows:

- X15.1 Combined operations for transformation from male to female
- X15.2 Combined operations for transformation from female to male
- X15.4 Construction of scrotum
- X15.8 Other specified operations for sexual transformation
- X15.9 Unspecified operations for sexual transformation

Please note that these are individual codes, transitioning includes multiple operations and codes.

We are able to provide a breakdown of waiting times for London and the Southeast. However, Section 12 of the FOIA provides an exemption from a public authority's obligation to comply with a request for information where the cost of compliance is estimated to exceed the appropriate limit. The Fees Regulations state that this cost limit is £450 for public authorities such as the NHS Digital.

Producing the requested data requires an extraction process which contains multiple steps and would require querying over 34 million procedure codes each year to identify the correct ones. We would then need to query these for the providers of treatment within London & the South East and then repeat for all providers nationally. After this we would then need to calculate the average (mean/median) waiting time from the relevant procedures.

To undertake this work would exceed the appropriate cost limit.

This information would be available in the form of a bespoke extract or tabulation report through the NHS Digital Data Access Request Service (DARS).

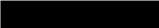
To request this please follow the below link to the NHS Digital DARS pages on the NHS Digital website where you can find information regarding our bespoke data extract services, charges that may apply and download the relevant application forms. <http://content.digital.nhs.uk/DARS>

In line with the Information Commissioner's directive on the disclosure of information under the Freedom of Information Act 2000 your request will form part of our disclosure log. Therefore, a version of our response which will protect your anonymity will be posted on the NHS Digital website.

I trust you are satisfied with our response to your request for information. However, if you are not satisfied, you may request a review from a suitably qualified member of staff not involved in the initial query, via the [enquiries@nhsdigital.nhs.uk](mailto:enquiries@nhsdigital.nhs.uk) email address or by post at the above postal address.

Your request to NHS Digital will now be closed on our internal CRM (customer relationship management) system.

Yours sincerely,

  
**Information Governance Advisor**

Further information about your right to complain under the Freedom of Information Act is available from the Information Commissioner's Office, Wilmslow, Cheshire, and on The Information Commissioner's website [www.ico.org.uk](http://www.ico.org.uk).

NHS Digital values customer feedback and would appreciate a moment of your time to respond to our Freedom of Information (FOI) Survey to let us know about your experience. Please access the survey through this link [here](#)