



Item No: 10

Meeting Date: Wednesday 22nd March 2023

Glasgow City Integration Joint Board

Report By: Susanne Millar, Chief Officer, Glasgow City HSCP

Contact: Rhoda Macleod, Head of Adult Services (Sexual Health, Police Custody & Prison Healthcare)

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Gender Identity Services - Scottish Government Funding Spending Proposal

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| Purpose of Report: | <p>To outline the proposal which the NHSGGC Gender Identity Programme Board has developed in response to a Scottish Government allocation of £496,500 to:</p> <ul style="list-style-type: none">• Identify those on adult and young people services waiting lists with unmet need who may require additional support• Direct those who require additional support to appropriate services• Expand the existing service capacity. |
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| Background/Engagement: | <p>Dr Jennifer Armstrong, Medical Director, presented a paper to the informal Medical Directors' Meeting on 10th February 2023 regarding the waiting list support initiative to identify patients who may require additional support whilst waiting. The proposal was universally supported and each Board Medical Director agreed to identify a local contact to work with the Glasgow Team.</p> <p>A similar paper was presented to the West of Scotland Health and Social Care Delivery Plan Chief Executives' Meeting on 16th February and was equally supported.</p> <p>This report was presented to NHSGGC Corporate Management Team on 2nd March 2023 and was supported.</p> |
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| | Third sector partners have also been involved in discussions about supporting this development through funding received from Scottish Government. |
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| Governance Route: | <p>The matters contained within this paper have been previously considered by the following group(s) as part of its development.</p> <p>HSCP Senior Management Team <input type="checkbox"/></p> <p>Council Corporate Management Team <input type="checkbox"/></p> <p>Health Board Corporate Management Team <input checked="" type="checkbox"/></p> <p>Council Committee <input type="checkbox"/></p> <p>Update requested by IJB <input type="checkbox"/></p> <p>Other <input type="checkbox"/></p> <p>Not Applicable <input type="checkbox"/></p> |
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| Recommendations: | <p>The Integration Joint Board is asked to:</p> <p>a) Note the contents of this paper and approve the spending proposals for the Scottish Government allocation; and</p> <p>b) Agree for this to be remitted to and monitored via the Board wide Programme Board for Gender Services, co-chaired by the Director of Public Health and the Assistant Chief Officer (Adult Services), Glasgow City HSCP.</p> |
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Relevance to Integration Joint Board Strategic Plan:

This is relevant to the following Strategic Priorities:

i) Early Intervention, Prevention & Harm Reduction; ii) Providing Greater Self-Determination & Choice; iii) Enabling Independent Living for Longer.

Implications for Health and Social Care Partnership:

Reference to National Health & Wellbeing Outcome(s):

All 9 National Health and Wellbeing outcomes.

Personnel:

Fixed term and agency recruitment of a number of staff is proposed and outlined in section 3.

Carers:

None.

Provider Organisations:

Increased 3rd Sector capacity is required to enable signposting for low level supports. It is anticipated that this can be added to the current Glasgow City HSCP tendering process for LGBT services.

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| Equalities: | None. |
| Fairer Scotland Compliance: | None. |
| Financial: | £496,500 funding received is outlined in section 3. |
| Legal: | None. |
| Economic Impact: | None. |
| Sustainability: | N/A |
| Sustainable Procurement and Article 19: | N/A |
| Risk Implications: | There is a risk that not all of the posts in the proposal will be filled and the programme of work cannot fully commence or be completed. There is a risk that the lack of recurring funding beyond this initial sum will mean that progress cannot continue into 2024. |
| Implications for Glasgow City Council: | None. |
| Implications for NHS Greater Glasgow & Clyde: | As above. |
| Direction Required to Council, Health Board or Both | |
| Direction to: | |
| 1. No Direction Required | <input type="checkbox"/> |
| 2. Glasgow City Council | <input type="checkbox"/> |
| 3. NHS Greater Glasgow & Clyde | <input checked="" type="checkbox"/> |
| 4. Glasgow City Council and NHS Greater Glasgow & Clyde | <input type="checkbox"/> |

1. Purpose

1.1. The purpose of this report is to outline the spending proposal which the NHSGGC Gender Identity Programme Board has developed in response to an allocation of £496,500 from the Scottish Government to improve service provision by:

- Identifying those on adult and young people services waiting lists with unmet need who may require additional support
- Directing those who require additional support to appropriate services
- Expanding the existing service capacity.

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2. Background

- 2.1 Gender Identity services, provided by Sandyford, have been under considerable operational pressure due to demand outstripping capacity to deliver.
- 2.2 As of 1st March 2023, waiting times sit at 3 years & 10 months for young people and 4 years & 10 months for adults. There are 2,753 adults and 1,035 young people waiting for their first appointment.
- 2.3 Given the extensive waiting times, there is a risk of patients suffering from unmet mental health and wellbeing need, not directly associated with gender incongruence.
- 2.4 Approximately two thirds of the combined demand for service is from outwith NHSGGC. Support to address the unmet need requires collaboration and support from Boards of Residence.
- 2.5 A review of how the service is accessed is necessary to better screen and manage patient need, recognising that this is a specialist service. This will involve a change to the current self-referral mechanism

3. Funding proposal

- 3.1. NHSGGC submitted a bid to the Scottish Government intending to introduce a telephone triage service to enable prioritisation of the waiting list, providing direction for patients, and to expand the existing capacity. In December 2022, the Scottish Government allocated £496,500 to NHSGGC for 2022/23, with approval to carry funding over to 2023/24 granted in January 2023. As yet, there is no indication of further recurring funding from the Scottish Government.
- 3.2. There is an imperative to utilise this funding allocation to:
 - Check the accuracy of each waiting list and carry out a waiting list support initiative, to identify those who may require additional clinical or third sector support whilst they remain on the waiting list
 - Increase clinical capacity within both teams to reduce both lists.
- 3.3. The tables below provide a breakdown of the waiting list by Health Board as of 31st January 2023. By the end of February 2023 the numbers increased by a further 79 for the young peoples' service and 59 for the adult service.

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| Young Peoples' Service | | | Adult Service | | |
|----------------------------------|------------|----------|--------------------------|-------------|----------|
| | No. | % | | No. | % |
| Greater Glasgow & Clyde | 219 | 23% | Greater Glasgow & Clyde | 1367 | 52% |
| Lothian | 156 | 16% | Lanarkshire | 367 | 14% |
| Lanarkshire | 115 | 12% | Tayside | 268 | 10% |
| Grampian | 106 | 11% | Ayrshire & Arran | 267 | 10% |
| Ayrshire & Arran | 70 | 7% | Forth Valley | 240 | 9% |
| Tayside | 70 | 7% | Dumfries & Galloway | 92 | 3% |
| Fife | 69 | 7% | Argyll & Bute (Highland) | 17 | 1% |
| Forth Valley | 54 | 6% | Western Isles | 16 | 1% |
| Highland | 44 | 5% | TOTAL | 2634 | |
| Dumfries & Galloway | 29 | 3% | | | |
| Orkney, Shetland & Western Isles | 14 | 2% | | | |
| Borders | 10 | 1% | | | |
| TOTAL | 956 | | | | |

- 3.4. Dr Jennifer Armstrong, Medical Director for NHSGGC presented a paper to the informal Medical Directors' Meeting on 10th February 2023 regarding the waiting list support initiative to identify patients who may require additional support whilst waiting. The proposal was universally supported and each Board Medical Director agreed to identify a local contact to work with the Glasgow Team.
- 3.5. A similar paper was presented to the West of Scotland Health and Social Care Delivery Plan Chief Executives' Meeting on 16th February and was equally supported.
- 3.6. In order to begin to address waiting times, sense check both waiting lists and identify patients who require additional support whilst waiting, it is proposed that the Scottish Government funding is allocated as follows:

| NHS Gender Identity Service outcomes | Planned Investment (WTE) | Planned Investment (£) |
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| Expansion of current provision, both clinical and administrative, with a strong focus on addressing its waiting list and identifying those who require additional support. | 1.0 Clinical Psychologist 8B | 93,700 |
| | 0.6 Clinical Psychologist 8A | 49,000 |
| | 0.5 wte Pharmacist B7 | 35,600 |
| | 2.0 wte Assistant Psychologist B5 (9months) | 37,500 |
| | 1.0 wte Business Support B4 | 39,200 |
| | 0.5 wte Management Support 8A | 40,800 |

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| NHS Gender Identity Service outcomes | Planned Investment (WTE) | Planned Investment (£) |
|---|--|--|
| Capacity to signpost individuals to low level support | 2.0 wte Project Workers employed via 3 rd Sector partners | 120,000 estimated cost, dependent on grade |
| Non-pays to support operational delivery | IT & mobile devices, other equipment etc; governance & benchmarking | 80,700 |
| Total SG funds allocated | | 496,500 |

**costed at standard rates, including estimated uplift for 2023/24 pay award. Salary costs are for 12months except where indicated.*

- Due to no confirmation at this stage of recurring funding, all posts will be recruited to as either fixed term or agency
 - The band 8b and 8a psychologists will be used to target the current waiting list. Due to the recruitment challenges the service has faced, approval was given to recruit from agency. This process concluded on 3rd March 2023, from which a number of staff were recruited to the WTE stipulation
 - The pharmacist role will be recruited to free up medical time within the adult service
 - The two Assistant Psychologists will be recruited to support the implementation of the waiting list support programme. It is anticipated that this will last 6 – 9 months. Supervised by a senior clinician, their role will be to support the identification of individuals who could benefit from 3rd sector support or redirection back to their own Board for appropriate clinical support. These posts are now at recruitment stage
 - The business support staff member will provide additional capacity within the administrative team to support both work programmes
 - Given the time imperatives, planning and implementation challenges this work presents, dedicated operational management support is required. It is recommended that 0.5 of a band 8A Operational Manager is recruited
 - Increased 3rd Sector capacity is required to enable signposting for low level supports. It is anticipated that this can be added to the current Glasgow City HSCP tendering process for LGBT services
 - Additional Healthcare Worker support will be made available from Sandyford as required.
- 3.7. Over and above this, the young people’s service is in the process of recruiting a Band 8a Clinical Psychologist which is part of the permanent establishment.

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4. Recommendations

4.1 The Integration Joint Board is asked to:

- a) Note the contents of this paper and approve the above spending proposals for the Scottish Government allocation; and
- b) Agree for this to be remitted to and monitored via the Board wide Programme Board for Gender Services, co-chaired by the Director of Public Health and the Assistant Chief Officer (Adult Services), Glasgow City HSCP.

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Direction from the Glasgow City Integration Joint Board

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| 1 | Reference number | 220323-10 |
| 2 | Report Title | Gender Identity Services - Scottish Government Spending |
| 3 | Date direction issued by Integration Joint Board | 22 March 2023 |
| 4 | Date from which direction takes effect | 22 March 2023 |
| 5 | Direction to: | NHS Greater Glasgow and Clyde only |
| 6 | Does this direction supersede, revise or revoke a previous direction – if yes, include the reference number(s) | No |
| 7 | Functions covered by direction | Gender Identity service (Sandyford Sexual Health service) |
| 8 | Full text of direction | NHS GGC is directed to spend the resources allocated by Scottish Government to develop Gender Identity Services, as set out in section 3 of this paper. |
| 9 | Budget allocated by Integration Joint Board to carry out direction | £496,500 |
| 10 | Performance monitoring arrangements | In line with the agreed Performance Management Framework of the Glasgow City Integration Joint Board and the Glasgow City Health and Social Care Partnership. |
| 11 | Date direction will be reviewed | March 2024 |

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