

29 September 2026

Brackenburn Gender Identity Clinic Waiting Lists, Staffing and Appointment Capacity

I am writing to request information under the Freedom of Information Act 2000 concerning the adult Regional Gender Identity Service / Gender Identity Clinic at Brackenburn Clinic, Belfast.

I am seeking information concerning waiting lists, waiting times, clinical staffing and the number of patients actually being seen by the service.

Please provide the following information for each of the last 10 years, broken down by calendar year wherever the information is held in that format.

"The Adult Regional Gender Identity Service was commissioned in July 2025. Where information has been requested for periods prior to July 2025, the Trust has provided information where held. Where records do not exist for earlier periods, the Trust confirms under Section 1(1)(a) of the Freedom of Information Act 2000 that the information is not held."

1. Waiting list

For each year, please provide:

a. The number of patients on the waiting list for a first/initial appointment at the end of that year.

The Service are unable to provide retrospective waiting list information as it is a live document. Under Section 1(1)(a) of the Freedom of Information Act 2000, the Trust can confirm that it does not hold the information requested.

The Service can confirm the current waiting list at end of July 26 is 1312.

b. The number of new referrals received during that year.

The Adult Gender Service was not commissioned until July 2025. Under Section 1(1)(a) of the Freedom of Information Act 2000, the Trust can confirm that it does not hold information prior to this date.

29 September 2026

Referrals July 25 - July 26	
Month	Count of Referral ID
Jul-25	12
Aug-25	14
Sep-25	15
Oct-25	18
Nov-25	17
Dec-25	<5
Jan-26	16
Feb-26	13
Mar-26	12
Apr-26	11
May-26	11
Jun-26	13
Jul-26	12

Please note in our responses where <5 has been used. We are unable to provide an exact figure where numbers are very low. To provide this level of information would reduce numbers to discoverable limits where the patients could be identifiable.

This is exempt from release under section 40(2) Personal Information relating to a third party, of the FOI Act.

Disclosure would constitute a breach of the principles of the Data Protection Act 2018.

c. The number of patients added to the waiting list during that year.

The Trust does not hold retrospective waiting list snapshots for previous years. Waiting list reports are generated in real time and historical year-end reports are not retained. Therefore, under Section 1(1)(a) of the Freedom of Information Act 2000, the information is not held.

d. The number of patients removed from the waiting list without receiving a first appointment, including, where recorded, the reason for removal.

Under Section 1(1)(a) of the Freedom of Information Act 2000, the Trust can confirm that it does not hold the information requested. The service does not collate this data.

e. The number of patients remaining on the waiting list as at the date of this request.

MH patient waiting list July 2026, 1312.

29 September 2026

2. Waiting times

For each year, please provide:

a. The average waiting time between referral and first clinical appointment.

Under Section 1(1)(a) of the Freedom of Information Act 2000, the Trust can confirm that it does not hold the information requested. We are unable to provide retrospective waiting times.

The current average wait time is 747 Days

b. The median waiting time between referral and first clinical appointment.

The current median waiting time 348 Days

c. The longest waiting time experienced by a patient who received their first appointment during that year.

See Qu 2a under Section 1(1)a. We are unable to compare July 25 against July 26.

d. The shortest waiting time experienced by a patient who received their first appointment during that year.

See Qu 2a under Section 1(1)a. We are unable to compare July 25 against July 26

e. The referral date, or month and year of referral, of the patient who had waited longest and was still awaiting a first appointment at the end of each year.

Longest Wait as of 31.07.26 is December 2018. Patient cancelled appointment.

f. The referral month/year of the patients currently being offered first appointments.

Jan-19

3. Patients receiving first appointments

The Adult Gender Service was not commissioned until July 2025. Under Section 1(1)(a) of the Freedom of Information Act 2000, the Trust can confirm that it does not hold information prior to this date.

For each year, please provide:

a. The number of individual patients who received a first/initial appointment with the Brackenburn Gender Identity Clinic.

29 September 2026

Appointment Status	All
Row Labels	New
BT MH GENDER IDENTITY SERVICE	
Jan-25	<5
Feb-25	<5
Mar-25	0
Apr-25	<5
May-25	<5
Jun-25	7
Jul-25	0
Aug-25	0
Sep-25	9
Oct-25	31
Nov-25	9
Dec-25	18
Jan-26	10
Feb-26	15
Mar-26	12
Apr-26	15
May-26	10
Jun-26	17
Jul-26	7
Grand Total	169

* Where months have been omitted in this time period there were Zero new appointments

b. The number of first appointments offered.

Please see above

c. The number of first appointments actually attended.

Appointment Status	Completed
Row Labels	New
BT MH GENDER IDENTITY SERVICE	
Jan-25	<5
May-25	<5
Jun-25	6
Sep-25	<5
Oct-25	19

29 September 2026

Row Labels	New
BT MH GENDER IDENTITY SERVICE	
Jan-26	<5
Feb-26	10
Mar-26	<5
Apr-26	9
May-26	6
Jun-26	10
Jul-26	5
Grand Total	81

* Where months have been omitted in this time period there were Zero new appointments

d. The number of first appointments cancelled by the Trust/service.

Cancellation Status	Trust Cancelled
---------------------	--------------------

Row Labels	New
Jan-25	<5
Oct-25	<5
Nov-25	<5
Dec-25	<5
Feb-26	<5
Mar-26	5

* Where months have been omitted in this time frame there were Zero new appointments

e. The number of first appointments cancelled or not attended by patients.

Where possible, please provide these figures both annually and by month.

Cancellation Status	(Multiple Items)
---------------------	------------------

Row Labels	New
Apr-25	<5
Sep-25	<5
Oct-25	5
Dec-25	5
Jan-26	5

29 September 2026

Row Labels	New
Feb-26	<5
Mar-26	<5
Apr-26	<5
May-26	<5
Jun-26	<5
Jul-26	<5

* Where months have been omitted in this time frame there were Zero new appointments

4. Overall clinical activity

The Adult Gender Service was not commissioned until July 2025. Under Section 1(1)(a) of the Freedom of Information Act 2000, the Trust can confirm that it does not hold information prior to this date.

For each year, please provide:

- a. The total number of individual patients who received any clinical appointment from the Brackenburn Gender Identity Clinic.

Appointment Status	All
--------------------	-----

Count of CSN	Column Labels	
BT MH GENDER IDENTITY SERVICE	New	Review
Jan-25	<5	39
Feb-25	<5	36
Mar-25	<5	35
Apr-25	<5	51
May-25	<5	55
Jun-25	7	39
Jul-25	<5	26
Aug-25	<5	65
Sep-25	9	37
Oct-25	31	58
Nov-25	9	44
Dec-25	18	44
Jan-26	10	57
Feb-26	15	35
Mar-26	12	53
Apr-26	15	35
May-26	10	50
Jun-26	17	75
Jul-26	7	35
Grand Total		869

29 September 2026

b. The total number of appointments delivered by the service.

Appointment Status	Completed
--------------------	-----------

Count of CSN	Column Labels	
BT MH GENDER IDENTITY SERVICE	New	Review
Jan-25	<5	30
Feb-25		26
Mar-25		24
Apr-25		39
May-25	<5	35
Jun-25	6	26
Jul-25		18
Aug-25		46
Sep-25	<5	32
Oct-25	19	28
Nov-25	<5	27
Dec-25	11	31
Jan-26	<5	43
Feb-26	10	19
Mar-26	<5	38
Apr-26	9	30
May-26	6	42
Jun-26	10	59
Jul-26	5	24
Grand Total		617

c. The number of appointments categorised as:

- **first/initial assessment appointments;**
169
- **follow-up/review appointments;**
869
- **diagnostic/assessment appointments;**
All appointments are categorised as New or Review
- **medical appointments;**
All appointments are categorised as New or Review
- **endocrinology appointments; and**
- **any other principal appointment category recorded by the service.**

29 September 2026

Cancellation Initiator	(All)	Dates: 01/01/25 - 31/07/26			
New / Rev	(All)				
Count of MRN	Appointment Status				
Department	Clinic Code Name	Completed	Did Not Attend	Cancelled	Grand Total
BT MH GENDER IDENTITY SERVICE	(blank)	709	103	226	1038
BT RVH ENDOCRINOLOGY	RVH, ENDOCRIN, GENDER INJECTION (N), NURSE	116	10	14	140
Grand Total		825	113	240	1178

5. Doctors and clinical staffing

The Adult Gender Service was not commissioned until July 2025. Under Section 1(1)(a) of the Freedom of Information Act 2000, the Trust can confirm that it does not hold information prior to this date.

For each year, please provide:

- a. The number of doctors working within or providing clinical sessions to the Brackenburn Gender Identity Clinic.

2026	2
2025	2
2024	2
2023	2

- b. The number of those doctors expressed as whole-time equivalent (WTE/FTE), where held.

2026	Approx 0.4
2025	Approx 0.4
2024	Approx 0.4
2023	Approx 0.4

- c. The speciality/grade of those doctors, for example consultant psychiatrist, specialty doctor, GP with specialist interest or other medical practitioner.

Consultant Psychiatrist

29 September 2026

d. The number of other clinical staff working within the service, broken down by profession and WTE/FTE where held.

1.6 WTE Gender Therapists

From July 2025 Funding 2WTE Band 7 Gender Therapists, 1.6 WTE remain in post.

e. The number of funded medical posts within the service.

2020 - 2026	1WTE
-------------	------

f. The number of funded medical posts which were vacant.

2021 - 2026		1 substantive WTE vacancy. The Service has been utilising a Locum Consultant Psychiatrist
-------------	--	---

g. The number of clinical sessions per week/month allocated to the Gender Identity Clinic.

Variable, approx provision between 3-6 days per month.

6. Appointment capacity

The Adult Gender Service was not commissioned until July 2025. Under Section 1(1)(a) of the Freedom of Information Act 2000, the Trust can confirm that it does not hold information prior to this date.

For each year, please provide:

a. The number of first-appointment slots the service was funded or commissioned to provide.

2025: The Service was commissioned in July 25. The business case associated with this commissioning advises 2 new appointments per clinical staff member per week based on a 42 week model.

2025: 1.6 wte staff in post = 3 new assessments per week over 42 weeks = 126 per financial year

2026: 1.6 wte staff in post = 3 new assessments per week over 42 weeks = 126 per financial year

b. The number of first-appointment slots actually provided.

29 September 2026

Row Labels	New	Row Labels	New	Row Labels	New	Row Labels	New
Jan - 25	3	July – 25	0	Jan - 26	10	July - 26	7
Feb - 25	2	Aug – 25	0	Feb - 26	15		
Mar – 25	0	Sept - 25	9	Mar - 26	12		
April - 25	1	Oct - 25	31	April - 26	15		
May – 25	3	Nov - 25	9	May - 26	10		
June - 25	7	Dec - 25	18	June - 26	17		
Grand Total	169						

c. The total number of clinical appointment slots the service was funded or commissioned to provide.

2025: The Service was commissioned in July 25. The business case associated with this commissioning advises 15 review per staff member per week based on a 42 week model.

2025 1.6 wte staff in post = 22 review appointments per week x 42 weeks = 924 reviews per financial year.

2026 1.6 wte staff in post = 22 review appointments per week x 42 weeks = 924 reviews per financial year.

d.The total number actually provided.

BT MH GENDER IDENTITY SERVICE	Review
Jan-25	39
Feb-25	36
Mar-25	35
Apr-25	51
May-25	55
Jun-25	39
Jul-25	26
Aug-25	65
Sep-25	37
Oct-25	58
Nov-25	44

29 September 2026

BT MH GENDER IDENTITY SERVICE	Review
Dec-25	44
Jan-26	57
Feb-26	35
Mar-26	53
Apr-26	35
May-26	50
Jun-26	75
Jul-26	35
Grand Total	869

e. Details of any periods during which the clinic stopped, suspended or substantially reduced the provision of first appointments, including the dates and reason.

Under Section 1(1)(a) of the Freedom of Information Act 2000, the Trust can confirm that it does not hold the information requested.

7. Referrals versus patients seen

The Adult Gender Service was not commissioned until July 2025. Under Section 1(1)(a) of the Freedom of Information Act 2000, the Trust can confirm that it does not hold information prior to this date.

Please provide, for each year, a comparison showing:

- number of new referrals received;
- number of new referrals received;

Referrals July 25 - July 26	
Row Labels	Count of Referral ID
Jul-25	12
Aug-25	14
Sep-25	15
Oct-25	18
Nov-25	17
Dec-25	5
Jan-26	16
Feb-26	13
Mar-26	12

29 September 2026

Apr-26	11
Row Labels	Count of Referral ID
May-26	11
Jun-26	13
Jul-26	12

- number added to the waiting list;
As above
- number of patients receiving a first appointment;

Appointment Status	All
---------------------------	------------

Row Labels	New
BT MH GENDER IDENTITY SERVICE	
Jan-25	<5
Feb-25	<5
Mar-26	12
Apr-25	<5
May-25	<5
Jun-25	7
Sep-25	9
Oct-25	31
Nov-25	9
Dec-25	18
Jan-26	10
Feb-26	15
Apr-26	15
May-26	10
Jun-26	17
Jul-26	7

* Where months have been omitted in this time frame there were Zero new appointments

- number remaining on the waiting list at year end; and

MH PT Waiting List July
2026

29 September 2026

BT MH GENDER IDENTITY SERVICE	1312
-------------------------------------	------

- number of doctors/WTE doctors providing the service.

1 Doctor, approx. 0.4 WTE provision

8. Waiting-time targets and commissioning

Please provide:

- The applicable waiting-time target, standard or performance measure for a patient referred to the Brackenburn Gender Identity Clinic to receive their first appointment.

Newly commissioned target from July 2025 is 13 weeks for first/new appointment

- Whether the service met that target in each of the last 10 years.

No

- Any internally recorded target for the maximum acceptable waiting time for a first appointment.

No

- The commissioned annual capacity of the service for new patients for each of the last 10 years.

N/A

- Any recorded assessment of how many new patients the clinic would need to see annually in order to prevent the waiting list increasing.

No, the service priority is recruiting a full complement of staff to address existing waiting list in the first instance.

9. Current position

As at the date of this request, please provide:

- The total number of people currently awaiting their first appointment.

BT MH GENDER IDENTITY SERVICE	1312
----------------------------------	------

29 September 2026

b. The date/month of referral of the longest-waiting patient.

December 2018 @ 31/07/26 (service user DNA)

c. The referral month/year currently being reached for routine first appointments.

January 2019

d. The number of first appointments provided during the most recent 12-month period.

Row Labels	New
BT MH GENDER IDENTITY SERVICE	
Jan-25	<5
Feb-25	<5
Mar-26	12
Apr-25	<5
May-25	<5
Jun-25	7
Sep-25	9
Oct-25	31
Nov-25	9
Dec-25	18
Jan-26	10
Feb-26	15
Apr-26	15
May-26	10
Jun-26	17
Jul-26	7

* Where months have been omitted in this time frame there were Zero new appointments

e. The number of referrals received during the same 12-month period.

Row Labels	Count of Referral ID
Jul-25	12
Aug-25	14
Sep-25	15

29 September 2026

Row Labels	Count of Referral ID
Oct-25	18
Nov-25	17
Dec-25	5
Jan-26	16
Feb-26	13
Mar-26	12
Apr-26	11
May-26	11
Jun-26	13
Jul-26	12
Grand Total	186

f. The current number and WTE of doctors providing appointments within the service.

1 Locum Consultant Psychiatrist providing appointments, approx 0.4 WTE

g. The current total clinical staffing establishment and actual staffing level.

Clinical posts	FSL	Actual Staffing
1 Consultant Psychiatrist	FSL: 1WTE	Approx 0.4 wte provision
Band 7 Gender Therapists	FSL: 2 WTE	1.6 wte in post
8C Consultant Psychologist	FSL 1 WTE	0
8A Psychologist	FSL 1 WTE	0
8B Service Manager	FSL 1 WTE	staff member appointed - pre-employment check stage
8A Practitioner	FSL 1 WTE	0

10. Changes in service capacity

Please identify any material change during the last 10 years in:

- staffing;
- funding;
- commissioned capacity;
- number of clinics being held;
- number of new-patient appointments available;
- referral criteria; or
- operation of the waiting list

which affected the service's ability to provide first appointments.

The Adult Gender service was not commissioned until July 2025
Recruitment to specialised roles has been a historical challenge.