

Gender Identity Services for Adults (Non-Surgical Interventions) Quality Dashboard 2019/20

Indicator Reference Number	Domain	Theme	Measure	Rationale	Name of Indicator /Description	Numerator	Denominator	Period Type	Frequency	Data Source Numerator	Data Source Denominator	Target	Interpretation Guidance	Notes	Reporting Periods			
															Q1	Q2	Q3	Q4
MHG15-GIS	Domain 4: Ensuring that people have a positive experience of care	Clinical process	Referrals		Proportion of referrals acknowledged in writing by the provider with the referrer and individual within 14 calendar days	Of those in the denominator, the number of acknowledgements sent within 14 calendar days of referral being received	The total number of referrals acknowledged in writing with both the referrer and the individual in the reporting period	Quarterly	Quarterly	Provider submitted data	Provider submitted data		Higher is better	to include email correspondence	Apr 19 - Jun 19	Jul 19 - Sep 19	Oct 19 - Dec 19	Jan 20 - Mar 20
MHG16-GIS	Domain 2: Enhancing quality of life for people with long-term conditions	Clinical outcome	Referrals	This measure looks at the appropriateness of referrals into the service as if neither assessment criteria are met then the patient does not require intervention from the Gender Identity Service	Proportion of referrals received where the diagnosis after assessment does not fulfill the diagnostic criteria of neither Gender Dysphoria (as per DMS-5) nor Gender Incongruence (as per ICD-11 when available)	Of those in the denominator, the number where the diagnosis after assessment does not fulfill the diagnostic criteria of neither Gender Dysphoria (as per DMS-5) nor Gender Incongruence (as per ICD-11 when available)	The total number of referrals received in the reporting period	Quarterly	Quarterly	Provider submitted data	Provider submitted data		Lower is better		Apr 19 - Jun 19	Jul 19 - Sep 19	Oct 19 - Dec 19	Jan 20 - Mar 20
MHG17-GIS	Domain 2: Enhancing quality of life for people with long-term conditions	Clinical process	Assessment	This measure looks at patients requiring an extended assessment	Proportion of patients who received more than 2 diagnostic assessment consultations before a complete management plan could be made	Of those in the denominator, the number of patients who received more than 2 diagnostic assessment consultations prior to the management plan being made	The total number of patients who have a complete management plan made in the reporting period	Quarterly	Quarterly	Provider submitted data	Provider submitted data		Higher is better		Apr 19 - Jun 19	Jul 19 - Sep 19	Oct 19 - Dec 19	Jan 20 - Mar 20
MHG18-GIS	Domain 2: Enhancing quality of life for people with long-term conditions	Clinical outcome	Assessment	This metric looks at patients who decline to enter into a treatment programme (for any reason)	Proportion of patients who do not enter into the treatment programme following 2 consultations for any reason	Of those patients in the denominator, the number who had 2 consultations as part of their assessment	The total number of patients who are assessed and do not enter into the treatment programme in the reporting period	Quarterly	Quarterly	Provider submitted data	Provider submitted data		Lower is better	Reasons could include but are not limited to: does not attend second appointment or does not want to be seen again	Apr 19 - Jun 19	Jul 19 - Sep 19	Oct 19 - Dec 19	Jan 20 - Mar 20
MHG19-GIS	Domain 3: Helping people to recover from episodes of ill health or following injury	Clinical outcome	Venesection		Proportion of patients in the service with polycythemia following endocrine treatment (initiated by the service) needing venesection	Of those in the denominator, the number of patients requiring venesection	The total number of patients in the service with polycythemia following endocrine treatment in the reporting period	Quarterly	Quarterly	Provider submitted data	Provider submitted data		Neutral	Endocrine treatment to be initiated by the service	Apr 19 - Jun 19	Jul 19 - Sep 19	Oct 19 - Dec 19	Jan 20 - Mar 20
MHG20-GIS	Domain 3: Helping people to recover from episodes of ill health or following injury	Clinical outcome	DVT/PE		Proportion of patients in the service reporting DVT/PE following endocrine treatment (initiated by the service) where action is required	Of those in the denominator, the number of patients where action is required	The total number of patients in the service reporting DVT/PE following endocrine treatment in the reporting period	Quarterly	Quarterly	Provider submitted data	Provider submitted data		Lower is better	Endocrine treatment to be initiated by the service	Apr 19 - Jun 19	Jul 19 - Sep 19	Oct 19 - Dec 19	Jan 20 - Mar 20
MHG21-GIS	Domain 4: Ensuring that people have a positive experience of care	Clinical outcome	Cardiovascular complications		Proportion of patients in the service with cardiovascular complications (e.g. MI or Stroke) post hormone treatment (initiated by the service)	Of those in the denominator, the number of patients who experience cardiovascular complications post treatment	The total number of patients in the service receiving hormone treatment in the reporting period	Quarterly	Quarterly	Provider submitted data	Provider submitted data		Lower is better	Post hormone treatment to be initiated by the service  Cardiovascular complications to include MI, Stroke	Apr 19 - Jun 19	Jul 19 - Sep 19	Oct 19 - Dec 19	Jan 20 - Mar 20
MHG22-GIS	Domain 3: Helping people to recover from episodes of ill health or following injury	Clinical outcome	Chest reconstruction surgery		Proportion of patients requesting chest reconstruction surgery who do not request hormone treatment	Of those in the denominator, the number of patients who do not request hormone treatment	The total number of patients requesting chest reconstruction surgery in the reporting period	Quarterly	Quarterly	Provider submitted data	Provider submitted data		Neutral		Apr 19 - Jun 19	Jul 19 - Sep 19	Oct 19 - Dec 19	Jan 20 - Mar 20

Data collection has been approved by the Review of Central Returns - ROCR  
ROCR/OR/2230/001MAND