

Dear Janice, I have been trying to contact Brent about this matter but understand that he is away at the moment. I hope you can help.

We have received a number of calls concerning problems with the gender reassignment service at Charing Cross Hospital. We have been told about the suffering of many people trying to access treatment, long waiting lists and suggestions that the organisation of the service has become chaotic. I understand this situation affects people across the whole of London. I understand that Mr Bellringer left in April and has not been replaced and that Mr Phil Thomas has very few sessions at the hospital. We are told that the Imperial Hospital Trust and the commissioners failed to produce a

credible plan for capacity and succession planning. We have also been advised that the commissioners are paying for some patients to receive their care and treatment at Parkside Hospital. However, we have also been advised that the current waiting list at Charing Cross is about 40, that about 30 new referrals are received every month, that clinic slots have been reduced from 7 to 2 each week and that

waiting times from clinic to operation have increased from 7 months, to over a year.

Could you please let me have a full briefing on this situation and the action being taken by commissioners to address the situation and ensure compliance with the NHS Constitution

Best wishes and thanks.

Malcolm Alexander

Chair

Healthwatch and Public Involvement Association

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