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For the attention of Lucy Davies

Chief Officer
Heathwatch Sheffield

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Dear Lucy

I am writing in response to the Healthwatch Sheffield report on the experiences of health and care in Sheffield's trans community. We welcome this report and the recommendations. Gender dysphoria services are commissioned by NHS England rather than by the CCG, but many of the recommendations in the report are relevant to us as we are committed to ensuring that the healthcare services that we commission are accessible and effective for all patients.

Recommendations 1 and 4

NHS Sheffield CCG will consider increasing community support and is keen to learn from other areas who are developing more supportive models. To help make sure that gender care is accessible, safe and responsive, we'll look at the development needs of staff as part of our primary care workforce strategy. We have shared the report with GP practices.

We will also discuss 'Do ask, Do tell' with our providers through our established contractual and quality meetings

Recommendation 3

The Sheffield Accountable Care System (ACP) has committed to a programme of organisational development to support the culture changes required to deliver our services in a more integrated, person centred way. Equality is at the heart of this and Sheffield CCG along with Sheffield City Council will provide support to ensure that we are considering opportunities to improve equality for all protected characteristics including trans and non-binary patients.

As part of our discussions through the established equality hubs we will consider what recommendations we can make to the Accountable Care Partnership to support this, and the findings of this report

Recommendation 4

The CCG notes this recommendation and recognises that we need staff to be sensitive and responsive to the stated preferences of individuals in relation to their names and gender. We do not commission the service at Porterbrook Clinic, but will ensure that our commissioning colleagues in NHS England, as the responsible commissioners, are aware of these recommendations, for them to discuss how the service can implement and enact them.

Recommendation 5:

The CCG is fully committed to involving people in our decision making. We have recently been working to engage members of the trans and non-binary communities.

Staff from the CCG attended both the trans workshop in April 2018 and the co-production workshops in late 2018 / early 2019. Ongoing relationships have been built with members of the trans community as a result of this workshop and the CCG approach to co-design is being reviewed in light of the information shared by the participants and leadership team at Lab 4 Living following the workshop.

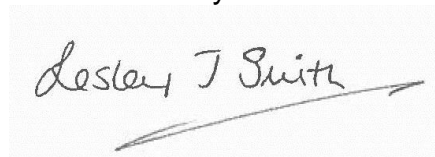
Further information has been gathered from a variety of sources regarding experiences of the trans community over the last year, including direct feedback from the cross-hub health equality group. This feedback has been fed into our commissioning processes locally and regionally, with specific actions being shared and acted upon by health staff, and then fed back to the equality hub members.

Our aim is to ensure that the trans community is heard within our decision making routinely and we plan to commission some training to raise awareness with our staff. We also intend to highlight the need to hear from the trans community through our new quality and equality impact assessment process, which will help embed their voice within our decisions including service planning, design and evaluation.

Most importantly, we are committed to hearing from people across Sheffield about their experiences of services on an ongoing basis, so we can act on feedback and, when reviewing services, ensure they meet the needs of the population whilst addressing health inequalities.

I hope that this response is helpful and assures you and the people that contributed to the workshop and the report that the CCG is actively working to improve the experiences of members of trans and non-binary communities.

Yours sincerely



Lesley Smith
Accountable Officer
NHS Sheffield CCG



Dr Tim Moorhead (Chair)



Lesley Smith (Interim Accountable Officer)