

Date 29/05/2025  
Your Ref  
Our Ref 10018

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Dear

## FREEDOM OF INFORMATION - GENDER

I write in response to your request for information in relation to meeting about gender.

### Question:

I'd like to request minutes from several meetings. To make things easier for you I've included the dates and names of all meetings requested in one email - I am happy to submit this separately if that works for you.

- Gender Governance Meeting - 25/02/25
- Gender Governance Meeting - 01/10/2024
- Gender Reference Group Meeting - 04/12/24
- Trans and Non-Binary Stakeholders Group Meeting - 23/01/25
- Trans and Non-Binary Stakeholders Group Meeting - 13/03/25

### Answer:

The attached meeting notes can be provided for the following meetings:

- Trans and Non-Binary Stakeholders Group Meeting - 23/01/25
- Trans and Non-Binary Stakeholders Group Meeting - 13/03/25 – approved at the meeting on 29/05/25 (today).

Individual's names have been redacted from the meeting notes. Please note that NHS Lothian has a policy of not releasing the names and details of staff below and senior level and non-NHS Lothian staff. This information is considered exempt under Section 38(1)(b) of the Freedom of Information (Scotland) Act 2002 – personal information.

Of note, NHS Lothian staff were not aware of the following meetings so are unable to provide meetings notes for the requested meetings:

- Gender Governance Meeting - 25/02/25
- Gender Governance Meeting - 01/10/2024

Headquarters  
Mainpoint  
102 West Port  
Edinburgh EH3 9DN

Chair Professor John Connaghan CBE  
Chief Executive Professor Caroline Hiscox  
*Lothian NHS Board is the common name of Lothian Health Board*

- Gender Reference Group Meeting - 04/12/24

We have asked for clarification please provide further detail on these meetings.

I hope the information provided helps with your request.

If you are unhappy with our response to your request, you do have the right to request us to review it. Your request should be made within 40 working days of receipt of this letter, and we will reply within 20 working days of receipt. If our decision is unchanged following a review and you remain dissatisfied with this, you then have the right to make a formal complaint to the Scottish Information Commissioner within 6 months of receipt of our review response. You can do this by using the Scottish Information Commissioner's Office online appeals service at [www.itspublicknowledge.info/Appeal](http://www.itspublicknowledge.info/Appeal). If you remain dissatisfied with the Commissioner's response you then have the option to appeal to the Court of Session on a point of law.

If you require a review of our decision to be carried out, please write to the FOI Reviewer at the email address at the head of this letter. The review will be undertaken by a Reviewer who was not involved in the original decision-making process.

FOI responses (subject to redaction of personal information) may appear on NHS Lothian's Freedom of Information website at: <https://org.nhsllothian.scot/FOI/Pages/default.aspx>

Yours sincerely

**ALISON MACDONALD**  
**Executive Director, Nursing**  
Cc: Chief Executive

## NHS Lothian Trans and Non-binary Stakeholder Group

### Note of meeting – Thursday 23 January 2025, 10am-12pm

**Location:** in-person at Volunteer Edinburgh, 222 Leith Walk, Edinburgh

**In attendance:** XX (Stakeholder group coordinator, Chair, notes), XX (Head of Equality and Human Rights, NHS Lothian), XX (NHS Lothian), XX (NHS Lothian), XX (LGBT Youth Scotland), XX (Equality Network), XX (Edinburgh University Students Association)

**Apologies:** XX (MyPAS), XX (LGBT Health & Wellbeing), XX (Waverley Care)

#### **Notes:**

XX started the meeting by providing some background on the re-establishment of the group and the background to the new co-ordinator role.

XX then provided some background on the history of the group and her experiences. There were two main outcomes that the group achieved: much improved communications on the Chalmers clinic website and the film which the finished product was not perfect but it was a positive outcome. The group previously lacked a safer spaces agreement which is necessary moving forward. This enables everyone to have a voice, including by asking someone else to represent their views if necessary. There is also a need to ensure young people are adequately represented as GP services and young people services come very high up in people's concerns.

*What do we want to achieve?*

- Making all services inclusive for trans and non-binary people (as opposed to designing new services for trans and non-binary people). There is currently inconsistency across services so there is a need to share standardised knowledge across staff. This would possibly be best achieved by using current good examples within NHS Lothian.
- A better understanding of the current landscape – possibly a mapping exercise of all the groups and networks that exist to see where the group could best influence and find routes into these networks.
- A need was identified for more easy, visually accessible information for clinicians in all services.
- There can be a fear among individuals that if they raise issues, it will affect their healthcare. A possible goal could be to identify which services should receive NES training, and that this training is done in-person and included people with lived experience.

- Another goal could be to improve relationships between the community and Gender Identity Clinics.
- Improved communication. There needs to be open communications and transparency and consistent messaging and to update outdated information. Suggestion of a booklet for people going to the GIC. This needs to be inclusive of people from outwith Lothian who use the GIC.
- Help create materials in different languages – language and cultural barriers are a huge issue (concerns raised about some translation services where the translator has been transphobic).
- The group needs more wide ranging voices on the group and more real voices.
- Discussion around whether this group should be a stakeholder group or whether there are actually two groups that are needed – a professional liaison group and a lived experience group.
- Is the group about doing consultation activities ourselves or coordinating connections?
- There is a need for lots of different avenues for people to get involved to avoid only hearing from some people.
- Suggestion of creating a mailing list which individuals could sign up to and this would be a way of disseminating information, do focus groups and meeting people where they are.
- There needs to be a geographical spread of engagement opportunities (covering all Lothians and Fife). Need to engage with all the universities and colleges.
- Complaints process – there is a gap between what people are experiencing and their knowledge of where to go to give feedback or complain.
- Could the group help with reviewing what complaints come into NHS Lothian and what the response is. Could this be a measure of success?

#### *How will we achieve it?*

- Need to ensure that everyone who accesses services has a voice – people can get involved even if they are not being seen by the GIC.
- Need to adhere to a safer spaces principle and acknowledge neurodiversity (e.g. providing accessible information in advance of meetings if possible).
- Need to recruit a co-chair to enable people to feel they can raise issues.
- Include pronouns at every meeting
- Meetings need to allow for confidentiality.
- Need for clarity of what the group can and can't do.
- There will be a need to manage the dynamic of having clinicians and patients in the same room.
- There is a need to ensure meetings are accessible.

- The group could create a model for sharing information – a central place people can share things (e.g. a website).
- Need to consider short/medium and long term priorities and outcomes. The ultimate aim is that people are held accountable.
- Other possible members: trans parents group, other universities and colleges student unions (but being aware of changes of personnel), NHS staff networks.

NHS Lothian Trans and Non-binary Stakeholder Group  
Note of meeting – Thursday 13 March 2025, 10am-12pm

**Location:** in-person at Volunteer Edinburgh, 222 Leith Walk, Edinburgh

**In attendance:** XX (Stakeholder group coordinator, Chair, notes), XX (Head of Equality and Human Rights, NHS Lothian), XX (NHS Lothian), XX (EUSA), XX (EUSA), XX (MyPas), XX (NHS Lothian LGBT+ Staff and allies network), XX (NHS Lothian, GIC), XX (Trans Masculine Scotland), XX (Trans masculine Scotland), XX (Waverley Care), XX (Scottish Trans Alliance)

**Apologies:** XX (LGBT Youth Scotland),

**Notes**

**1. Note of meeting held on 23 January 2025**

Notes were approved.

**2. Draft Terms of Reference**

- Discussion was held around whether the group should be called a steering group or coordination group to better reflect aims and purpose of the group. Any suggestions should be submitted in writing.
- The aim of the group should be to act as a driver of best practice across all services (both specialist and mainstream) and to influence other partners that provide healthcare such as primary care services, health and social care partnerships, and other health boards.
- Membership of the group was discussed and what other partners should be invited. There was a suggestion to clarify the language in the draft Terms of Reference around who should be invited how they are identified, and what the procedure should be if someone requests to join the group.
- It was suggested that there should be an accessibility statement in the Terms of Reference to explicitly state that meetings will be held in accessible venues and there will be an option to attend online.
- It was suggested that more detail could be provided around the code of conduct for the group and a statement that any issues will be dealt in a fair way.

In addition, a statement should be added stating that if any group members are currently accessing health care services, any issues raised in the group will not affect their health care.

- It was suggested that there should be a statement on what groups of people the group is aiming to cover and that the group is not limited to those who wish to access gender services, but all services.

**Action: XX to amend draft Terms of Reference.**

### **3. Draft Aims and outcomes**

- The group reviewed the draft aims and outcomes document which is the basis for the work plan.
- It was suggested that other key topics in the first section that could be included are:
  - Primary care should include dentistry services
  - Sexual health care (**Action: XX to invite a rep from Crew 2000 to join the group**)
  - Harm reduction and access to blood testing
  - Endocrinology
  - Access to gynaecological services for Trans Men
  - Older people's care (possible link in with LGBT Health older people's group)
- In the staff training section, it should identify priority areas for training such as physiotherapy, abortion services, oncology, gynaecological services.
- In the communication section it was suggested that the complaints process and system could be looked at as well as providing information in places people normally access.
- Staff training - It was noted that there is an online staff training module that will be going out to all staff and it would be beneficial to have the group co-produce the materials. It was also suggested that in-person staff training should be offered so staff could ask questions in a safe space and provide some video content as part of the training.

- A need was identified for signposting training for primary care services so they can refer people to the most appropriate services within the NHS.
- It was noted that services for children and young people are probably at more advanced stage of staff training as they have gone through the LGBT Youth Scotland charter process. However, there is a trend among young people to access health care privately and there is a challenge as to how NHS services respond to that in providing care. Therefore, one possible area for the group to look at is harm reduction and prevention.
- Under the communication heading one of the key topics should be the annual open event for people to come and meet services.
- Another key topic under this heading could be a programme to reach out to people who are not engaging with any organisation and more grassroots groups.
- It was suggested that once the specific actions are identified, these are consulted on as a "sense check".

**Action: XX to create a long list of topic areas and the group can decide what the priority areas and actions are at the next meeting.**

#### **4. Draft Safer Spaces Agreement**

Feedback was received on the draft Safer Spaces agreement. The following amendments were suggested:

- Amend the wording around active listening to say that members should reflect on what others have said before responding.
- Include wording about how meetings should be structured and chaired to ensure that those who have spoken the least get to speak first.
- Ask group members to state whether they are speaking to a general point or to the specific item under discussion to help members track where the discussion is going.
- Include a statement that while there are members of staff from the Gender Identity Clinic in attendance, this is not something to be wary of and everyone is working towards the same goal.



- Include wording about briefly summarising the ground rules at the start of each meeting.
- Include wording around the use of abbreviations and specific terms.
- Include a space for reflection at the end of each meeting to consider what went well and what could be done differently.
- Encourage non-NHS members to use the Any Other Business section to ask about things happening in the NHS.
- Include a statement acknowledging that everyone is busy and that there is no judgement if someone has not been able to read the meeting papers in advance.
- Include a statement that when the papers are sent out in advance there is an option for members to share comments in advance and one of the co-chairs can read them out on their behalf.

## **5. AoB**

None

## **6. Appointment of co-chair for next meeting**

XX agreed to be co-chair for the next meeting.

## **7. Next meeting**

Next meeting to be held on Thursday 29 May from 10am-12pm at Volunteer Edinburgh.

This will be a hybrid meeting so members have the option to join via MS Teams.