

Date 29/06/2026
Your Ref
Our Ref 11463

Enquiries to Richard Mutch
Extension 35687
Direct Line 0131 465 5687
loth.freedomofinformation@nhs.scot
richard.mutch@nhs.scot

Dear

FREEDOM OF INFORMATION – GENDER IDENTITY CLINIC

I write in response to your request for information in relation to gender identity services.

Question:

I would be grateful if you could provide the following information for the financial year 2025 / 2026 for your adult gender clinic service.

Referrals, Discharges & Waiting List

- How many referrals received?
- How many people were discharged from the service?
- Number of people on the waiting list at the end of the financial year?

Appointments

- How many appointments offered in total?
- How many appointments were not attended?
- Most common reason for non-attendance?
- How many 1st appointments offered?
- How many 2nd appointments offered?
- Average number of appointments offered per patient?
- Average number of appointments attended per patient?
- Average wait time between 1st and 2nd appointment in days?

Average time between 1st appointment and discharge, where discharge is noted as treatment completed, in days?

Staff

- How many clinical / diagnostic staff (FTE) employed at the GIC each year?
- How many administrative / support staff employed at the GIC each year?
- Breakdown of job roles / titles held by clinical & diagnostic staff at the GIC, including FTE / WTE for each role?
- Salary Band / Pay Rate for each job role?

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*

- FTE / WTE of clinical / diagnostic staff trained or capable of delivering diagnostic initial assessments & follow up assessment appointments for Gender Dysphoria / Gender Incongruence?
- Indication of which job roles / titles provide diagnostic initial assessments & follow up assessment appointments for Gender Dysphoria / Gender Incongruence?

Budget

- Budget / Spend (total in £) for each year for the GIC?
- Breakdown of Budget / Spend for the year by :
 - Clinical / diagnostic staff
 - Administrative / Support staff
 - Administrative Costs
 - Other Costs

In addition, please provide the following information. These can be treated as separate requests.
Service User Transfers data for the financial year 2025/2026

- How many people were transferred from other adult clinics?
- How many people were transferred from the GIDS service to the adult service?
- Whether these transfers were counted as referrals in referrals data above?
- Whether these transfers were included in the waiting list data above?
- Waiting Time Calculations & Guidance?
- Please provide copies of any algorithms, spreadsheets, formulae used by the clinic to calculate waiting time information published by your clinic
- Please provide copies of any guidance or processes issued to staff on the production of waiting time information published by your clinic

Age Banding

- Please provide the following information for the same financial year:
 - A breakdown of referrals received by service user age (under 18, 18-25, 26 - 35, 36 - 45, 46 - 55, 56 - 65, 65+)
 - A breakdown of time waited for the current waiting list using the same age band criteria as above

Answer:

Please find enclosed information to answer your request.

To protect the identity of the individuals involved any figure of 5 or less has not been shown in the enclosed spreadsheet. Since we do not have their consent to release this data from their records, the information is exempt under section 38(1)(b) of the Freedom of Information (Scotland) Act i.e. to provide it would breach the Data Protection Act (2018).



It is also the case that certain appointment detail is not held in a centrally extractable format. Under the Freedom of Information Act NHS Lothian is not required to create new records to enable it to respond to your enquiry. This information is not collated or held in aggregate form and it would be necessary to review all case files relating to patients over the period you have requested to assemble the information you seek. Even if NHS Lothian did this – and there would be significant cost implications in doing so – it would be unable to respond in full to your request. The information requested is therefore exempt under section 12.1 – Cost.

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. 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.nhslothian.scot/FOI/Pages/default.aspx>

Yours sincerely

ALISON MACDONALD
Executive Director, Nursing
Cc: Chief Executive
Enc.

Referrals, Discharges & Waiting List

How many referrals received?	522
How many people were discharged from the service?	0
Number of people on the waiting list at the end of the financial year?	1084

Appointments

How many appointments offered in total? *	We are unable to gather this information as the appointment booking system within NaSH does not record number of offers only the status of appointments.
How many appointments were not attended?	559
Most common reason for non-attendance? *	We are unable to gather this information as the appointment booking system within NaSH does not record reason for non-attendance, just the status (DNA/Cancelled).
How many 1st appointments offered? *	We are unable to gather this information as the appointment booking system within NaSH does not record number of offers only the status of appointments.
How many 2nd appointments offered? *	We are unable to gather this information as the appointment booking system within NaSH does not record number of offers only the status of appointments.
Average number of appointments offered per patient? *	We are unable to gather this information as the appointment booking system within NaSH does not record number of offers only the status of appointments.
Average number of appointments attended per patient?	3
Average wait time between 1st and 2nd appointment in days?	56
Average time between 1st appointment and discharge, where discharge is noted as treatment completed, in days?	No patients were discharged.

* Under the Freedom of Information Act NHS Lothian is not required to create new records to enable it to respond to your enquiry. This information is not collated or held in aggregate form and it would be necessary to review all case files **relating to patients** over the period you have requested to assemble the information you seek. Even if NHS Lothian did this – and there would be significant cost implications in doing so – it would be unable to respond in full to your request. The information requested is therefore exempt under section 12.1 – Cost.

Staff

How many clinical / diagnostic staff (FTE) employed at the GIC each year?
How many administrative / support staff employed at the GIC each year?

<10 WTE for nursing staff and <10 WTE for medical staff which includes Psychiatrists, Psychologists, Specialty Doctors
<10

Breakdown of job roles / titles held by clinical & diagnostic staff at the GIC, including FTE / WTE for each role?

As the service is so small, it would be possible to identify staff members based on their job roles/titles, therefore this information cannot be provided

Salary Band / Pay Rate for each job role?
FTE / WTE of clinical / diagnostic staff trained or capable of delivering diagnostic initial assessments & follow up assessment appointments for Gender Dysphoria / Gender Incongruence?
Indication of which job roles / titles provide diagnostic initial assessments & follow up assessment appointments for Gender Dysphoria / Gender Incongruence?

As the service is so small, it would be possible to identify staff members based on their job roles/titles, therefore this information cannot be provided

All clinical staff within the service are trained to deliver diagnostic initial assessments and follow up assessment appointments

Medical and nursing trained staff

NHS Lothian has a policy of not releasing the names and details of staff below a senior level. This information is considered exempt under Section 38(1)(b) of the Freedom of Information (Scotland) Act 2002 - personal information.

Budget

Budget / Spend (total in £) for each year for the GIC?

Budget = £1,140,624 for total year and spend = £959,779

Breakdown of Budget / Spend for the year by :

- Clinical / diagnostic staff

Budget = £823,553 and spend = £711,358

- Administrative / Support staff

Budget = £135,806 and spend = £170,861 (spend higher due to miscoding of staff member which has since be recoded)

- Administrative Costs

Administrative Cost budget line = Budget is £73,000 and spend = £8,590

- Other Costs

Transport Costs = Budget £0 and spend = £1,351

Service Agreements = Budget £226,824 and spend = £140,273

Equipment = Budget £40,200 and spend = £40,413

Service User Transfers data

How many people were transferred from other adult clinics?	62
How many people were transferred from the GIDS service to the adult service?	55
Whether these transfers were counted as referrals in referrals data above?	Yes
Whether these transfers were included in the waiting list data above?	Yes

Waiting Time Calculations & Guidance?

Please provide copies of any algorithms, spreadsheets, formulae used by the clinic to calculate waiting time information published by your clinic

Attached in email

Please provide copies of any guidance or processes issued to staff on the production of waiting time information published by your clinic

Attached in email

Age Banding

Breakdown of referrals received by service user age (under 18, 18-25, 26 - 35, 36 - 45, 46 - 55, 56 - 65, 65+)

Age of patient (At end of quarter in which they were referred to chalmers)	Total
Under 18	85
18-24	284
25-34	120
35-44	20
45-54	6
55-64	6
65+	5<
Total	*

Breakdown of time waited for the current waiting list using the same age band criteria as above

Current age of patient	Up to 84 days (12 weeks)	85 to 182 days (>12 weeks & <=26 weeks)	183 to 365 days (>26 weeks & <=52 weeks)	366 to 548 days (>1 year & <=18 months)	549 to 730 days (>18 months & <= 2 years)	731 days to 1,095 days (>2 years & <=3 years)	1,096 days to 1,460 days (>3 years & <= 4 years)	1,461 days to 1,852 days (>4 years & <= 5 years)	More than 5 years	Total number of patients waiting
Under 18	13	9	17	5<	5<	5<	5<			53
18-24	45	63	114	110	110	134	5<	5<	5<	584
25-34	19	27	56	64	66	82		5<	6	323
35-44	7	5<	11	7	16	15			5<	*
45-54	5<	5<	5<	5<	5<	9			5<	24
55-64	5<	5<	5<	5<	5<	5<			5<	14
65+			5<	5<						5<
Total	87	105	205	195	200	245	5<	5<	16	1062

Gender Identity Clinics: quarterly aggregate data template

The completed quarterly template must be submitted by the end of the month following each quarter to:

phs.gic@phs.scot

Reporting on:	Submission deadline:
Q1 (Apr-Jun)	31st July
Q2 (Jul-Sep)	31st October
Q3 (Oct-Dec)	31st January
Q4 (Jan-Mar)	30th April

Please see the accompanying **Gender Identity Clinic (GIC) Waiting Times Quarterly Data Submission Guidance V1.1** for more detailed instructions on how to complete this template. **Please ensure that the data provided in each sheet are correct and consistent, as at the requested completion dates** (and consistent too with the data provided for the previous quarter and changes occurring since then).

Gender Identity Clinics: Referrals (including any referral transfers-in from other NHS GICs received in the quarter)

Quarterly submission template must be submitted by the end of the month following each quarter to:

Year (please select):	2025
Quarter (please select):	Q4 (Jan-Mar)
NHS Board/GIC (please select):	Lothian/Chalmers

Referrals	Number of accepted referrals
Accepted referrals	

NHS Board of Residence	Number of accepted referrals
NHS Ayrshire & Arran	
NHS Borders	
NHS Dumfries & Galloway	
NHS Fife	
NHS Forth Valley	
NHS Grampian	
NHS Greater Glasgow & Clyde	
NHS Highland	
NHS Lanarkshire	
NHS Lothian	
NHS Orkney	
NHS Shetland	
NHS Tayside	
NHS Western Isles	
Outside Scotland	
Not known	
Total	0

Source of referral	Number of accepted referrals
GP	
Self-referral	
Transfer from Greater Glasgow & Clyde GIC (adult)	
Transfer from Greater Glasgow & Clyde GIC (young people)	
Transfer from Lothian GIC	
Transfer from Grampian GIC	
Transfer from Highland GIC	
Transfer from NHS GIC in rest of UK	
Other referral source	
Not known	
Total	0

Age of patient being referred (at point of initial referral)	Number of accepted referrals
less than 5 years	
5 to 9 years	
10 to 15 years	
16 to 17 years	
18 to 24 years	
25 to 34 years	
35 to 44 years	
45 to 54 years	
55 to 64 years	
65+ years	
Not known	
Total	0

Assigned sex of patient at birth	Number of accepted referrals
Female	
Male	
Other	
Not known	
Total	0

Further comments:

Gender Identity Clinics: Length of wait for ongoing and completed waits

(Please note: do not include in the completed waits patients who are new to the clinic, but who have commenced treatment with another NHS GIC).

Number of patients waiting on last day of the quarter for a first appointment by length of ongoing wait so far (from receipt of initial referral):

	Up to 84 days (12 weeks)	85 to 182 days weeks <=26 weeks	>12 (>26 weeks & <=52 weeks)	183 to 365 days (>1 year & <=18 months)	366 to 548 days (>18 months & <= 2 years)	549 to 730 days (>2 years & <=3 years)	731 days to 1,095 days (>3 years & <= 4 years)	1,096 days to 1,460 days (>3 years & <= 4 years)	1,461 days to 1,852 days years & <= 5 years)	>4 More than 5 years	Total number of patients waiting
Ongoing waits											0

Number of patients first seen in the quarter by length of completed wait (from receipt of initial referral) and type of appointment; do not include patients new to the clinic who have already commenced treatment with another NHS GIC:

	Up to 84 days (12 weeks)	85 to 182 days weeks <=26 weeks	>12 (>26 weeks & <=52 weeks)	183 to 365 days (>1 year & <=18 months)	366 to 548 days (>18 months & <= 2 years)	549 to 730 days (>2 years & <=3 years)	731 days to 1,095 days (>3 years & <= 4 years)	1,096 days to 1,460 days (>3 years & <= 4 years)	1,461 days to 1,852 days years & <= 5 years)	>4 More than 5 years	Total number of patients seen
Completed waits - face to face appointment											0
Completed waits - virtual appointment											0
Completed waits - total											0

As at the end of the quarter, patients are being seen who were referred in mm/yy

Further comments:

Gender Identity Clinics: Outcome from GIC initial appointment (record only one outcome per patient) - patients first seen in the quarter

Please note: do not include patients who are new to the clinic, but who have commenced treatment with another NHS GIC. 'Total' should match 'total completed waits' on previous sheet

Outcome of first appointment	Number of patients
Further assessment/accepted into service	
Patient withdraws from service	
Discharged from service and onward referral	
Other	
Not known	
Total	0

Further comments:

Gender Identity Clinics: did not attends (DNAs), for initial appointments - during the quarter

	Number of DNAs
Number of initial appointment DNAs that occurred in the quarter	

Further comments:

Gender Identity Clinics: Total caseload (patients on books) and total number of return patient appointments attended

	Number
Total patient caseload at end of the quarter (excluding patients on waiting list for 1st appointment)	
Total number of return patient appointments attended in the quarter (excluding any DNAs, but including any attendances by patients new to the clinic who have already commenced treatment with another NHS GIC)	

Further comments (including any comment on length of time patients may remain on clinic caseload):

Gender Identity Clinic (GIC) Waiting Times

Quarterly Data Submission Guidance

Version 1.2

August 2025

Document Control	
Version	Version 1.2
Date Issued	6 th August 2025
Document purpose	To provide guidance for the completion of the quarterly aggregate gender identity clinic (GIC) data submission
Author	Public Health Scotland (PHS)
Supersedes	Version 1.0 Version 1.1
Further Information	Email: phs.gic@phs.scot

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Background

In recognition of the long patient waits for a first appointment with an NHS gender identity clinic (GIC), the [Scottish Government's Programme for Government for 2021-2022](#) (published September 2021) gave a commitment to improve access to and delivery of gender identity services in Scotland. In December 2021 Scottish Government published '[NHS gender identity services: strategic action framework 2022-2024](#)', which included a commitment to 'Commission Public Health Scotland (PHS) to establish robust national waiting times data collection, monitoring and reporting for gender identity services.'

PHS's aim is to establish robust data collection for NHS GICs in Scotland, using an agreed standard aggregate data return, leading over time to improved data quality and bringing expectations surrounding waiting times management and reporting for these services into alignment with other NHS services. The immediate focus is on patient waits from initial referral to first outpatient appointment with a GIC specialist. PHS recognises there will continue to be developments in front-line delivery. Information collected via this process will assist the broader work to improve clinical service delivery and collection requirements will remain consistent with future service developments, as they may arise.

There are currently four NHS GICs in Scotland for adults: Glasgow Sandyford GIC; Lothian, Edinburgh Chalmers GIC; Grampian, Aberdeen Cornhill GIC and; Highland, Inverness Raigmore GIC. There is also one NHS GIC for young people, based at Glasgow Sandyford.

PHS produced a draft data collection template, based on existing PHS waiting times data returns and GIC data needs, and consulted on this with the four current NHS GICs in Scotland and members of the SG-led (multi-agency) National Gender Identity Healthcare Reference Group. A revised data collection template was agreed and was piloted with clinics. PHS also completed a Data Protection Impact Assessment (DPIA). PHS is legally obliged, under data protection law, to carry out a DPIA. This is an assessment tool used to identify, assess and mitigate any actual or potential risks to privacy created by a proposed project involving the use of personal information.

Purpose of this document

This guidance document has been produced by PHS to support local GICs to complete the quarterly aggregate waiting times data submission for GIC patients.

The data submission focuses on patient waits from date of referral to initial outpatient appointment with a specialist in an NHS GIC. The submission template has been kept to a minimum so that only the information required to measure patient waits is collected. PHS will collate and analyse this information and report to the National Gender Identity Healthcare Reference Group. PHS will continue to monitor data quality and completeness achieved across GICs (from the quarterly submissions) with a view to publication of quarterly data on the PHS website in the future.

Submitting the data

Each clinic should submit their completed aggregate quarterly data submission by the last day of the month following the quarter that is being reported. There should be a single aggregate submission for each gender identity clinic (except for Greater Glasgow & Clyde, Sandyford, who will be required to submit two aggregate returns; one for their adult service and one for their young people's service).

The template should be saved in Excel file format (.xlsx) and the completed return emailed to PHS at phs.gic@phs.scot. If a submission deadline cannot be met, please notify PHS as soon as possible using the same email address. Any enquiries regarding the data collection and guidance should also be sent to phs.gic@phs.scot.

Please ensure that the data provided in each sheet are correct and consistent, as at the requested completion dates (and consistent with the data provided for the previous quarter and changes occurring since then).

Clinics are asked to identify a named individual who can take responsibility for data quality for their clinic's submission, and/or for highlighting any issues or challenges relating to data quality.

Data template completion guidance

1. General

Aside from updating any relevant patient data/statistics, the **submission template should not be altered**. A **Comments box** is included on each sheet to note, for example, any data quality issues or any supplementary information.

Please do not leave cells blank. The table below shows how to record 'nil' returns:

Circumstance	Entry required
True zero waiting	0
Data not available/ data capture not yet possible	..

The template contains **automated row and column totals**; please do not enter any data in these rows and columns.

Use '**not known**' response option **only where necessary**. Data returns with high numbers of 'not knowns' will require investigation by PHS.

Unadjusted, 'experienced' waiting times should be reported.

The data template comprises six tabs: guidance, referrals, waits, removals from waiting list, outcomes and total caseload.

2. Referrals

This section focuses on the number of **new referrals** to the Gender Identify Clinic that have been received and accepted during the quarter in question. This **includes** referrals from General Practice, self-referral (if applicable) and referral transfers from other NHS GICs. It **excludes** patients who are new to the clinic, but who have commenced treatment with another NHS GIC.

Year, quarter and NHS Board/GIC – Please select from the drop-down options.

For all other questions, please enter numbers directly to the sheet (totals are calculated automatically).

Data item	Completion guidance
Referrals	Please enter the total number of new referrals received by the GIC in the quarter (as defined above).

NHS Board of residence	Please enter a count of all new referrals by NHS Board of Residence. For referral transfers from another NHS GIC, please record the patient's current NHS Board of residence. The total should match the total number of accepted referrals recorded above.
Source of referral	Please enter a count of all new referrals by source of referral. The self-referral, other and not known categories are expected to apply to Sandyford GIC, Greater Glasgow & Clyde.
Age of patient being referred	Please enter a count of all new referrals by age category. For transfers in, this is defined as the age at date of initial referral (to the original NHS GIC the patient was referred to).
Assigned sex of patient at birth	Please enter a count of all new referrals by assigned sex at birth. While it is recognised that this data item may present some challenges, we have included it as these data have the potential to support service planning. 'Other' includes intersex.

3. Waits

This section captures information on both ongoing and completed waits.

- For **ongoing waits**, the population of interest is all patients who are waiting on the **last day of the quarter** under consideration for their first consultation with the GIC.
- For **completed waits**, the population of interest is all patients who were seen for their first consultation with the GIC **between the first and last day of the quarter** under consideration.

Ongoing waits	Please enter the number of patients waiting on a first outpatient appointment with the GIC, by length of wait on the last day of the quarter (please note, the total is calculated automatically). For any patients who were transferred in from another NHS GIC, the length of ongoing wait is based on their original referral date to the initial GIC. All waits are unadjusted 'experienced' waits (do not adjust, for example, for periods where the patient is unavailable).
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	<p>Calculation of ongoing wait (example 1): Quarterly submission: July 2023 Date patient added to waiting list: 3rd May 2020</p> <p>30/06/2023 minus 03/05/2020 = 1,153 days Length of ongoing wait category is '1,096 days to 1,460 days'</p> <p>Calculation of ongoing wait (example 2): Quarterly submission: July 2023 Date patient transferred into this clinic waiting list: 1st Jan 2023 Date patient added to initial NHS GIC waiting list: 12th November 2021</p> <p>30/06/2023 minus 12/11/2021 = 595 days Length of ongoing wait category is '549 days to 730 days'</p>
<p>Completed waits</p>	<p>Please enter the number of patients seen for a first outpatient appointment at the GIC during that quarter, by length of completed wait and by type of appointment (i.e. face-to-face or virtual); if data on type of appointment is not available enter 'completed waits - total' direct to row 15, otherwise totals calculated automatically.</p> <p>Triage appointments, e.g. by telephone, do not count as initial appointments. Second opinion appointments also do not count as initial appointments. Do not include patients who are new to the clinic, but who have commenced treatment with another NHS GIC.</p> <p>As with ongoing waits, for any patients who were transferred in from another NHS GIC, the length of completed wait is based on their original referral date to the initial GIC.</p> <p>All waits are unadjusted 'experienced' waits.</p> <p>Calculation of completed wait (example 1): Quarterly submission: July 2023 Date patient added to waiting list: 3rd May 2020</p>

	<p>Date patient seen for first appointment: 4th May 2023</p> <p>04/05/2023 minus 03/05/2020 = 1,096 days Length of completed wait category is '1,096 days to 1,460 days'</p> <p>Calculation of completed wait (example 2): Quarterly submission: July 2023 Date patient transferred into this clinic waiting list: 1st Jan 2023 Date patient added to initial NHS GIC waiting list: 12th November 2021 Date patient seen for first appointment: 4th May 2023</p> <p>04/05/2023 minus 12/11/2021 = 538 days Length of completed wait category is '366 to 548 days'</p>
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<p>As at the last day of the quarter, patients are being seen who were referred in mm/yy</p>	<p>Please enter an estimate of the month/year of referral for the majority of patients who were being seen for initial appointment at the end of the quarter under consideration. e.g. if most patients being seen were first added to the waiting list in July 2020, please enter 07/20.</p>
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4. Removals from Waiting List (for patients not seen)

This section captures information on removal reason from the waiting list for patients who have not been seen and have not received a first appointment.

Reasons for removal from waiting list (other than being seen)	Completion Guidance
Waiting List Validation	This occurs when the waiting list is vetted to ensure that only patients who require to be seen are waiting.
Transfer Out (of the Waiting List)	This may include transferring to another clinic or transferring out of the geographical area whereby a transfer to another clinic may still require to be confirmed. Please provide specific detail of 'Transfer Out' in the comments box. Please note this does not include patients who have already had their first appointment (i.e. completed their wait) and are being transferred to another clinic to continue their care.
Failed to respond to offered appointment (DNA)	This mainly concerns patients who did not attend for appointment (DNA) but please state in the comments box if this is not the case.
No longer desired to be seen	This would be the case when a patient no longer wishes to be seen and would like to be removed from the waiting list.
Full Private Care	The patient would only be removed if they intend to go <u>fully</u> private for ALL aspects. This relates to patients who have initially approached an NHS clinic and are waiting for a 1 st appointment but have decided to go <u>fully</u> private before being seen.
Deceased	The patient has passed away.
Other	Most options for removal reason (for patients who have not been seen) have been covered and it is not envisaged that this option will be heavily used, however, please provide further details for any other removal reason not currently listed as an option under ' <i>Please specify type of other reason</i> '

5. Outcomes

This section focuses on the outcomes of patients who have had a completed wait in the quarter being reported on.

For all patients who had a completed wait (i.e. an initial outpatient appointment at the GIC) in the quarter, please record the outcome from that initial clinic appointment (please record only one outcome per patient). The total (calculated automatically) should match the total 'completed waits' on the previous sheet.

Further assessment/accepted into service	For patients of Highland GIC this includes further assessment at Glasgow Sandyford GIC following initial assessment with Highland GIC.
Patient withdraws from service	Patient decision to withdraw from service after initial consultation with GIC specialist.
Discharged from service and onward referral	No further intervention with GIC/not accepted into service (patient deemed not appropriate for GIC service). Includes referral back to GP, or onward referral to adult or children/young people mental health services, or to other services.
Other	Any other outcome not included above.

6. Total Caseload

This section focuses on the overall caseload of the GIC, including both new and return patients.

Total patient caseload as at last day of the quarter and total return patient appointments attended during the quarter are included here to provide a more complete picture of GIC activity.

Total patient caseload as at last day of the quarter	Please enter the total number of patients on the books (total caseload) as at last day of the quarter. Do not include patients who are on the waiting list for their first outpatient appointment.
Total number of return patient appointments	Please enter the total number of return patient appointments that were attended at the GIC during the quarter (n.b. a single patient attending two appointments in the same quarter counts as two

attended in the quarter	appointments). Please include here any attendances by patients new to the clinic, but who have commenced treatment with another NHS GIC. Do not include return patient DNAs.
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7. Aspirational Data Items

This section outlines some aspirational data items. These are data items that we would like to collect, but that are not currently available in some clinics. We would encourage clinics to take steps to improve data quality for the following data items, with a view to their inclusion in the submission template at a later date:

Ethnicity of patient	Categories: White; Mixed or multiple ethnic groups; Asian, Scottish Asian or British Asian; African, Scottish African or British African; Caribbean or Black; Other ethnic group; Not known.
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