



16 July 2018

Dear [REDACTED]

Re: Official Information (OIA) request - Timeline of current and future projects that affect transgender care

Thank you for your Official Information Act request received on 2 July 2018, in which you requested the following information from Waitemata District Health Board (DHB):

1. *I wish to request a timeline and roadmap of your current and future projects or funding that affect Transgender care.*

Our current projects and funding arrangements are as follows:

- Waitemata DHB has a contract in place with the Kidz First Centre for Youth Health Service at Counties Manukau Health to deliver a specialist transgender service* for people aged 10-20 years. This service is delivered within the Waitemata DHB catchment area at a location in Henderson.
- The Auckland Regional Sexual Health Service, which covers the catchment areas of, and is jointly funded by, Waitemata DHB, Auckland DHB, and Counties Manukau Health, delivers a specialist transgender service* for those aged 18 years and over. The service is delivered within the Waitemata DHB catchment area at locations in New Lynn and Glenfield.
- Patients of specialist transgender services are eligible for referral to the Regional Plastics Service, which covers the catchment areas of, and is jointly funded by, Waitemata DHB, Auckland DHB, and Counties Manukau Health. The Regional Plastics Service offers limited gender affirming surgical options, most commonly bilateral mastectomy. It is envisaged that this arrangement will continue.
- Patients of specialist transgender services are referred to the Ministry of Health High Cost Treatment Pool to access Gender Reassignment/Confirmation Surgical options. As the Ministry of Health manages this arrangement, the DHB cannot comment further.
- The Northern Region DHBs (Northland, Waitemata, Auckland and Counties Manukau) agreed to establish two fixed term roles to progress service improvement for transgender health care. The Clinical Lead and Project Manager for Transgender Health have supported service improvement and clinician education within the Northern Region, including Waitemata DHB. The fixed terms end in September 2018 and January 2019 respectively. Following this, activity will move into a business as usual phase. Other staff have also been involved in this programme of work. The work programme has been informed by an advisory group including consumers.

* Specialist transgender services, collectively named Hauora Tāhine, include exploration of gender identity, provision of puberty blockers, hormone therapy, fertility preservation, some surgical options and limited mental health support.

Attached to this response is the Transgender Health work plan 2017 for the Northern Region, updated as of June 2018. Significant areas of future work to draw your attention to include:

- Item #1.1 – Development of a regional plan for key workers. This is in progress, with a business case being drafted by the Project Manager in support of the role of Key Worker to be implemented at the Auckland Regional Sexual Health Service. The role of Key Worker will support the specialist transgender health service through increasing support transgender people receive at Sexual Health to navigate the health system, work with primary care (e.g. GPs) and find social support options. It is envisaged that this will be presented for endorsement, approval and funding in the next six months, but will be subject to other budget considerations.
- Item #1.2 – Develop a peer support programme. This is in progress, with a business case being drafted by the Project Manager in support of the funding of a peer support service for transgender people in the Northern Region. A peer support service will improve outcomes for patients of specialist transgender health services. It is envisaged that this will be presented for endorsement, approval and funding in the next six months, but will be subject to other budget considerations.
- Waitemata DHB will be celebrating Transgender Awareness Week in November 2018. The purpose of this is to raise visibility and awareness of transgender identities, issues and services with a broad cross section of DHB clinicians and other staff, whom impact the experience of transgender people when receiving healthcare at Waitemata DHB.
- Updated Clinical Guidelines for Transgender Healthcare for the Northern Region are in development. It is anticipated these will be released in August 2018.

I trust that this information meets your requirements. Waitemata DHB, like other agencies across the state sector, supports the open disclosure of information to assist the public's understanding of how we are delivering publicly-funded healthcare.

This includes the proactive publication of anonymised Official Information Act responses on our website from 10 working days after they have been released.

If you feel that there are good reasons why your response should not be made publicly available, we will be happy to consider this.

Yours sincerely



Dr Debbie Holdsworth
Director Funding
Waitemata District Health Board

Northern Region Transgender Health Work Plan 2017

Target area	Prior # ity	Description	Actions	Resources	Stakeholders	Timeline* (indicative)	Measure	Status update	Next steps
	1	1.1 Develop and implement a regional plan for key workers.	- Define scope of work - Investigate delivery models/options - Define reporting arrangements - Write business case for funding approval - Tender and contracts (if required)	Project Manager & Clinical Lead Funding and Planning Specialist/NGO service providers	NRTCCAG	Services to begin in 2018/19 FY	Transgender people are able to meet with a key worker within 2 weeks of referral.	Senior leadership feedback obtained and recommendation made to separate into two separate cases. Progressing with a revised timeline.	Put up a business case for Key Workers at Sexual Health Services.
	1	1.2 Develop and increase accessibility to wider support, including (but not limited to): - counselling services - youth services - wrap around support services - peer support programme (Note: Accessibility includes free options)	- Define scope - Support development of expertise around working with complexity for gender diverse patients. - Support development of referral and consult between these services and secondary Mental Health. - Investigate delivery models - Write business case for funding approval - Tender and contracts (if required) - Review patient acceptability	Project Manager	NRTCCAG Funding and Planning NGO, youth service providers	Services to begin in 2018/19 FY	Went to regional funding forum, CNH did not attend, WDHB waiting funding envelope. NDHB to decide on this versus service improvements to their Sexual Health Service.	Peer support business case to be put up for funding at NDHB, WDHB and ADHB.	
Every door is the right door	2	1.3 Provide tools to Primary Care and other providers (e.g. NGOs, youth services) in supporting Transgender patients, e.g.: - Auckland region health pathways - Guides on stepped/shared care arrangements - PHO learning & development modules - Conference presentations - Health provider education programme that builds on the existing NGO capability	- Understand need from GPs - Develop tools in consultation with GPs - Write business case for Education Programme approval	CL & PM as Project budgeted. Manager Clinical Some costs Lead to be budgeted	NRTCCAG Royal College of GPs Metro Auckland Clinical Governance Forum Funding and Planning PHOs Specialist/NGO service providers	01/01/2018 A measurable decrease in the amount of time that Transgender people remain with the secondary service, before being referred back to Primary Care by 2020.	Gp Audit Tool available Health pathways live. Goodfellow, Manaia (NDHB), & Pharmac presentations	GP Audit Tool available	
	2	1.4 Support Transgender community to have access to accurate information, including: - public website with info about transgender services - brochures available through PHO/GPs/NGO's	- Just do it! - Regularly review and update	PM as budgeted.	Clinical Lead NRTCCAG Specialist/NGO service providers	01/08/17	Healthpoint page live. Increased information about Transgender Health project on ADHB website.	Adopt service branding	
	3	1.5 Increase accessibility of non-DHB provided services, including (but not limited to): - Laser hair removal	- Understand need - what are people asking for? - Understand what Transgender people are entitled to public funding for, from a legal and human rights point of view. - Scope need/additional capacity - Write business case for funding approval	Project Manager	NRTCCAG Funding and Planning				
The Northern Region	2	2.1 Develop view of the Service configuration, including: - Age range - Location of clinics - Staffing - Responsiveness to Pacific, Asian and MELAA - Consult liaison role - Standards of care - Name of service	- Assess need for clinics across the region - Conduct review of FTE required - Write Standards of care for NZ (replacing 'Gender Reassignment Health Services for Trans People within New Zealand' (CMDBH, 2012)) - Consult with Pacific, Asian and MELAA - Write business case for funding approval (if needed)	PM & CL as Project budgeted.	NRTCCAG Funding and Planning Clinical NDHB/WDHB/ADHB/CMDBH Māori Health Gains team Pacific Health Gains Asian Health Gains	30/06/2018	English name adopted, Northern Regional Transgender Health Services'	Metro Auckland service specification being drafted.	
	2	2.2 Work to develop and hold a kaupapa Māori approach at the centre of the Northern Region Transgender Health Services, for the benefit of Māori and non-Māori.	- Understand what a kaupapa Māori approach would look like - consult local iwi, Kaumatua, and budgeted research. - Develop a model for the Service - Identify current gaps and needed improvement to achieve.	CL as Lead	NRTCCAG Funding and Planning Māori Health Gains team Ngāti Whātua, Ngāpuhi, Te Whānau o Waipareira	30/06/2018	Clinical Guidelines structured in Te Whare Tapa Whā model.		

Transgender Health Services ("The Service")	2.3 Establish accurate recording, reporting and evaluation of transgender people in transgender health services	<ul style="list-style-type: none"> - Define referral/clinical data needed - Compare with existing data captured - Scope needed additional capacity/tools, etc - Write business case for funding approval (if needed) - Develop service/tools 	PM as budgeted.	Clinical Lead NRTCCAG Funding and Planning Ministry of Health	01/07/2017 80% of Transgender patients within the Regional Transgender Health Service complete a satisfaction survey.	Referrals database set up at Auckland Sexual Health.
	3.2.4 Align clinical effectiveness (quality) of service provision across ARSHS and CFYH	<ul style="list-style-type: none"> - Develop shared clinical guidelines, consent forms and patient information - Establish clinical triage process across services - Establish regular MDT meetings - Single referral point for services for GPs - Strengthen multiple entry points for others - Establish joint Clinical Advisory Group across ARSHS and CFYH for service development - Establish patient feedback across ARSHS and CFYH - Establish joint processes to review adverse events 	CL as budgeted	Project Manager NRTCCAG CFYH, ASHS	Shared consent forms for hormones and blockers adopted.	eReferral development scheduled for July 2018.
Other DHB Secondary Services	2.3.1 Develop regional pathways and criteria for access to transsexual related surgical services, including (but not limited to): <ul style="list-style-type: none"> - Chest reconstruction - Gender reassignment/surgery - Improving peri-operative care 	<ul style="list-style-type: none"> - Work with clinicians and consumers to develop pathways and criteria. - Scope need/additional capacity - Write business case for funding approval 	Clinical Lead	NRTCCAG General Surgical and Plastic CFYH & ASHS Ministry of Health	Paper including QALY measure for penile inversion vaginoplasty provided to ADHB SLT meeting for review.	Paper including QALY measure for penile inversion vaginoplasty provided to ADHB SLT meeting for review.
3.3.2 Develop regional pathways and criteria for access to secondary services: <ul style="list-style-type: none"> - Gynaecology - Urology - Endocrinology - Fertility - Voice Therapy - Mental Health 	<ul style="list-style-type: none"> - Understand need - what are people asking for? - Understand what Transgender people are entitled to public funding for, from a legal and human rights point of view. - Identify services/procedures & pathways and criteria are needed for. - Work with clinicians and consumers to develop pathways and criteria. - Strengthen relationships between secondary Mental Health and ARSHS/CFYH - Scope needed/additional capacity - Write business case for funding approval 	Clinical Lead	NRTCCAG General Surgical and Plastic Endocrine Teams Fertility Advisory Group WDHB Trans Consult Group CFYH & ASHS Ministry of Health	Referral pathway to voice the plan in metro Auckland and Northland established.	Update to fertility requirements (draft) to be more inclusive of transgender people.	Update to fertility requirements (draft) to be more inclusive of transgender people.
3.4.1 Increase competency of new and existing DHB staff working with Transgender people by: <ul style="list-style-type: none"> - Increase number of Transgender people employed at the DHB - Transgender competency training for DHB staff - Being responsive to Pacific, Asian and MELAA - Work with tertiary/training institutes and professional bodies to make transgender health part of regular study/certification. 	<ul style="list-style-type: none"> - Establish base guidelines training built off (e.g. WPATH) - Online learning module for Āwhina - Wider availability and awareness of Rainbow trainings available External to DHB: - Work with professional bodies to understand training requirements and how to influence these. - Scope interest from tertiary providers - Develop targeted plan across tertiary providers and professional bodies. - Work in partnership to develop modules 	PM & CL as budgeted	Project Manager & Funding and Planning Clinical Lead Māori Health Gains team Pacific Health Gains Asian Health Gains Affinity Services Professional Bodies Tertiary institutions	30/06/2018 70% of transgender people rate current Rainbow training offered at WDHB as welcoming and affirming of transgender people.	Development of training plan: - Identifying areas needed to be covered - Identifying gaps and planning sessions to cover	Development of training plan: - Identifying areas needed to be covered - Identifying gaps and planning sessions to cover
2.4.2 Increase competency of new and existing DHB staff working with Takatāpui, Whakawhahine and Tangata ira Tane	<ul style="list-style-type: none"> - Work with tangata whenua on identifying areas for improvement, and ways to work towards addressing them. 	PM as budgeted	Project Manager NRTCCAG Māori Health Gains team Ngati Whatua, Ngāpuhi	30/06/2018 Māori accessing the Transgender Health Services rate the DHB services they interact with as welcoming and affirming of them.	Confirmed use of Ko Awatea LEARN platform, making the resource available to most DHB's in the country.	Confirmed use of Ko Awatea LEARN platform, making the resource available to most DHB's in the country.
3.4.3 Review and update policy and procedures across the four DHBs that support engagement in healthcare for transgender people	<ul style="list-style-type: none"> - Overall policy on Transgender Inclusiveness for Waitemata DHB - Negotiations for adoption with other three DHBs - Build 'service pack' for easy adoption by DHB services 	PM as budgeted	Clinical Lead, NRTCCAG	30/06/2018 Māori accessing the Transgender Health Services rate the DHB services they interact with as welcoming and affirming of them.	Draft policy for Transgender and Gender Diverse inclusion written.	Draft policy for Transgender and Gender Diverse inclusion written.
Workforce and Infrastructure					Establish stakeholders to consult with on policy.	Establish stakeholders to consult with on policy.
					Paper on gender neutral toilets Audit for gender neutral toilets trial presented to ADHB SLT. underway.	Paper on gender neutral toilets Audit for gender neutral toilets trial presented to ADHB SLT. underway.

		PM as budgeted	Project Manager	Clinical Lead, NRTCAG
3	4.4 Maintain a system that allows the capture of knowledge over time as we discuss a range of topics, e.g. Advice to MoH around recording identity in the NHG.			

System of writing short papers when providing advice on topics regularly.

Questions to the Project Manager: duncan.matthews@waitematadhb.govt.nz

*timeframe is indicative only. Some items will be dependant on other factors within the DHBs