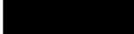


Thursday, 22 October 2020



Re: Official Information Act Request – Healthcare for transgender people

Kia ora 

Thank you for your request for information under the Official Information Act 1982.

Hauora Tairāwhiti's response to your request is as follows:

Of the following list of services, which (if any) does the Tairāwhiti District Health Board provide? Does the DHB provide any services for transgender health care not listed, if so, what?

- Puberty blockers: Yes, available via Paediatrics
- Hormone replacement therapy: Yes, available through Hauora Tairāwhiti's Community Clinic
- Fertility preservation: A referral is made to the Fertility Association for this service
- Mastectomy: Yes, DHB provided
- Hysterectomy: Yes, DHB provided
- Orchiectomy: Yes, DHB provided
- Facial hair removal: No
- Breast augmentation: No
- Voice training: No
- Facial feminization surgery: No
- Genital reconstruction surgery: Refer privately or to the high cost treatment pool
- Counselling: Yes, available at Hauora Tairāwhiti's Community Clinic and Community Mental Health service
- Other mental health support (please specify services in response): A Community Mental Health service is available.

For services provided by the DHB:

1. What is their current status, what clinic (or clinics) provides the service? Are they accepting new patients?

Please refer above. All services provided by Hauora Tairāwhiti marked above are accepting new patients.

2. Broken down by provided services (and initial consultation and readiness assessments or other if applicable), how long is the current wait time on appointments for transgender health?

For all services provided by Hauora Tairāwhiti marked above, people are seen within a four week timeframe.

3. How long have these wait times been in previous years that the service was available?

The same (within four weeks).

4. What set(s) of transgender health guidelines are used to inform practice?

Both The guideline for gender affirming healthcare for gender diverse and transgender children, young people and adults in Aotearoa, New Zealand; 2018, and World Professional Association for Transgender Health (WPATH) guidelines are used.

5. What requirements are there for patients accessing care? (Eg. readiness assessment)

An appointment/assessment to confirm gender dysphoria is required.

6. For HRT specifically, what is the standard practice regarding choice of medication and dosage?

As per the guidelines noted in question 4.

7. Are GPs expected to provide HRT, and if so what support are they given to ensure quality of care?

GPs may provide HRT if they wish. Support from the lead clinician at Hauora Tairāwhiti's Community Clinic is available if required.

8. What measures are in place to ensure that all patients are fully informed of all medications that could meet their HRT needs besides the suggested treatment plan?

This is part of the basic consultation provided at Hauora Tairāwhiti's Community Clinic.

9. Does the DHB have a Transgender Health Key Worker (or similar)?

No.

10. Are there youth-specific service providers? How would an underage person access trans-specific healthcare in the DHB?

Services are accessed through Hauora Tairāwhiti's Community Clinic.

11. When were the available services were first offered?

2013

12. Have these services ever been unavailable, and if so, between what dates?

These services have been available since they were first offered in 2013.

For services that are not provided by the DHB:

13. Are patients referred elsewhere for these services? If so, where are they referred to?

Patients are referred to private providers locally in Tairāwhiti where possible.

14. Were any of these services ever previously provided by the DHB?

No.

Regardless of transgender health service status:

15. Is there any additional support made for healthcare needs that are not particular to transgender health but are particular to areas of interest for transgender health?

Hauora Tairāwhiti refers all patients for addiction issues, mental health issues who provide consent. The referral may be to internal services provided by Hauora Tairāwhiti, or to local providers.

16. What plans are there, if any, to expand or improve care for transgender patients within the DHB?

Hauora Tairāwhiti has no current plans to expand transgender healthcare services.

17. Have there been any internal reviews of the care provided or outcomes for transgender patients? If so, what were the results of those reviews, and what action was taken based on them?

There have been no reviews.

18. What measures does the DHB currently have in place to educate healthcare workers not working in transgender health areas on the needs of transgender patients they may encounter? How is their right to be treated with dignity upheld?

Hauora Tairāwhiti is not currently in a position to provide staff training on transgender issues. Our small team providing these services are fully extended with their current workload. Treating all people with dignity is inherent in the care provided.

19. Have any actions been taken based on complaints to transgender patients? If so, what actions have been made in response to the complaints?

No actions have been taken based on complaints to transgender patients.

If you are not satisfied with this response you may contact the Office of the Ombudsmen, phone 0800 802 602.

Please note this response or an edited version of this response may be published on the Hauora Tairāwhiti DHB website. Your personal/identifying information will be redacted from any responses published. If you feel that there are good reasons why your response should not be made publicly available, we will be happy to consider this.

Ngā mihi

Jim Green
Chief Executive
Hauora Tairāwhiti