

Summary of feedback

Feedback has been categorised under headings that cover principles about how the service would be delivered, operational services and supportive activities.

Principles

- Equity - access to the same level of care regardless of where you live, your age and gender
- Holistic - life journey: from youth to adult and ongoing through to older people (eg bone density screening)
- Inclusive - working with and supporting people from all backgrounds and cultures as well as who they identify as their whanau
- Individual journey – a flexible service that enables informed choice about which services to access, where to start, where to finish and the ability to pause when required without being penalised
- Informed consent model of care
- Trust and safety - providing a sustainable level of access to services by respectful and informed health professionals who understand my needs around transition and ongoing care (eg health services having a gendered element such as cervical smears, gynaecological services, testicular and prostate health)

Operational	
DHB Health service	Comments
Access to services	<p>Assessment – reduce gate-keeping, make diagnostics more accessible, include quality of life measures when deciding who gets services – this gave impetus for breast screening / hysterectomies, non-traumatic psychosocial assessment, get rid of mental health diagnoses as a way of getting into the service and consider more science based – eg could a MRI scan show difference in brain for TG people?</p> <p>Timely - treatment in time before puberty, timeframes shorter than now</p> <p>Clear pathways with results and achievable outcomes</p> <p>Service able to meet presently unmet need ie large bulge in demand</p> <p>Free phone help desk with skype or other options for remote communication</p> <p>Processes for transferring people from one DHB to another when people move</p>
Location of services	<p>A specialist trans gender health clinic, centre for excellence or hub that brings various services together (co-located services).</p> <p>Centre for youth health or health west youth service to lead services for YP.</p>

	Physical space that is an awesome haven – (not in Sexual Health) I do not have a sexual problem. Going to Greenlane is scary and clinical and feels like you have a problem and that there is something to be fixed.
Counselling	Free or affordable trans friendly counselling that can be accessed through schools, universities and the community for those who would like it
Evidence based	Look at international models of care including European countries with ongoing research to provide the evidence base (diverse, medical, community) and ensure that NZ comes up to international standards– both with HRT and surgery. Share knowledge and expertise with other DHBs – and with our Pacific neighbours. Use data for forecasting and funding allocation
Family & Whanau	Family support is a big thing – and is just as big a deal for them too – provide the service and links for information and let them be a part of each step of the journey. Consider the needs of Pacific and Asian cultures where it is less of an individualistic culture and can be seen as more taboo and allow people to determine whether their whanau includes friends and colleagues as well as family.
GPs	GP with better understanding and better information but who provide referrals if they don't have the skills
Hormone treatment	Access to safe, effective and modern range of treatments such as injectable oestrogen rather than a reliance on out dated and potentially dangerous medication such as progeynova. Enabling Trans kids access to HRT / hormone blockers and adults easy access to hormones through a GP or with ongoing prescriptions.
Key worker	Enabling informed consent and providing support, navigation and advocacy through the whole process – like a youth worker – with a goal to streamline the process and not be bounced around. Would like to see within 2 weeks and to be able to change key worker if needed - make sure their case load is realistic
Multi-Disciplinary Team	MDT needs to meet weekly and have strong links with the community – drugs support etc Could include: social worker, psychologist, psychiatrist, CADs, occupational therapist, GP, counsellor - consumer reps also part of it. However, a multidisciplinary team is not a panacea.

Delivering the service	<p>Informed consent - respectful open consultation about medications (HRT) and support services</p> <p>Respecting and empowering rather than the trans person having to prove their trans-ness</p> <p>People within the system with lived experiences eg trans advisors, trans key worker, trans doctor, consumer representatives</p> <p>Quality monitoring of services with trans input to maintain accountability – a culture of continuous improvement</p> <p>Alcohol and substance use support</p> <p>Sexual health services that are trans and intersex friendly ie particular contraception needs</p> <p>Buildings with facilities that are trans friendly ie unisex bathrooms</p> <p>The abolishment of old and offensive practices of checking transgender people for sexually transmitted diseases and scrutiny of the patients sexual history, as part of care.</p> <p>Let me initiate sperm donation before it is too late</p>
IT systems and records	<p>Make sure the regional services are connected so everyone has the same info and access to sophisticated digital pathways.</p> <p>Allow a wide definition of gender identity and the ability to change name and pronoun within all health services and NHI.</p> <p>Understand that some people might fluctuate gender wise so records need to allow fluidity.</p> <p>Don't define things by gender eg body parts, her period....</p>
Surgery	<p>Access to surgery in a timely manner</p> <p>Top surgery in NZ for M-F and F-M</p> <p>Up to date techniques / world leading knowledge – better to go overseas where they have the expertise but could also bring over a surgeon who could train people here but provide post-surgery support in NZ</p> <p>NZ surgeons fully funded – funding if going overseas – access to choose quality surgery – if choose something more expensive then government provides partial funding – include cost of support person.</p> <p>Elective surgery – criteria to support quality of life</p>
Workforce development	<p>Provide training to all health professionals and administration so that there is trans sensitive healthcare from all hospital departments in particular no inadvertent outing and no inappropriate questions</p> <p>Increase transgender workforce and encourage greater involvement of Pacific & Maori staff in transgender health services</p> <p>Non-judgemental and non-discriminating health professionals</p> <p>People who are professionally invested in transsexual and transgender transition and are prepared to engage in a learning partnership</p>

Supportive	
Broader health and wellbeing	
Community Services	<p>Accessing non-medical treatment options without having to meet with GP</p> <p>Image consultants / agencies – like Dress for success</p> <p>Voice training for my chosen career path (I can't have my breathing restricted)</p> <p>Developing and sustaining relationships with key community groups such as Genderbridge and Rainbow Youth who may be first point of call for the patient – more funding</p> <p>Trans inclusive aged care support</p>
Education	<p>Education and training on trans issues for businesses, schools, NGOs, families, the community – start people young and provide sex education in school for transgender and intersex</p> <p>Use affinity or other services to help support orgs to be more trans friendly – people report an org that isn't</p>
Related agencies and services	
Advocacy, lobbying and legal advice	<p>Advocacy at government and recognition under the Human Rights Commission</p> <p>Continued advocacy in employment and legal issues and help with documentation / citizenship / passports – eg legal advice by phone</p>
Funding support	<p>One off loan from the government to support healthcare needs or the ability to access my kiwi saver for op</p> <p>Secondary financial support – clothing, legal changes, specialist equipment</p> <p>Low cost pathways for alternative pay models</p> <p>Financial services for laser treatment etc - the ability to 'pass' can be a matter of safety and /or ability to live a normal life</p> <p>Practical support for getting to appointments eg transport to services</p>
Other Government services eg WINZ	<p>Upskill WINZ</p> <p>Employment support</p> <p>Community housing (emergency or other)</p>

Communication and information	
Advertising and promotion	<p>Need to advertise well for self-diagnosis</p> <p>Allow people to tell their stories to affirm – gap between understanding and living it. Help people to get it</p> <p>Reconsider images of people on DHB websites – include transgender / rainbow community</p> <p>Visual images of support ie rainbow flags, transgender symbols</p> <p>Better promotion of services like Kidz First</p>
Networks	<p>Better communication and working together between DHBs and trans community</p> <p>Support networks for family, whanau etc</p> <p>Organisational or financial support for a trans run health network to share health experiences and outcomes and act as support /advocates etc</p> <p>Gatherings with transgender boys/girls so that individuals may be aware of the various stages of transition, make friends/networks, and resolve personal issues as a group (rather than through a Western model of psychological support)</p>
Information & guides	<p>Accessible info online – particularly for young people- quality content / good visuals / videos including gender / sexuality questioning</p> <p>Access to trans equipment (binders, packers etc)</p> <p>Directory/centrepoint of skills / services / practitioners– accessed by essential support services</p> <p>Universities enabling support – counsellors / toilets / GPs – trans tertiary pack</p> <p>Good information to share with my whanau, friends and workplace about what it means to be transgender and treated with dignity and respect - currently there is an absence of information resources written from our perspectives (ie that don't pathologise us or make us sound mad/sad/bad/crazy etc - we need strength based real information).</p>