

# The provision of online gender care by a general practitioner using modern technology.

## Communication Methods

- Email
- Phone
- Video
- Clinic

### GenderGP

- Online access to Gender GP
- Free advice for all
- Low cost care
- Excellent bridging service
- GP education
- Gate-keeper role

### Benefits

- Instant communication
- Excellent record keeping
- Traceable event history
- Audit advantages
- Easy access for all
- Low processing time

### Services

- Free trans advice
- Safe counseling and support
- Medical assessments
- Blood tests and monitoring
- Regulated medicines and prescriptions
- Post-op advice
- Children and young people
- Collaboration

### Disadvantages

- Less face to face contact
- Always available expectation
- Potential for mistruths

## Benefits of email communication between doctor and patient:

*"Records are primarily intended to support patient care and should authentically represent each and every consultation."*



*"Information in medical records should be documented on a daily basis and in chronological order demonstrating continuity of care and response to treatment. The information should be comprehensive enough to allow a colleague to carry on where you left off."*



## The need for change

- Little medical school training
- GPs lack knowledge
- Long waiting times for specialist clinics
- Clinics few and far between
- Long and expensive travelling times
- Some old fashioned principles

## Communication... Communication..... Communication.....

- How many times have you thought 'I wish I had remembered to say that...' at your interview / meeting / doctor's appointment?
- A proportion of the trans community are on the autistic spectrum and struggle to communicate effectively with the medical profession
- The medical profession often presents a judgemental and uncaring face to trans patients
- Email allows these patients to express themselves in a way they have never done before
- So many patients get great comfort from writing down their feelings for the first time

## Patient Stories

- YF - 37 - MtF
- Always crossdressed
- in private
- GP not supportive
- Doesn't want
- surgery
- No health
- problems
- Evorel 100mcg
- Finasteride 5mg



*'I'll call for pen and ink, and write my mind.'*

**William Shakespeare**  
1564 - 1616



*"I am really humbled at the level of support you are offering trans identified patients, it can be a very isolating experience for a lot of people and just knowing help and support is out there is very important as I am sure you know."*

*"thanx for your help, I don't know where I would be now if it wasn't for you wonderful ladies! saved my life big time."*

*"The service you offer is really unique and you are really leading the way for GP based transgender care, so anything you do to promote and fly the flag for this will be great."*

*"I've had the most incredible time throughout this process so far and am feeling better than I ever have in myself, I can't express how much I appreciate your time, support and encouragement thus far :]"*

*"I ask myself, in mercy, or in common sense, if we cannot alter the conviction to fit the body, should we not, in certain circumstances, alter the body to fit the conviction?"*

**Harry Benjamin**  
1885-1986



Authors: **HW & MJ Webberley**



General Practitioner



Consultant Physician



Counsellor



Clinic Manager

## Contacts