

UK Trans Info

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Current Waiting Times & Patient Population for Gender Identity Clinics in the UK

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Contains info for August to October 2015

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Available online: uktrans.info/waitingtimes

Gender Identity Clinics Included in this Report

England

There are seven adult GICs in England. They are all commissioned by NHS England and accept referrals from any patients who is registered with a GP in England.

- **Charing Cross in London** run by West London Mental Health NHS Trust
- **Leeds GIC** run by Leeds and York Partnership NHS Foundation Trust
- **Northamptonshire Gender Dysphoria Service in Daventry** run by Northamptonshire Healthcare NHS Foundation Trust
- **Northern Region Gender Dysphoria Service in Newcastle** run by Northumberland, Tyne and Wear NHS Foundation Trust
- **Nottingham Centre for Gender Dysphoria** run by Nottinghamshire Healthcare NHS Foundation Trust
- **Porterbrook Clinic in Sheffield** run by Sheffield Health and Social Care NHS Foundation Trust
- **West of England Specialist GIC (previously known as The Laurels) in Exeter** run by Devon Partnership NHS Trust

The **Tavistock GIDS** for children and adolescents is run by Tavistock and Portman NHS Foundation Trust. They are based in London but run satellite clinics in Exeter and Leeds.

Northern Ireland

There is only one adult GIC in Northern Ireland which is the **Brackenburn Clinic in Belfast** run by Belfast Health and Social Care Trust. It accepts referrals from throughout Northern Ireland.

There is also **Knowing Our Identity (KOI) in Belfast** which is the children and adolescents GIDS for Northern Ireland which is also run by Belfast Health and Social Care Trust.

Scotland

There are four adult GICs in Scotland. Most of them only accept referrals from certain parts of Scotland.

- **Sandyford Clinic in Glasgow** run by NHS Greater Glasgow and Clyde accepts referrals from throughout Scotland
- **Aberdeen Clinic** run by NHS Grampian only accepts referrals from patients in the NHS Grampian area
- **Inverness Clinic** run by NHS Highland only accepts patients from the NHS Highland area
- **Chalmers Clinic in Edinburgh** run by NHS Lothian only accepts patients from the NHS Lothian and NHS Borders areas

The **Sandyford GIDS** for children and adolescents is also run by NHS Greater Glasgow and Clyde.

Wales

Wales does not currently have its own GIC. All adult patients in Wales are referred to **Charing Cross in London**. They are not able to choose an alternative GIC.

First Appointments at GIC

We asked how many patients had their first appointment with the GIC in the three months.

Table 1: Number of first appointments August to October 2015

GIC	Appointments	% of country	% of UK	Last Quarter	% change Vs last qtr
Charing Cross, London	219	19%	18%	316	31% decrease
Leeds Clinic	84	7%	7%	59	42% increase
Northern Region Gender Dysphoria Service, Newcastle	15	1%	1%	1	1400% increase
Northamptonshire Gender Dysphoria Service, Daventry	65	6%	5%	59	10% increase
Nottingham Centre for Gender Dysphoria	193	16%	16%	102	89% increase
Porterbrook Clinic, Sheffield	45	4%	4%	9	400% increase
West of England Specialist GIC (The Laurels), Exeter	200	17%	16%	67	199% increase
English Adult Total	821	70%	66%	613	34% increase
Tavistock GIDS, London (plus Leeds and Exeter)	356	30%	29%		
English Grand Total	1177	100%	95%		
Aberdeen Clinic	0	0%	0%	2	100% decrease
Chalmers Clinic, Edinburgh	4	9%	0%	0	increase
Inverness Clinic*				4	
Sandyford Clinic, Glasgow	31	70%	2%	35	11% decrease
Scottish Adult Total	35	80%	3%	41	15% decrease
Sandyford GIDS, Glasgow	9	20%	1%		
Scottish Grand Total	44	100%	4%		
Brackenburn Clinic, Belfast	12	52%	1%	22	45% decrease
Knowing Our Identity GIDS, Belfast	11	48%	1%		
Northern Irish Grand Total	23	100%	2%		
UK-wide Adult Total	868		70%	676	28% increase
UK-wide Children and Adolescents Total	376		30%		
UK-wide Grand Total	1244		100%		

*Inverness GIC refused to answer our FOI request stating that "there are no material differences" to the previous quarter and they "are unable to supply this level of data on a quarterly basis". This isn't a valid exemption under the FOI (Scotland) Act and we are currently pursuing an internal review.

Time Waited for First Appointment at GIC

We also asked how long on average those patients who had a first appointment between August and October had been waiting for their appointment since they were referred. While this tells us the waiting time for those currently reaching the end of waiting list, it is not necessarily an accurate prediction for those who are just joining the list.

Table 3: Average waiting time of those who had first appointment between August and October 2015

GIC	Answer given	Rounded to whole weeks	Last Quarter	% change Vs last qtr
Charing Cross, London	52 weeks	52 weeks	52 weeks	0% increase
Leeds Clinic	611 days	87 weeks	73 weeks	20% increase
Northern Region Gender Dysphoria Service, Newcastle	463 days	66 weeks	89 weeks	26% decrease
Northamptonshire Gender Dysphoria Service, Daventry	14 weeks	14 weeks	11 weeks	27% increase
Nottingham Centre for Gender Dysphoria	8 months	35 weeks	26 weeks	33% increase
Porterbrook Clinic, Sheffield	44.35 weeks	44 weeks	33 weeks	33% increase
West of England Specialist GIC (The Laurels), Exeter	34 weeks	34 weeks	29 weeks	17% increase
English Adult Average		47 weeks	45 weeks	6% increase
Tavistock GIDS, London (plus Leeds and Exeter)	17 weeks	17 weeks		
English Overall Average		44 weeks		
Aberdeen Clinic	8 months	35 weeks	17 weeks	104% increase
Chalmers Clinic, Edinburgh	9 months	39 weeks	56 weeks	30% decrease
Inverness Clinic*			6 weeks	
Sandyford Clinic, Glasgow	11 months	48 weeks	52 weeks	8% decrease
Scottish Adult Average		40 weeks	42 weeks	3% decrease
Sandyford GIDS, Glasgow	8.5 months	37 weeks		
Scottish Overall Average		40 weeks		
Brackenburn Clinic, Belfast	12 weeks 6 days	13 weeks	13 weeks	0% increase
Knowing Our Identity GIDS, Belfast	8 weeks	8 weeks		
Northern Irish Average		11 weeks		
UK-wide Adult Average		42 weeks	41 weeks	3% increase
UK-wide Children and Adolescents Average		21 weeks		
UK-wide Overall Average		38 weeks		
IMPORTANT NOTE: These waiting times refer to those who have just reached the end of the list. This is not necessarily an indication of how long you will have to wait if you have been referred.				

**Inverness GIC refused to answer our FOI request. See footnote to table 1 for details*

Predicted Waiting Times for First Appointment at GIC

In order to get a better idea of what patients currently being referred to clinics should expect, we also asked each GIC how long it would currently take to get an appointment for someone just being referred now.

Table 4: Estimated waiting time of someone referred end of October 2015 according to GIC

GIC	Answer given	Rounded to whole weeks	Last Quarter	% change Vs last qtr
Charing Cross, London	32-52 weeks	42 weeks	54 weeks	22% decrease
Leeds Clinic	4 years	208 weeks	182 weeks	14% increase
Northern Region Gender Dysphoria Service, Newcastle	unknown***		65 weeks	100% decrease
Northamptonshire Gender Dysphoria Service, Daventry	18 weeks	18 weeks	No answer****	
Nottingham Centre for Gender Dysphoria	12 months	52 weeks	52 weeks	0% increase
Porterbrook Clinic, Sheffield	81 weeks	81 weeks	72 weeks	13% increase
West of England Specialist GIC (The Laurels), Exeter	34 weeks	34 weeks	No answer****	
Tavistock GIDS, London (plus Leeds and Exeter)	over 18 weeks**	18 weeks		
Aberdeen Clinic	6 months	26 weeks	No answer****	
Chalmers Clinic, Edinburgh	1 year	52 weeks	56 weeks	7% decrease
Inverness Clinic*			6 weeks	
Sandyford Clinic, Glasgow	12 months	52 weeks	52 weeks	0% increase
Sandyford GIDS, Glasgow	12 months	52 weeks		
Brackenburn Clinic, Belfast	13 weeks	13 weeks	13 weeks	0% increase
Knowing Our Identity GIDS, Belfast	12 weeks	12 weeks		

*Inverness GIC refused to answer our FOI request. See footnote to table 1 for details

**Tavistock said: "Up until recently it would have been no longer than 18 weeks. This year we have seen an unpredicted 100% increase in referrals and so it is likely to be longer than this for some referrals. We are actively working to develop a plan to address this issue."

***Newcastle said: "As we have been given additional funding and have to recruit there are too many variables which impact on the potential waiting time of a new referral today. Therefore, any estimate would be little more than a guess."

****Last quarter we collected this information by telephone, but were unable to get hold of these three clinics.

Current GIC Waiting Lists

We asked how many patients were still on the waiting list for a first appointment as of the end of October 2015.

Table 5: Patients on waiting list for an appointment at end of October 2015

GIC	Patients	% of country	% of UK	Last Quarter	% change Vs last qtr
Charing Cross, London	1728	38%	34%	1838	6% decrease
Leeds Clinic	606	13%	12%	525	15% increase
Northern Region Gender Dysphoria Service, Newcastle	376	8%	7%	335	12% increase
Northamptonshire Gender Dysphoria Service, Daventry	172	4%	3%	100	72% increase
Nottingham Centre for Gender Dysphoria	619	14%	12%	496	25% increase
Porterbrook Clinic, Sheffield	218	5%	4%	216	1% increase
West of England Specialist GIC (The Laurels), Exeter	375	8%	7%	200	88% increase
English Adult Total	4094	90%	81%	3710	10% increase
Tavistock GIDS, London (plus Leeds and Exeter)	438	10%	9%		
English Grand Total	4532	100%	90%		
Aberdeen Clinic	30	6%	1%	33	9% decrease
Chalmers Clinic, Edinburgh	109	22%	2%	82	33% increase
Inverness Clinic*				3	
Sandyford Clinic, Glasgow	239	49%	5%	167	43% increase
Scottish Adult Total	378	78%	7%	285	33% increase
Sandyford GIDS, Glasgow	107	22%	2%		
Scottish Grand Total	485	100%	10%		
Brackenburn Clinic, Belfast	38	95%	1%	42	10% decrease
Knowing Our Identity GIDS, Belfast	2	5%	0%		
Northern Irish Grand Total	40	100%	1%		
UK-wide Adult Total	4510		89%	4037	12% increase
UK-wide Children and Adolescents Total	547		11%		
UK-wide Grand Total	5057		100%		

*Inverness GIC refused to answer our FOI request. See footnote to table 1 for details

Patients Who Have Waited Over 18 Weeks

Referral to Treatment (RTT) standards in both England state that patients should receive treatment within 18 weeks of referral. We therefore asked each GIC how many of the people on their waiting list had been waiting for over 18 weeks.

Table 7: Patients on waiting list who have waited over 18 weeks at end of October 2015

GIC	Patients	% of waiting list	% of country	% of UK	Last Quarter	% change Vs last qtr
Charing Cross, London	1121	65%	38%	35%	1189	6% decrease
Leeds Clinic	471	78%	16%	15%	351	34% increase
Northern Region Gender Dysphoria Service, Newcastle	303	81%	10%	10%	271	12% increase
Northamptonshire Gender Dysphoria Service, Daventry	33	19%	1%	1%	1	3200% increase
Nottingham Centre for Gender Dysphoria	619	100%	21%	19%	274	126% increase
Porterbrook Clinic, Sheffield	166	76%	6%	5%	114	46% increase
West of England Specialist GIC (The Laurels), Exeter	228	61%	8%	7%	200	14% increase
English Adult Total	2941	72%	99%	92%	2400	23% increase
Tavistock GIDS, London (plus Leeds and Exeter)	19	4%	1%	1%		
English Grand Total	2960	65%	100%	93%		
Aberdeen Clinic	19	63%	9%	1%	19	0% increase
Chalmers Clinic, Edinburgh	71	65%	34%	2%	46	54% increase
Inverness Clinic*					0	
Sandyford Clinic, Glasgow	100	42%	48%	3%	167	40% decrease
Scottish Adult Total	190	50%	90%	6%	232	18% decrease
Sandyford GIDS, Glasgow	20	19%	10%	1%		
Scottish Grand Total	210	43%	100%	7%		
Brackenburn Clinic, Belfast	13	34%	100%	0%	6	117% increase
Knowing Our Identity GIDS, Belfast	0	0%	0%	0%		
Northern Irish Grand Total	13	33%	100%	0%		
UK-wide Adult Total	3144	70%		99%	2638	19% increase
UK-wide Children and Adolescents Total	39	7%		1%		
UK-wide Grand Total	3183	63%		100%		

*Inverness GIC refused to answer our FOI request. See footnote to table 1 for details

**Belfast GIC said that one of these patients is because they are not 18 until November 2015, and the other 12 are because the patients haven't responded to eligibility checks

Patients Who Have Waited Over 52 Weeks

The government has declared zero-tolerance on waiting lists of over 52 weeks. We therefore asked each GIC how many of the people on their waiting list had been waiting for over 52 weeks.

Table 7: Patients on waiting list who have waited over 52 weeks at end of October 2015

GIC	Patients	% of waiting list	% of country	% of UK	Last Quarter**	% change Vs last qtr**
Charing Cross, London	283	16%	44%	41%		
Leeds Clinic	185	31%	29%	27%		
Northern Region Gender Dysphoria Service, Newcastle	136	36%	21%	20%		
Northamptonshire Gender Dysphoria Service, Daventry	0	0%	0%	0%		
Nottingham Centre for Gender Dysphoria	0	0%	0%	0%		
Porterbrook Clinic, Sheffield	33	15%	5%	5%		
West of England Specialist GIC (The Laurels), Exeter	0	0%	0%	0%		
English Adult Total	637	16%	100%	93%		
Tavistock GIDS, London (plus Leeds and Exeter)	0	0%	0%	0%		
English Grand Total	637	14%	100%	93%		
Aberdeen Clinic	0	0%	0%	0%		
Chalmers Clinic, Edinburgh	12	11%	26%	2%		
Inverness Clinic*						
Sandyford Clinic, Glasgow	35	15%	74%	5%		
Scottish Adult Total	47	12%	100%	7%		
Sandyford GIDS, Glasgow	0	0%	0%	0%		
Scottish Grand Total	47	10%	100%	7%		
Brackenburn Clinic, Belfast	0	0%		0%		
Knowing Our Identity GIDS, Belfast	0	0%		0%		
Northern Irish Grand Total	0	0%		0%		
UK-wide Adult Total	684	15%		100%		
UK-wide Children and Adolescents Total	0	0%		0%		
UK-wide Grand Total	684	14%		100%		

*Inverness GIC refused to answer our FOI request. See footnote to table 1 for details

**As this is the first time we have asked for this information, we cannot yet compare it to historical data

New Referrals Received

We asked the GICs how many new referrals had been received over the three months.

Table 8: New referrals received August to October 2015

GIC	Referrals	% of country	% of UK	Last Quarter	% change Vs last qtr
Charing Cross, London	459	30%	26%	462	1% decrease
Leeds Clinic	84	5%	5%	101	17% decrease
Northern Region Gender Dysphoria Service, Newcastle	58	4%	3%	71	18% decrease
Northamptonshire Gender Dysphoria Service, Daventry	138	9%	8%	93	48% increase
Nottingham Centre for Gender Dysphoria	193	13%	11%	225	14% decrease
Porterbrook Clinic, Sheffield	45	3%	3%	54	17% decrease
West of England Specialist GIC (The Laurels), Exeter	200	13%	11%	154	30% increase
English Adult Total	1177	77%	66%	1160	1% increase
Tavistock GIDS, London (plus Leeds and Exeter)	356	23%	20%		
English Grand Total	1533	100%	86%		
Aberdeen Clinic	8	4%	0%	12	33% decrease
Chalmers Clinic, Edinburgh	59	31%	3%	18	228% increase
Inverness Clinic*				5	
Sandyford Clinic, Glasgow	67	36%	4%	77	13% decrease
Scottish Adult Total	134	71%	8%	112	20% increase
Sandyford GIDS, Glasgow	54	29%	3%		
Scottish Grand Total	188	100%	11%		
Brackenburn Clinic, Belfast	32	59%	2%	47	32% decrease
Knowing Our Identity GIDS, Belfast	22	41%	1%		
Northern Irish Grand Total	54	100%	3%		
UK-wide Adult Total	1343		76%	1319	2% increase
UK-wide Children and Adolescents Total	432		24%		
UK-wide Grand Total	1775		100%		

*Inverness GIC refused to answer our FOI request. See footnote to table 1 for details

Current GIC Patient Population

We asked how many patients were currently under the care of each GIC. We defined this to include all patients who have had their first appointment but have not yet been discharged from the clinic.

Table 10: Current Patient Population as of End of October 2015

GIC	Patients	% of country	% of UK	Last Quarter	% change Vs last qtr
Charing Cross, London	3645	44%	38%	3347	9% increase
Leeds Clinic	332	4%	3%	368	10% decrease
Northern Region Gender Dysphoria Service, Newcastle	296	4%	3%	300	1% decrease
Northamptonshire Gender Dysphoria Service, Daventry	217	3%	2%	151	44% increase
Nottingham Centre for Gender Dysphoria	1595	19%	17%	928	72% increase
Porterbrook Clinic, Sheffield	274	3%	3%	263	4% increase
West of England Specialist GIC (The Laurels), Exeter	700	8%	7%	756	7% decrease
English Adult Total	7059	84%	73%	6113	15% increase
Tavistock GIDS, London (plus Leeds and Exeter)	1302	16%	14%		
English Grand Total	8361	100%	100%		
Aberdeen Clinic	12	0%	0%	85	86% decrease
Chalmers Clinic, Edinburgh	288	3%	3%	246	17% increase
Inverness Clinic*				25	
Sandyford Clinic, Glasgow	675	8%	7%	206	228% increase
Scottish Adult Total	975	12%	10%	562	73% increase
Sandyford GIDS, Glasgow	88	1%	1%		
Scottish Grand Total	1063	100%	100%		
Brackenburn Clinic, Belfast	136	2%	1%	138	1% decrease
Knowing Our Identity GIDS, Belfast	57	1%	1%		
Northern Irish Grand Total	193	2%	2%		
UK-wide Adult Total	8170		85%	6813	20% increase
UK-wide Children and Adolescents Total	1447		15%		
UK-wide Grand Total	9617		100%		

*Inverness GIC refused to answer our FOI request. See footnote to table 1 for details

Combined GIC Waiting List and Current Patient Population

If we combine this information with the waiting list information in table 5 then we can see how many people are engaging with gender identity services at any stage from referral to discharge. This will not include anybody who has been referred to a local mental health assessment service prior to referral.

Table 10: Current Patient Population as of End of October 2015

GIC	Patients	% of country	% of UK	Last Quarter	% change Vs last qtr
Charing Cross, London	5373	42%	37%	5185	4% increase
Leeds Clinic	938	7%	6%	893	5% increase
Northern Region Gender Dysphoria Service, Newcastle	672	5%	5%	335	101% increase
Northamptonshire Gender Dysphoria Service, Daventry	389	3%	3%	251	55% increase
Nottingham Centre for Gender Dysphoria	2214	17%	15%	1424	55% increase
Porterbrook Clinic, Sheffield	492	4%	3%	479	3% increase
West of England Specialist GIC (The Laurels), Exeter	1075	8%	7%	956	12% increase
English Adult Total	11153	87%	76%	9523	17% increase
Tavistock GIDS, London (plus Leeds and Exeter)	1740	13%	12%		
English Grand Total	12893	100%	100%		
Aberdeen Clinic	42	0%	0%	118	64% decrease
Chalmers Clinic, Edinburgh	397	3%	3%	328	21% increase
Inverness Clinic*				28	
Sandyford Clinic, Glasgow	914	7%	6%	373	145% increase
Scottish Adult Total	1353	10%	9%	847	60% increase
Sandyford GIDS, Glasgow	195	2%	1%		
Scottish Grand Total	1548	100%	100%		
Brackenburn Clinic, Belfast	174	1%	1%	180	3% decrease
Knowing Our Identity GIDS, Belfast	59	0%	0%		
Northern Irish Grand Total	233	2%	2%		
UK-wide Adult Total	12680		86%	10550	20% increase
UK-wide Children and Adolescents Total	1994		14%		
UK-wide Grand Total	14674		100%		

*Inverness GIC refused to answer our FOI request. See footnote to table 1 for details

Patients Discharged

We also asked how many patients were discharged during the three month period.

Table 12: Patients Discharged August to October 2015

GIC	Patients Discharged	% of country	% of UK	Last Quarter	% change Vs last qtr
Charing Cross, London	200	41%	39%	247	19% decrease
Leeds Clinic	18	4%	3%	31	42% decrease
Northern Region Gender Dysphoria Service, Newcastle	21	4%	4%	7	200% increase
Northamptonshire Gender Dysphoria Service, Daventry	30	6%	6%	27	11% increase
Nottingham Centre for Gender Dysphoria	37	8%	7%	43	14% decrease
Porterbrook Clinic, Sheffield	14	3%	3%	9	56% increase
West of England Specialist GIC (The Laurels), Exeter	38	8%	7%	22	73% increase
English Adult Total	358	73%	69%	386	7% decrease
Tavistock GIDS, London (plus Leeds and Exeter)	130	27%	25%		
English Grand Total	488	100%	100%		
Aberdeen Clinic	0	0%	0%	0	0% increase
Chalmers Clinic, Edinburgh	0	0%	0%	0	0% increase
Inverness Clinic*				0	
Sandyford Clinic, Glasgow	0	0%	0%	1	100% decrease
Scottish Adult Total	0	0%	0%	1	100% decrease
Sandyford GIDS, Glasgow	1	0%	0%		
Scottish Grand Total	1	100%	100%		
Brackenburn Clinic, Belfast	28	6%	5%	15	87% increase
Knowing Our Identity GIDS, Belfast	0	0%	0%		
Northern Irish Grand Total	28	6%	5%		
UK-wide Adult Total	386		75%	402	4% decrease
UK-wide Children and Adolescents Total	131		25%		
UK-wide Grand Total	517		100%		

*Inverness GIC refused to answer our FOI request. See footnote to table 1 for details

England Only – Referral to Treatment Time Reporting

Every month, NHS England publish NHS-wide statistics on Referral to Treatment waiting times. It was over a year ago that NHS England confirmed the Referral to Treatment rules apply fully to gender identity services, so GICs and surgical providers should be sending their waiting times data to NHS England as part of this. We asked the seven adult clinics if they were doing so:

- **Charing Cross, London:** “Currently there is not a requirement to provide waiting time information to NHS England.”
- **Leeds Clinic:** “No, we do not submit formal RTT times, as it has previously agreed by monitoring authorities that this target measure is not applicable to our services. However, regular updates regarding all aspects of the GIC service are reported to our Commissioners, and the GIC service is currently working alongside NHS England to reduce GIC waiting times.”
- **Northern Region Gender Dysphoria Service, Newcastle:** “We do not include GIC waiting time information in the trust-wide RTT data submission as the Trust has never classed the gender service as meeting the national definition of a service in scope for the RTT reporting requirements. Waiting-times data for the GIC service is, however, regularly reported to NHS England local area commissioning team.”
- **Northamptonshire Gender Dysphoria Service, Daventry:** “No as not a consultant-led service.”
- **Nottingham Centre for Gender Dysphoria:** “Yes this information is included.”
- **Porterbrook Clinic, Sheffield:** “We provide the referral to assessment waiting times to NHS England. They have not asked for us to provide the referral to treatment waiting times.”
- **West of England Specialist GIC (The Laurels), Exeter:** “No we do not supply the ‘GIC waiting time information in the trustwide RTT data that we send to NHS England’. This is because NHS England does not ask for this information. They asked a waiting time question in 2014/2015 (financial year) but this has been removed and is no longer a requirement in this reporting year (2015/2016).”

The answers provided here are quite concerning. Several of the clinics are still claiming to be exempt from the legal right to treatment (RTT) within 18 weeks, despite [NHS England confirming that it does indeed apply](#). In addition the vast majority of clinics are not providing the information to NHS England for their monthly NHS-wide updates.

According to [NHS England’s official statistics](#), as of the end of October 2015 there were 867 patients who the RTT rules apply to across the whole of the English NHS who had been waiting for an appointment longer than 52 weeks. However, we know from the data in this report that 637 patients in England have been waiting more than 52 weeks just for a first appointment at a gender clinic (and even more will have been waiting at least 52 weeks for actual treatment). These figures are [quoted in national media](#) and have even been [quoted by the Prime Minister](#). Considering the inclusion of gender identity services (including surgeries, if they are not already included) would likely double this statistic we feel this is a serious omission and would urge NHS England to remedy the situation as soon as possible.