Health Service Executive (HSE) Model of Care for Gender Healthcare

Stakeholder Engagement Process Design Group

Version 1.3: 14th July 2025

1. Background / Objective

The HSE is developing a new model of care for gender healthcare. Details on this process are available on our website www.hse.ie/eng/about/who/cspd/ncps/gender

A key element of developing any Model of Care is to gain an understanding of the perspectives of people using or seeking services, those involved in the delivery of services, and other people, including the families of those with lived experience. This process is sometimes referred to as stakeholder engagement, or review of the experience base.

At this point, we are designing our stakeholder engagement process with the initial focus being on those with lived experience.

To do this, the HSE Gender Healthcare Stakeholder Engagement Process Design Group (referred to in this document as 'the Group') is being formed to help us to design:

1. The manner, style, and modes of engagement by the HSE with people with lived experience of gender healthcare.
2. The parameters for who is to be included in the lived experience stakeholder group, and suggest how they could be contacted.

2. Scope of work

The purpose of the Group is to identify the most effective, efficient, and empowering mechanisms for the stakeholder engagement process for the HSE Model of Care for Gender Healthcare so that the process can be designed to be as inclusive as possible.

In this way, the work of the Group is to suggest a blueprint that will inform the rollout of stakeholder engagement.

The Group is not expected to operationalise any of the mechanisms that they recommend in this process: this work will be included in a later and separate process.

3. Governance

The Group will report with recommendations regarding stakeholder engagement to the National Clinical Lead for HSE Gender Healthcare. The Group is being involved in this design work at a Consulted decision level [IAP2 definition of public participation *"We will listen to and acknowledge your perspectives and concerns"*]. The decisions and work of stakeholder engagement design, funding, and subsequent rollout rests with the HSE.

4. Deliverables / Programme of work

The Group will aim to conclude their work over an expected timeframe of four to six weeks. This will result in a report offering:

- A summary of identified risks.
- Recommendations for guiding principles.
- Recommendations for the parameters of audience inclusion.
- Recommendations on the methods of stakeholder engagement that should be included in the stakeholder engagement process for the HSE Model of Care for Gender Healthcare.

The Group will nominate a Chair at the first meeting. Completion of this report is the responsibility of the Chair of the Group.

5. Meetings

The Group will meet twice over a term of four weeks. Meetings can be in person or via video conference (if possible), with a preference for in person meetings. Quorum is defined by the presence of the Chair and at least 50% of the membership.

6. Membership

Members will include representatives from the HSE National Clinical Programme for Gender Healthcare, and nominated individuals from representative and stakeholder organisations with experience of working in stakeholder engagement with the HSE.

7. Remuneration

Members are not being offered payment for their contribution to this group. In some cases, it may be possible to cover travel costs, but this is dependent on HSE policy at the time of the member's engagement with the process.