

Front cover

Bilingual WGS Logo//CVUHB Logo//029 2183 6612//cav.wgs_enquiries@wales.nhs.uk

Main text

The Welsh Gender Service (WGS) was established in 2019 as a gender incongruence/gender dysphoria assessment and diagnosis service for adults living in Wales. The WGS operates a graduated model of care involving a network of local clinicians which means that post diagnosis care can usually be offered closer to home, via your Local Health Board.

The WGS is based in St David's Hospital in Cardiff; appointments can take place at the WGS itself, or online, or at our North Wales satellite clinic in Holywell. There are plans for further satellite clinics to be set up by the end of 2024.

Referral to the Welsh Gender Service

You can access the Welsh Gender Service if you are over 18, live in Wales and are registered with a Welsh GP; you should ask your GP to make an electronic referral. If they are not sure how to do this they can contact us and we'll help them with the process.

We can accept referrals for patients who are aged 17 and over; but you and your GP should understand that you will not become a patient of the WGS until you have turned 18, and responsibility will remain with your GP until that point.

Patients who are under 17 who wish to access gender services should ask their GP for a referral to CAMHS in the first instance.

What happens after referral?

You will join the WGS waiting list and will be sent an appointment when one becomes available. First appointments are usually 60-90 minutes long, and will allow the clinician to understand your medical history and decide with you next steps. There are a variety of interventions which may be appropriate and these are detailed within the table below; our graduated model of care means that you may be referred to one of our linked providers for the next stages.

Next step		Provider
Further diagnostic appointments	Diagnosis and treatment formulation will usually take place over two or more diagnostic appointments. It is understood that patients may be at different stages in their transition when they are referred and it may be appropriate in some cases to discuss treatment planning in the first appointment.	Welsh Gender Service
Follow up appointments	To review progress along treatment pathway and decide if further interventions are appropriate	Welsh Gender Service
Endocrine review	Some patients may have a more complex medical history and will require input from our Consultant Endocrinologist in order to devise an appropriate treatment regime.	Welsh Gender Service
Psychological support	Psychological support may be appropriate for some patients; a range of interventions are available. This service is in high demand so there may be a wait before you are offered an appointment.	Welsh Gender Service
Hormone replacement therapy	The majority of our patients will access HRT as part of their treatment pathway. The WGS will recommend a dosing regime and then refer you to your Local Gender Team (LGT) to start treatment. The WGS doesn't hold information about waiting times to access LGTs so you will need to contact them direct should you have any queries.	Local Health Board – via Local Gender Team (LGT) initially; then GP
Surgical referral	Depending on the planned surgical procedure you may need to see an independent clinician for review before your referral is made; we will organise this for you. Surgery is carried out at a number of centres across England and you will be asked for your preference; this will be included in your referral. Referrals themselves are sent to the NHS England hub and you will be notified once your referral has been processed. The WGS doesn't hold information about waiting times for surgery, so you will need to contact the Hub direct should you have any queries.	NHS England surgical network
Fertility preservation	If you require fertility preservation you will be referred to your choice of fertility service.	Details
Speech and Language Therapy	If this is recommended we will ask your GP to refer you locally.	Local Health Board (via GP referral)

Contact Details

Welsh Gender Service	
General enquiries	029 2183 6612 or cav.wgs_enquiries@wales.nhs.uk
Appointment enquiries	029 2183 6619 or cav.wgs_enquiries@wales.nhs.uk

NHS England Surgical Hub	
General Enquiries	01522 857799 or agen.gdnrss@nhs.net
Please note that the Welsh Gender Service do not have access to any information about your surgical referral once it has been passed to the Hub.	

Local Gender Teams	
Aneurin Bevan	abb.alexclinic@wales.nhs.uk
Betsi Cadwaladr	03000 85 66 88
Cardiff and Vale	localgenderservice.team.cav@wales.nhs.uk or [REDACTED]
Cwm Taf	Awaiting from [REDACTED]
Hywel Dda	Awaiting confirmation
Powys	01654 702224
Swansea Bay	Awaiting confirmation
Please note that the Welsh Gender Service do not have access to any information about Local Gender Team appointments, waiting times, or blood test results.	

Other information to include?

Umbrella?

QR code for prems?

Sources of support eg umbrella, trans aid Cymru, etc