

Welcome to the

# NHS Gender Dysphoria National Referral Support Service (GDNRSS)



## Who are we?

Arden & GEM CSU is one of the largest Commissioning Support Units in the country and works with local and national NHS bodies to help deliver health services.

We have been commissioned by NHS England (NHSE) to provide a seamless service between the NHS Gender Identity Clinics and the NHS Surgical Providers (Hospitals), to process referrals for specialised gender surgery for people over the age of 17 in England, Scotland, Wales and Northern Ireland.

## How do we manage your referral?

Your Gender Identity Clinic (GIC) will make your referral to the Gender Dysphoria National Referral Support Service (GDNRSS) when you and your clinical team agree that it is the right time for you to have surgery.

Once we have received your referral, checks are completed to ensure that the necessary information is present to ensure we can send your referral onto your chosen hospital.

If any information is missing, our team will contact your GIC to request this. Once the required information is obtained, your referral is sent onto your chosen hospital as quickly as possible.

If your hospital is open and accepting new referrals, then your referral will be added to their waiting list and they will contact you to arrange your first outpatient appointment with them.

## What happens if your chosen hospital is not accepting new referrals?

The decision to close waiting lists, delay or cancel surgery remains the responsibility of the hospital. There are several factors that they consider before closing waiting lists, delaying, or cancelling surgery.

Some hospitals may close their lists for a period of time if they feel they cannot offer an appointment within a reasonable timescale. In these instances, we will hold your referral, in date order, to ensure you do not lose your place on their waiting list.

When the hospital advises us that they are accepting new referrals, your referral is then sent onto them to manage on their waiting list. The hospital will then contact you directly when they have an appointment available for you.



# What will happen to my referral if it is on a waiting list?

If it has been 12 months or more since your original referral was made, your GIC may be asked to 'refresh' your referral. For you this means that you may be contacted by your GIC to check how you are since your referral was first made. This is not a new referral, and this will not delay your referral or change your place on the waiting list.

# What should I do if I want to change my chosen hospital?

You can change your chosen hospital; however, this may result in a longer waiting time and therefore you should consider this carefully. Contact us on the support line below to discuss your options.

# Who can I contact for Information and Support?

You can speak to one of our team on the support line number below. When you contact us, we will ask you some questions to confirm your identity such as your full name, date of birth and the first line of your address.

We can answer questions and provide information regarding NHS specialised gender surgery such as:

- The status of your referral
- Whether your chosen hospital is accepting new referrals
- Which hospitals are carrying out operations
- What you need to do if you wish to change your chosen hospital
- Information relating to travel and other practicalities
- Which hospitals carry out NHS specialised gender surgery in England, Wales, Scotland and Northern Ireland

The support team are not able to give medical advice. You should contact your GP or Healthcare Professional if you have any concerns about your health or wellbeing.

# Contacting you

Your GIC will ask you if you prefer to be contacted by the GDNRSS team via email or letter and this will be recorded on your file.

We will email or write to you to let you know your referral has been received and how this has been processed using your preferred contact method.

We will not be aware of your personal circumstances, and correspondence from us will be sent to the name and address or email provided by you via your GIC.

Please ensure that your contact details are up to date with us and your GIC and contact us if you have a different way you would prefer us to make contact.

We value your views to help improve services and we may on occasion contact you to gather information about your experience and outcomes after surgery, this is known as patient reported outcome measures (PROMS). Please let us know if you do not want us to contact you to complete patient surveys.

## How we use your information

Referrals are sent to us using a confidential electronic referral system. Once received, referrals are securely stored, and our referral system is governed by the General Data Protection Regulation (GDPR).

We take our responsibility to protect your data and confidentiality extremely seriously and the information we receive can only be used by trained staff who work under close supervision.

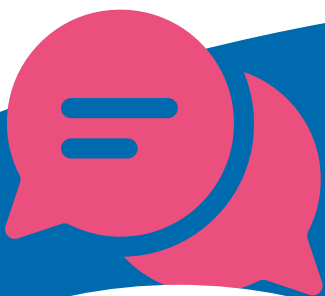
**We do not share your information with anyone other than those involved in your care and treatment.**

## Feedback



If you would like to provide feedback, please email us at [agem.gdnrss@nhs.net](mailto:agem.gdnrss@nhs.net)

If you require information in another language or format, please contact the team at [agem.gdnrss@nhs.net](mailto:agem.gdnrss@nhs.net)



GD NRSS Support Line on **01522 857799**



Email and support line open  
**Monday to Friday**  
**9am - 5pm** (excluding UK bank holidays)

