

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 Dysphoria Clinics (GDC's) and Gender Specialist 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 Dysphoria Clinic (GDC) 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 and you have undergone the required assessments.

Once we have received your referral we ensure that the necessary information is present to ensure we can send your referral onto your chosen surgical provider. Please be aware that your surgical referral is dated from the date received by GDNRSS, not when you get your recommendations from your GDC or the date of your clinic letter.

If any information is missing our team will contact your GDC to request this. Once the required information is obtained, your referral is ready to be sent to your chosen surgical provider. We are unable to forward any referral if missing information is not received.

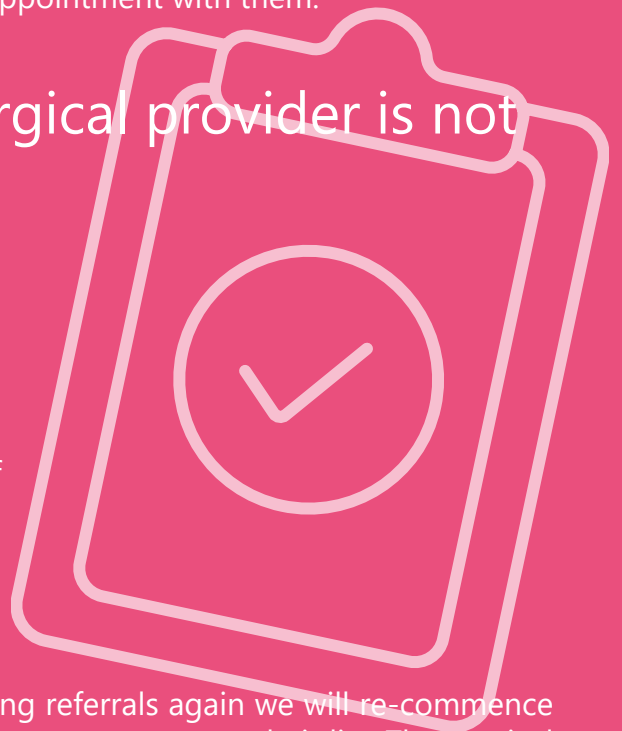
To support surgical providers with the volume and flow of referrals GDNRSS will keep referrals in date order to be sent in manageable batches at the surgical provider's request. We will notify you either by email or letter when your referral has been sent to your surgical provider. Providing your referral is accepted against the surgical eligibility criteria for the surgical provider they will contact you in due course to arrange next steps and/or your first appointment with them.

What happens if your chosen surgical provider is not accepting new referrals?

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

Some surgical provider's 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 surgical provider advises us that they are accepting referrals again we will re-commence sending referrals in date order to be reviewed, (triaged), for acceptance onto their list. The surgical provider will then contact you directly if they are able to offer you an appointment.



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 GDC may be asked by your surgical provider to 'refresh' your referral. For you this means that you may be contacted by your GDC 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 surgical provider?

If there is a suitable alternative provider you may request to change your chosen surgical provider, this may result in a longer waiting time and therefore you should consider this carefully. Contact us on the support line below to discuss.

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 surgical provider is accepting new referrals
- Which surgical providers are carrying out NHS specialised gender surgery
- What you need to do if you wish to request to change your chosen surgical provider

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 GDC 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 GDC.

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

Occasionally we may need to speak to you about your referral, particularly if we have an alternative option for you. We may call or email you on the details provided by the GDC. Please advise them if you would prefer this not to happen.

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.

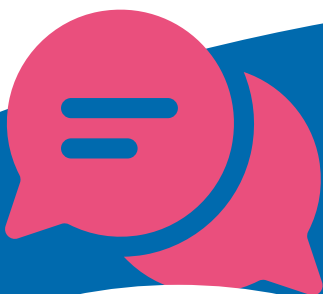
We do not share your information with anyone other than those involved in your care and treatment.

Feedback

We value your feedback in helping us to improve our service and we may ask you for your opinion following your interaction with us. All feedback is anonymous and is gratefully received.



If you require information in another language or format please contact the team at agem.gdnrss@nhs.net



GDNRSS Support Line on **01522 857799**



Email and support line open

Monday to Friday

9am - 5pm (excluding UK bank holidays)



Arden&GEM