

Welcome to the

NHS Gender Dysphoria nurse-led support and information service



Who are we?

NHS Arden & Greater East Midlands Commissioning Support Unit (AGCSU) is one of the largest commissioning support units in the country and works with local and national NHS bodies to help deliver health services.

AGCSU has been commissioned by NHS England (NHSE) to provide a seamless service between the NHS Gender Dysphoria Clinics (GDC's) 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.

What is our Information and Support service?

Our Information and Support service aims to complement the information you receive from your Gender Dysphoria Clinic (GDC) and your surgical team. You can book a consultation (video, telephone or email) with one of our Specialist Nurse Advisors who can provide information on:

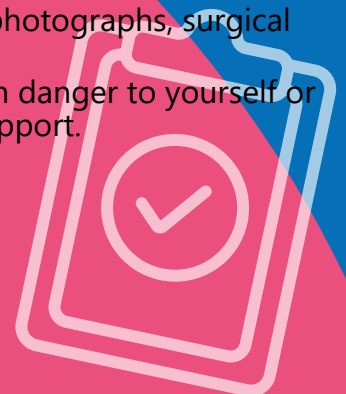
- Surgical techniques used by various providers and surgeon teams
- Typical recovery times following surgery
- Potential post-surgical complications
- Surgical eligibility criteria, where providers have these in place
- Supporting patients to change provider
- If you have an active surgical referral GDNRSS may also contact you to inform you if other surgical providers have increased capacity in order to potentially enable you to access surgery sooner.
- If you are not known to GDNRSS we will complete a demographic form at the start of the call to allow us to enter your details onto our system.

GDNRSS cannot assist with:

- It is important to note we cannot provide medical advice and the information we provide is not intended as an alternative to advice from your GDC or surgical provider. If you have any specific questions about your surgery or about a medical matter you should consult your surgeon, doctor or other relevant healthcare provider.
- We cannot alter your place on the waiting list and have no influence over the surgical provider waiting lists. Please be aware that your surgical referral is dated from the date it is received by GDNRSS, not when you get your recommendations from your GDC or the date of your clinic letter.
- GDNRSS do not hold information on the individual surgeons such as photographs, surgical outcomes or rates of revision surgery.
- Also GDNRSS are not a crisis service. If you are in crisis or are feeling in danger to yourself or others please call 999, present to your local A&E or call your GP for support.

Who can access the Information and Support service?

You need to be registered with an adult GDC and diagnosed with Gender Dysphoria



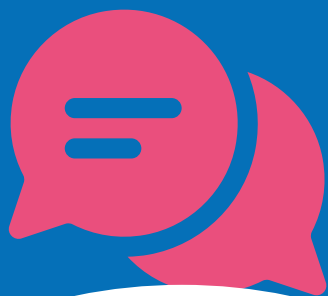
What if I wish to nominate a representative to speak on my behalf?

With your written consent we are able to speak to a nominated representative of your choice. This needs to be arranged prior to booking a call with our Specialist Nurse Advisors.



How we use your information

You can contact the Gender Dysphoria National Referral Support Service by calling 0300 131 6775 or emailing agem.gdnrss@nhs.net. We are open Monday to Friday



GDNRSS Support Line on 0300 131 6775



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