

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 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.

# What is our Information and Support service?

Our Information and Support service aims to complement the information you receive from your Gender Identity Clinic (GIC) and your surgical team. You can book a virtual consultation with one of our Clinical 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
- Waiting times for surgical providers
- Supporting patients to change provider

It is important to note that we cannot provide medical advice and the information we provide is not intended as an alternative to advice from your medical or surgical provider. If you have any specific questions about your surgery or about a medical matter, you should consult your surgeon, doctor or any other professional healthcare provider.

# Who can access the Information and Support service?

**To access the Information and Support Service, you must be aged 17 years or over and have a diagnosis of Gender Dysphoria.**

**You must also:**

- **have been referred for surgery to align your physical appearance with that of your gender identity**

**or**

- **be registered with a GIC and wish to undergo surgery to align your physical appearance with that of your gender identity but have not yet been referred to a surgical provider.**



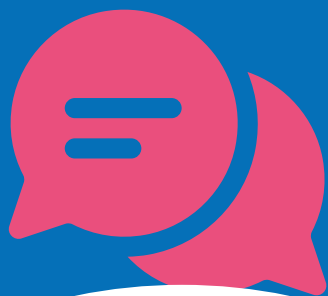
# What if I wish to nominate a representative to speak on my behalf?

We can provide information to a representative with your consent. If you wish to nominate a representative, you should let the team know before your consultation. You will also need to attend the consultation alongside your representative.



## How we use your information

You can contact the **Gender Dysphoria National Referral Support Service** by calling **01522 857799** or emailing [agem.gdnrss@nhs.net](mailto:agem.gdnrss@nhs.net). We are open Monday to Friday



GDNRSS Support Line on **01522 857799**



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