Copy of the letter sent by a patient's gender clinic

Dear Patient

We are writing to share an important update on improvements being made to NHS Adult Gender Services and what they mean for you.

No action is needed from you at this time.

NHS England is creating a single national waiting list for adult gender patients. This follows the recommendations from the Review of NHS Adult Gender Clinics.

The NHS Gender National Referral Support Service (GNRSS) manages all referrals and waiting lists for Adult Gender Services across England.

Importantly, your original referral date will be fully recognised and honoured by both the GNRSS and the Adult Gender Services.

This national approach is an important step forward. It is designed to make better use of available capacity across England and help reduce waiting times by:

- Reducing administration for clinics, which often uses up the time of clinicians in the service
- Removing duplication on the waiting lists, while maintaining oldest referral date for each patient
- Providing a clear national picture of demand and capacity across the country

Having the GNRSS as a single point of contact for everyone on the waiting list will also help ensure a timely response to patient and GP queries.

The GNRSS has extensive experience in managing referrals and waiting lists for gender services, including surgical interventions, hair epilation, and Children and Young People's Gender Services. You can be confident that referrals are managed safely, consistently, and in line with NHS standards. All personal information is handled lawfully and securely, in line with the UK General Data Protection Regulation (GDPR) and the Data Protection Act 2018.

Over the coming months, we will securely transfer your referral information to the GNRSS.

Once your referral details have been received by the GNRSS, you will be sent an information pack explaining:

- What this change means for you
- How the GNRSS will stay in touch while you wait
- How and when you can contact the team if you have questions

The GNRSS team will be able to support you once your referral has been formally transferred and you have received confirmation from them.

While you remain on the waiting list, the GNRSS will keep your referral and stay in contact

with you. When you near the top of the waiting list, they will check that your details are up to date and will contact you so your referral can be passed an Adult Gender Service.

We will keep you informed of further updates via the Adult Gender Clinic websites and on the GNRSS website https://www.genderreferralservice.nhs.uk/

Yours faithfully