

Dear patient,

We are writing to you as our records show that you have previously been referred to St Peter's Andrology Centre as an NHS patient.

We want to update you on the current situation that is preventing patients from receiving surgical procedures, and to reassure you that the NHS is taking urgent steps to resolve the situation.

Despite having had a contract offer to perform surgical procedures on behalf of the NHS, St Peter's Andrology Centre confirmed with the NHS that it had been unable to meet the requirements for confirmation of contract award because it had not secured a contract with a hospital site for the provision of operating theatres, theatre staff, inpatient wards and other necessary hospital infrastructure requirements for a safe surgical service.

The NHS had given St Peter's Andrology Centre sufficient time to resolve this situation, but by April 2021 the health service in England, Northern Ireland, Wales and Scotland jointly agreed that they needed to act without delay to secure an alternative provider to enable surgery to resume. That process is now well underway with an ambition to award a contract to a provider by July 2021.

Once a provider has been appointed, the Gender Dysphoria National Referral Support Service (GDNRSS) will be back in touch when your referral has been passed to the provider.

We understand that the current situation may be unsettling. If you have any immediate physical health concerns, contact your GP in the usual way. We have notified the Gender Dysphoria Clinics about this situation, so your 'Named Professional' at your Gender Dysphoria Clinic is your primary point of contact about the needs that you may have in regard to the care that they are providing you.

If you require mental health support, the following support services may be able to help:

#### **Samaritans**

Samaritans offer confidential support for people experiencing feelings of distress or despair.

- Telephone: 116 123 (free 24-hour helpline)
- Email: [jo@smaritans.org](mailto:jo@smaritans.org) (24-hour help)
- Website: [www.samaritans.org.uk](http://www.samaritans.org.uk)

#### **Anxiety UK**

Anxiety UK provide support if you are experiencing anxiety, stress, anxiety-based depression or a phobia.

- Telephone: 03444 775 774 (Monday to Friday, 9.30am to 5.30pm)
- Text: 07537 416 905
- Website: [www.anxietyuk.org.uk](http://www.anxietyuk.org.uk)

**CALM**

CALM is the Campaign Against Living Miserably, who provide a mental health helpline and webchat support.

- Telephone: 0800 58 58 58 (daily, 5pm to midnight)
- Website: [www.thecalmzone.net](http://www.thecalmzone.net)

**MIND**

Mind promotes the views and needs of people with mental health problems.

- Telephone: 0300 123 3393 (Monday to Friday, 9am to 6pm)
- Website: [www.mind.org.uk](http://www.mind.org.uk)

Yours sincerely

GDNRSS

Enc: "welcome to GDNRSS" leaflet