

Sandyford Gender Identity Service

Accessing General Sexual Health Services

Trans and non-binary patients may access any service at Sandyford for issues unrelated to their gender identity. They should be treated the same as any other client and their chosen gender role name and preferred pronouns should be respected. Further specific guidance is available in the Transgender Policy.

NHS Greater Glasgow and Clyde has a Transgender Policy which describes how services should engage with trans clients.

This policy is available on staff net by accessing the following link:

http://www.equalitiesinhealth.org/public_html/documents/NHSGreaterGlasgowClydeTransgenderPolicy_003.pdf [accessed December 2020]

Accessing the Gender Identity Service

Clients may present seeking help with gender dysphoria i.e. distress regarding their gender. They may contact Sandyford Services in a state of distress or seeking advice about how to transition (change from one gender to another). Patients can self-refer to the Gender Identity Service or be referred by their GP. If seen in a Sandyford clinic they can be internally referred to the Gender Service using the 'special forms' option on NaSH and completing an internal referral.

Clients should be advised that waiting times are long because of high demands on the service. If they need to speak to someone urgently about their distress and they are within the GGC healthboard can be advised to contact Sandyford Counselling and Support Services (SCASS) on 0141 211 6700.

Patient Information

The clinic has produced a gender information booklet providing information about the services provided within Sandyford and supports within Scotland. This is available on the Sandyford website using the following link:

<http://www.sandyford.org/media/1520/gender-identity-service.pdf>. [accessed December 2020]

The Sandyford website also contains regularly updated information on waiting times and how to contact the service

Current contact details for patients are:

- adultgender.sandyford@ggc.scot.nhs.uk
- youngpeoplegender.sandyford@ggc.scot.nhs.uk

Our phone lines are open from 8.30am – 11.30am Monday to Friday for urgent issues only, such as cancelling an appointment at short notice.

Adult team: 0141 211 8137 (8.30am-11.30am)

Young People's Team: 0141 211 8618 (8.30am-11.30am)

Emergencies

Very rarely patients may present with complications following recent Gender Confirmation/Reassignment Surgery. A medical opinion should be sought in these cases.