

# LGBT+ Experiences of Health and Social Care Services 2020 Response

Dr Luke Simonds (he/him)  
LGBTQ+ staff network chair



# Background



## Lesbian, Gay, Bisexual and Transgender +

### Experiences of Health and Social Care Services

V1.0

March 2020



# Recommendations

- LGBT+ awareness and training – including introduction of NHS Rainbow Badge Scheme
- LGBT+ visibility within services
- Availability of LGBT+ specific information
- Information and data collection



# Children and young people

- Availability of information
- Access to advice and support
- Encouraging increased awareness and understanding within schools and colleges.



# Our action plan:

- The development of training programmes would promote a positive culture and attitudes towards LGBT+ people as this will increase awareness that will challenge discrimination, stereotypes and assumptions of LGBT+.
- Adopt and increase the use of the LGBT+ ribbon on logos/badges to raise awareness and positive imagery and promote positive culture and challenge discrimination
- That there are information systems specifically that represent LGBT+ affirmative imagery in place with greater visibility
- Data collection forms that accommodate diversity of gender identity to reduce risk of exclusion.
- There are people available for young people to talk to about issues and concerns about sexuality and gender. Need for increased information, understanding of their needs and greater confidentiality, in particular when parents/carers may need to be informed and involved in care discussions



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# LGBTQ+ Awareness and training

## LGBTQ+ Staff Network

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**LGBTQ+**  
**NETWORK**

Welcome to the Intranet page for our LGBTQ+ Network!

### Network Chair:

**Dr Luke Simonds** (pronouns: *he/him/his*)  
 LGBTQ+ Network Chair  
 Specialty Doctor in Intensive Care Medicine  
 Deputy Head of WAHT Undergraduate Teaching Academy

Email: [Lsimonds@nhs.net](mailto:Lsimonds@nhs.net)

**A message from Dr Luke Simonds**  
 Chair of our LGBTQ+ Network



*"It gives me great pleasure to introduce myself as the new Chair of the LGBTQ+ Staff Network for Worcestershire Acute Hospitals NHS Trust.*

*I have been working in the Trust since 2014 and have witnessed the excellent progress that our BAME network has made in recent years. In the spirit of our 4ward behaviour of 'work together, celebrate together' it is my aim to build on their efforts to improve equality and diversity within the Trust, focusing on the LGBTQ+ community.*

*My door is always open for any colleague who encounters any difficulties or discrimination in the workplace due to their sexuality or gender.*

*Everybody has the right to come to work in a safe and inclusive environment. If anybody has any suggestions on how we can do better as a trust then please do get in touch, we need your lived experiences to help shape future progress."*

  
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## LGBT+ HISTORY MONTH

This LGBT+ History Month we're proud to announce that our Trust is participating in the next phase of the NHS Rainbow Badge Project.


To hear more about this initiative or to find out how we aim to make your workplace a more inclusive environment for staff and patients, join the next LGBT+ Network meeting on Tuesday 15 February at 10am via Microsoft Teams.

For more info, or for the link to join the meeting on Tuesday 15 February, email the LGBT+ Network on: [wah-tr.lgbtqplusnetwork@nhs.net](mailto:wah-tr.lgbtqplusnetwork@nhs.net)

  
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<a href="#">What is LGBTQ+?</a>
<a href="#">Why is this important?</a>
<a href="#">Aim of the Network</a>
<a href="#">News</a>
<a href="#">Who are we?</a>
<a href="#">NHS Rainbow Badge</a>
<a href="#">Education</a>
<a href="#">Resources</a>
<a href="#">Support</a>
<a href="#">Contact us</a>

# LGBTQ+ Awareness and training



**NHS**  
Health Education England

**NHS**  
Sussex Partnership  
NHS Foundation Trust

## LGBTQ+/ Gender Identity Intermediate Mental Health Training Workshop (F2F or Virtual)

**Who is it for?**  
NHS Staff in Primary Care, Community Care, Acute Care (including CAMHS & Mental health services), Educational and other Health and Social providers who work with LGBTQ+ individuals across the UK.

**Why is it needed?**  
Evidence shows health outcomes are worse for LGBTQ+ people than the general population; with many LGBTQ+ people feeling uncared for (Government Equalities Office, 2018). There is significant evidence by way of national data and statistics highlighting the necessity for LGBTQ+ people to receive better care and for staff to be more understanding of LGBTQ+ needs (PHE, 2017).

Compassionate staff training around LGBTQ+ people and their potential vulnerabilities has been shown to impact on the way individual staff members are able to re-evaluate their beliefs and assumptions, which may have previously caused them to have actively avoided treating/working with LGBTQ+ individuals.


**Workshop overview**  
*What is LGBTQ+/ Gender Identity Intermediate Mental Health Training?*

LGBTQ+/ Gender Identity Intermediate Mental Health Training is a 1/2 day interactive, informative and thought provoking face-to-face/virtual workshop designed with HEE. The training will be delivered by Dr Jamie Willo, Darzi Fellow and ACP accredited Child and Adolescent Psychoanalytic Psychotherapist working with Sussex Partnership NHS Foundation Trust in Children services for over 14 years. Jamie allows participants to experience how it may feel to be in the shoes of an LGBTQ+ person in our society, and highlights the difficulties faced on a day to day basis by LGBTQ+ people. The workshop is a safe, explorative space.



# LGBTQ+ visibility within services




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## Everyone is...

- WELCOME
- ACCEPTED
- CELEBRATED
- ENCOURAGED
- RESPECTED
- LOVED

## ...here

 Proud to be part of the  
 NHS Rainbow Badge Project

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- DIVERSE
- INCLUSIVE
- ACCEPTING
- WELCOMING
- SAFE SPACE FOR EVERYONE



**Book your cervical screening appointment**

Trans men and non-binary people aged 25-64 are eligible for cervical screening if they have a cervix.

Screening saves lives  
 Help us help you

# Information and data collection

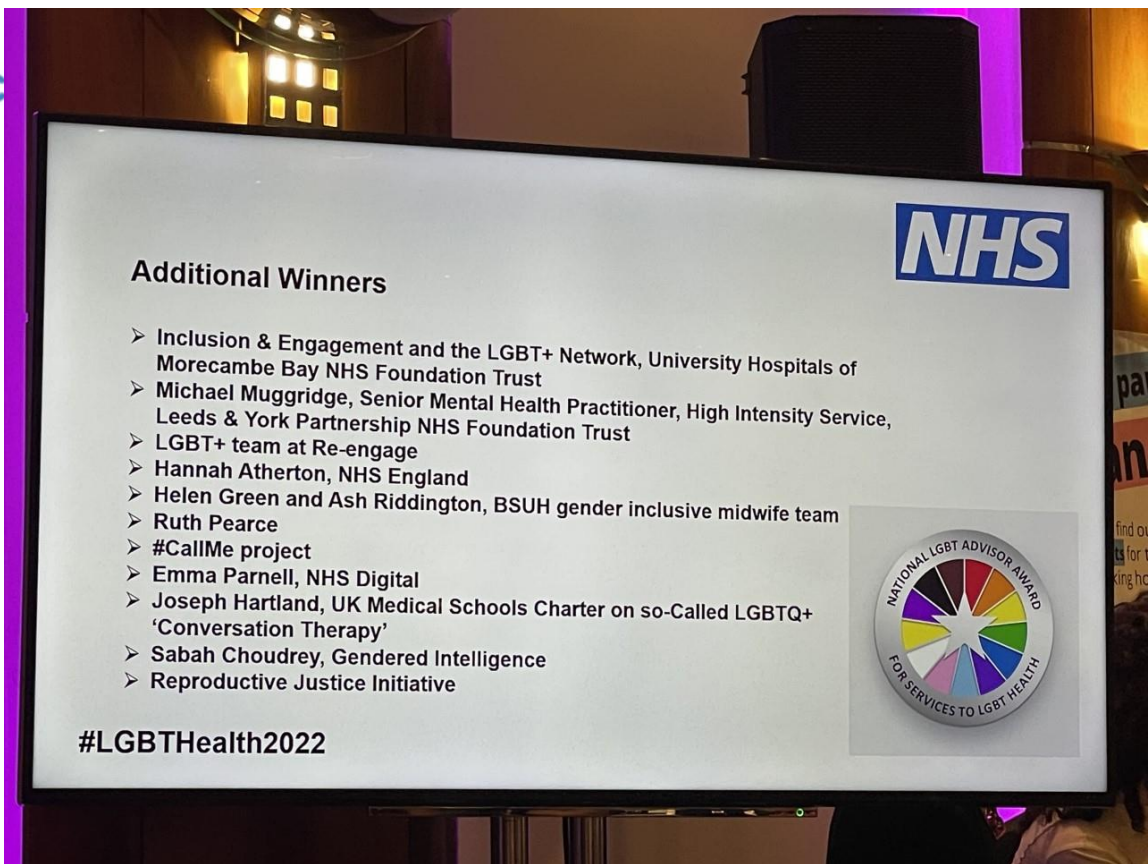


Table 1 When referring to the birthing parent:

Previous term	New term	Previous example	New example
"Breastfeeding"	"Breast/chestfeeding"	"The value of breastfeeding as protection, comfort and food"	"The value of breast/chestfeeding as protection, comfort and food"
"Breastmilk"	"Human milk" or "breast/chestmilk" or "milk from the feeding mother or parent"	"The nutrients in breastmilk are unique"	"The nutrients in human milk are unique"
"Her"	May need to use "them" or "their" when replacing "woman" with "woman or person"	"The screening midwife contacts the woman by phone to inform her of the result, discuss options and arrange follow up care."	"The screening midwife contacts the woman or person by phone to inform them of the result, discuss options and arrange follow up care."
"Maternal"	"Maternal and parental" or "maternal/parental"	"Take maternal pulse every hour"	"Take maternal or parental pulse every hour"
"Maternal" or "maternity"	"Maternity" or "perinatal" (this acknowledges that "Maternity" sometimes refers to terminology which it is not possible for BSUH to change at present)	"Maternity care should be available to all"	"Perinatal care should be available to all"
"Maternal consent"	"Informed consent"	"Maternal consent given to continue"	"Informed consent given to continue"
"Maternal notes" or "maternity notes"	"Hand held notes" or "Antenatal/Labour and Birth Care/Postnatal Care Record"	"The discussion should be recorded in the maternal notes"	"The discussion should be recorded in the hand held notes"
"Mother/s"	"Mother/s or birthing parent/s" or "mothers and birthing parents"	"The mother's blood group should be documented"	"Mother or birthing parent's blood group should be documented"
"She"	May need to use "they" when replacing "woman" with "woman or person"	"When a woman consents to a test she should be informed how she will receive the result"	"When a woman or person consents to a test they should be informed how they will receive the result"
"Woman"	"Woman or person"	"Weigh the woman, recording the weight on the combined screening request form in kilograms."	"Weigh the woman or person, recording the weight on the combined screening request form in kilograms."

Relating to IRMER Procedure: (c)	<b>For making enquiries of individuals of childbearing potential to establish whether the individual is or may be pregnant or breast feeding.</b> Procedure required under IR(ME)R 2017 Regulation 6 and Schedule 2(c)
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**Diagnostic imaging and nuclear medicine  
 Inclusive Pregnancy Status (IPS) form**

Patient name: .....

NHS no:.....

1. What is your preferred name? .....

2. What are your pronouns? – please circle: He/Him, She/Her, They/Them, Other

Your doctor/healthcare professional has requested an X-ray or other similar investigation that requires an exposure to radiation. As radiographers, it is our professional duty and legal responsibility to ensure that we protect individuals from unnecessary exposures to radiation. This is particularly relevant when considering any potential risk to pregnancy where there is greater risk from the harmful effects of radiation.

- As you are aged between 12 and 55 years old, please answer the following questions.

3. Which sex were you registered as at birth? Female / Male (please circle)

If you are aware that you were born with a physical variation in your sex characteristics (VSC), also known by the terms diverse sex development (DSD) or intersex, please let the radiographer know. This can be discussed privately if you wish.

**Only answer the following if you have answered Female above, and/or have a VSC with the potential of pregnancy:**

4. Have you had any previous surgery, treatment or medical conditions that resulted in you being unable to become pregnant? YES / NO

If YES, please move on to patient signature. If NO, please continue:

5. When was the 1st day of your last menstrual period? .....

6. Are you or might you be pregnant? YES / NO


**Only continue with the following questions if you are unsure of the response to Question 5 or answered YES to Question 6:**

7. Is your period overdue? YES / NO / UNSURE

8. Are you using any form of contraception? YES / NO

Patient signature..... Date.....

# Availability of LGBTQ+ specific information



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**Visit our website** to see how we are **supporting our LGBTQ+ patients** during their visit to hospital

Scan the QR code on your phone

Or visit [worcsacute.nhs.uk/LGBTQ](https://www.worcsacute.nhs.uk/LGBTQ)

- Rainbow badge
- #Callme
- Ward allocation
- Pronouns
- Hormone treatment
- What to do if you feel you have been discriminated against
- External resources

# Guidance on Same Sex Accommodation

## Supporting Individuals Who are Transgender, Gender Fluid or Gender Non-Conforming- POLICY

<b>Department / Service:</b>	Trust wide
<b>Originator:</b>	Jennifer Wood, Senior Sister, Emergency Department
<b>Accountable Director:</b>	Chief Nursing Officer
<b>Approved by:</b>	
<b>Date of approval:</b>	TBC
<b>Expiry Date:</b>	TBC
<b>Target Organisation(s)</b>	WORCESTERSHIRE ACUTE NHS TRUST
<b>Target Departments</b>	All Departments and Directorates
<b>Target staff categories</b>	All staff (both temporary and substantive) including all contractors, agency and bank staff

### 13. Admission to Single Sex Accommodation

- The patient must be in a same sex environment of the gender they identify as.
- Trans or gender non-conforming patients must be treated as their preferred gender or given the option to use gender neutral facilities if available i.e. toilets/ showers.
- This presentation may not always accord with the physical sex appearance of the chest and genitalia.
- Allocation of accommodation does not depend upon them having a GRC or legal name change
- Depending on how the patient presents they may not wish to be placed on a ward of their identified gender. A discussion must take place with the patient who must be asked if they would prefer the privacy of a single room, if one is available. This must not be arranged without their consent.
- Staff must be aware that the Trans patient needs sensitive support for their care, for example they may need to shave facial hair; or they may need sanitary products. Staff must be sensitive when discussing these issues.
- The views of the trans or gender non-conforming person should take precedence over those of family members where these are not the same.

# Children and young people

- Service currently looking at designing leaflets for CYP
- Teaching has been delivered

# So what next?

- Ensure all outstanding tasks are completed
- Continue education of staff
- NHS Rainbow Badge Action plan
- Gender neutral toilets
- Pronouns with #callme on wristbands?
- Digital review – mindful of our limitations as a trust
- Attendance and visibility at Worcester Pride
- Further focus groups to hear lived experiences



# Questions and suggestions?