



Summary Report

Lesbian, Gay, Bisexual and Transgender Experiences of Health and Social Care Services

March 2020

Our Work

Healthwatch Worcestershire carried out surveys and engagement to gather feedback from LGBT+ adults and young people in Worcestershire about their experiences of health and social care services.

186 people completed our surveys and we spoke to 40 people as part of our engagement.



Health and Social Care Services

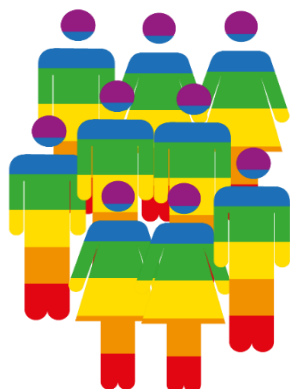


Our survey suggests that many adults who identify as LGBT+ feel health services have shown an understanding of them as an LGBT+ individual, including GP practices and Hospitals and in particular Accident and Emergency Departments and Sexual Health services.

However, many felt they have experienced **barriers** and **inequalities** when accessing local health services. Across all the health services some respondents told us they did not feel there was an understanding of them as an LGBT+ person.

In particular, **44%** of respondents told us they did not think **mental health services** showed an understanding of LGBT+.

WAITING ROOM



Issues highlighted included:

- Lack of LGBT+ **visibility** and **representation** within health services
- A need for increased **awareness** and **training**
- **Assumptions** being made on the basis of sexuality and gender identity
- **Information** and **data collection** systems not accounting for diversity of gender and sexuality

Young People's Emotional Wellbeing

81% of the young people who responded to our survey told us they had experienced **negative attitudes** from others relating to sexuality or gender identity.

Many felt they were not able to talk about this with staff at school, health professionals and in some cases their families.

Findings suggest there is a need for increased **information, understanding and support** for young people as they develop their own understanding of their sexuality and gender identity.



LGBT+ Carers

Our findings suggest that LGBT+ carers would value access to support groups and increased awareness and visibility within organisations providing support.

Recommendations

Healthwatch Worcestershire has made recommendations to **health and social care services** commissioners and providers about -

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

We have also made recommendations to commissioners and providers on **children and young people's emotional wellbeing services** about -

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

Visit our website to read the **full report** here -

www.healthwatchworcestershire.co.uk/lgbt-experiences-of-health-and-social-care-services/



Thank you to everyone who shared their experiences and helped us to gather feedback. Including: Out2Gether, Mermaids, The Hub in Bromsgrove, Kidderminster District Youth Trust, Out2Gether Youth in Malvern, Your Ideas Redditch, Worcester Sixth Form College and Pershore High School.