



**Herefordshire and
Worcestershire**
Clinical Commissioning Group

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Jo Ringshall
Vice Chair - Healthwatch Worcestershire
Healthwatch Worcestershire
Civic Centre
Queen Elizabeth Drive
Pershore
WR10 1PT

Dear Jo,

Re: LGBT+ Experiences of Health and Social Care Services in Worcestershire

Thank you for sharing with NHS Herefordshire and Worcestershire CCG the feedback and recommendations of the recent responses received from the Lesbian, Gay, Bisexual and Transgender+ community about their experiences of health and care services in Worcestershire.

The CCG is committed to ensuring that we implement equality and diversity as an integral part of the organisation, with the aim of ensuring that all staff and people using services that we commission will be treated with respect and dignity.

This includes promoting a positive culture and attitudes towards LGBT+ people within or organisation and with our commissioned providers and that we challenge discrimination, stereotypes and assumptions.

We continuously strive to ensure we meet standards under the Equality Act 2010 to ensure that not only our business practices, but also our culture is reflective of our diverse population.

I have outlined our commitments and some of our work relating to specific recommendations detailed in your report:

Awareness Training

The CCG is committed to Increasing awareness and understanding of LGBT+ for all staff.

Within our organisation, we continue to ensure that our staff have appropriate training and this includes yearly mandatory training modules on equality and inclusion. We will also ensure that we keep our training modules under review and that we include specific requirements for staff training to understand of the needs of the LBGT+ community as outlined in your findings and recommendations.

In addition to mandatory training, we have a staff wellbeing group who work to help raise awareness that our workforce comprises members of diverse communities including LGBT+.

Through our yearly appraisal process there is an opportunity for staff to discuss with their line manager any concerns and for support to be put in place if required.

The CCG also commissions Care First support, a confidential support service for all staff which includes a lifestyle portal and counselling services.

In 2015 NHS South Worcestershire CCG applied and was accepted as one of the 39 organisations on the Stonewall Healthcare Equality Index: <https://www.stonewall.org.uk/news/stonewall-launches-2015-healthcare-equality-index> the learning from this process is being shared within Herefordshire and Worcestershire CCG.

Visibility within services

The CCG will also work with our commissioned partners to encourage the use of LGBT+ logos and posters in areas such as waiting rooms, reception areas and treatment rooms to give visual reassurance of LGBT+ friendly service.

As with all protected characteristics we will continue to ensure our designs and produced materials are representative and will look to introduce LGBT+ diversity to images used in information about services, including printed leaflets and publications, website, social media and displays in public spaces.

Internally, the CCG hosts a wellbeing staff zone on our intranet 'Hub' and we will be participating in the 'NHS Virtual Pride' event on Friday 26th June 2020, which is extended through the whole of the NHS and will be promoted to our workforce.

Information

The CCG has an organisation website and uses several social media channels. Where appropriate we will continue to ensure the relevant signposting is available and will encourage providers to ensure they are using their web and social media channels to inform and signpost as required to LGBT+ services.

In addition, our complaints area on the website is clearly identified and signposted.

<https://herefordshireandworcestershireccg.nhs.uk/contact-us/compliments-and-complaints>

Information and data collection

We ask for information from our staff through the application process in order to ensure as an employer that we recognise any particular requirements of our staff population breakdown and to enable a better understanding of health needs and outcomes of our workforce, including LGBT+. Disclosing biographic information is at the discretion of the employee.

The CCG, as a commissioning body buying services from providers, monitor providers annually on compliance with the public sector equality duty which tasks all statutory providers to publish relevant information on service user information. We have strengthened this by including the requirement for providers, as part of service level agreements, to monitor who is accessing the services broken down by protected characteristics.

We continue to work with our providers to routinely collect monitoring data including LGBTQ information, where relevant and appropriate. Collation of such data gives us and the providers a trend analysis so that we can improve services, especially for those who may not be accessing the service.

We will also continue to encourage providers to collate monitoring data in the complaints process which will us in making our services accessible for all communities.

Children and Young People

The CCG will continue to work with partners delivering services for children and young people to encourage the use of LGBT+ logos and posters in areas such as waiting rooms, reception areas and treatment rooms to give visual reassurance of LGBT+ friendly service that are representative of, and speak to younger audiences and that services for children and young people are appropriately signposted in the relevant locations.

As with all protected characteristics we will continue to ensure that any CCG designed and produced materials are representative and will look to introduce LGBT+ diversity to images used in information about services, including printed leaflets and publications, website, social media and displays in public spaces and that these are aimed at children and young people where appropriate.

We are developing an accredited App library which will be hosted on our website, and this will provide a trusted source of online information for adults and children & young people on a variety of health issues including mental health and wellbeing.

Carers

The CCG works closely with the voluntary sector and carers and will ensure that we can support the Worcestershire Association of Carers to access the information needed to implement recommendations for Health and Care Services within their own organisation, in relation to: LGBT+ awareness and training, LGBT+ visibility, information and data collection.

In summary, we acknowledge that many of the recommendations relate more specifically to providers of services, for example mental health services and GP practices, and the CCG will continue to work with and support partner providers to ensure the public are receiving clear information on how to access services and support to members of the LGBT+ community.

We are dedicated to delivering culturally competent services for our population. The CCG is committed to Equality and Human Rights, as these are part of our main values. We aim to be an inclusive organisation where everyone has a fair opportunity to fulfil their potential and have an equal opportunity to access healthcare services.

Yours sincerely,

Simon Trickett
Chief Executive
NHS Herefordshire and Worcestershire CCG