



Chief Executives Office
Worcestershire Health and Care NHS Trust
2 Kings Court
Charles Hastings Way
Worcester
WR5 1JR

Tel: 01905 681667

e-mail: sarahdugan@nhs.net
www.hacw.nhs.uk

7 July 2020

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

Dear Jo,

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

Thank you for providing a copy of your final report.

I have responded to each of the recommendations as below:

LGBT+ Awareness and Training

1. How to promote a positive culture and attitudes towards LGBT+ people within services and challenge discrimination, stereotypes and assumptions.

The LGBT+ Staff Network is working on a 'focus on' document to raise awareness of the LGBT+ Agenda to include the significance of wearing the NHS Rainbow Badge and the benefits to service users.

2. Increasing awareness and understanding of LGBT+ for all staff

The LGBT+ Staff Network are considering the various options around how we can increase awareness in the Trust both for Staff and Service User - for example, attending Trust Induction to promote the Network and the purpose of the network.

3. Introducing the NHS Rainbow Badge scheme (where applicable)

WHCT have advocates of the NHS Rainbow Badge - it was introduced into the Trust September 2019, and launched as part of Worcestershire PRIDE event. As of March 2020 there were 1600 pledges for the Badge.

The LGBT+ Network are looking at an anniversary event to increase the awareness of the badge but more so the significance of wearing it.

4. Ensuring specific knowledge and understanding of gender identity and gender transformation processes for appropriate staff / services e.g. GPs, sexual health services, adult and children and young people's mental health services.

The Trust has developed and facilitates an Equality Advisory Group where LGBT+ and transgender communities are represented. The remit of the group is to oversee various Equality processes and procedures and Trust staff are required to demonstrate inclusivity and due regard for a range of equality groups. The opportunity to discuss projects with the group aids staff awareness and understanding of LGBT+ issues. The members of the Trust Equality Advisory Group received the Healthwatch report, and discussed its findings when the group met on July 2nd 2020. The group considered and discussed the issues of awareness around community culture and experiences.

The Trust has developed and facilitates a Trust Youth Board where LGBT+ communities are represented. Before Covid, the Youth Board undertook some early work to explore how they could deliver awareness raising sessions for staff- this included attendance at a service away day and undertaking a survey across local transgender groups – the report is being written up currently.

Following publication of the Healthwatch report, feedback has been sought from a small group of MH staff around current mandatory equality and diversity training, or other diversity courses. This has indicated that they experience these courses as short and generic, and that they would really appreciate some specific LGBT+ training, particularly when working with young people or those who are trans/transitioning, and they would like advice and guidance on specific experiences like 'coming out' or how to signpost someone to appropriate services and support .

Some services – for example for CYPF 0-19 Starting Well Services – are engaged in a range of awareness raising opportunities for staff. For example, Public Health Nurses have attended training with Mermaids. It covered language used, misconceptions, use of pronouns and supporting young people identifying as LBGTQ+. Work is going on to actively share and evaluate best practice across the partnership with the aim of adopting the most effective method and approach.

Across all of these initiatives, the Trust will need to undertake work to explore the content of any awareness raising work or information or support provision – particularly when it relates to children and young people who are under 16.

LGBT+ Visibility within Services

5. Increasing 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.

The Staff Network are in the early stages of discussing this and it will continue to be part of the future agenda of the group – also, in terms of how this works in relation to other underrepresented groups and protected characteristics e.g. BAME and Disability.

6. Introducing LGBT+ diversity to images used in information about services, including printed leaflets and publications, website, social media and displays in public spaces.

Discussions with staff in MH services and a random review of notice boards at one Trust site has indicated that there is an absence of LGBT+ specific materials.

Images used in publications and promotional material to include same sex couples, BAME and people with Disabilities to be more reflective of society and the population we provide healthcare to .

Some examples of work undertaken already in relation to this community are:

- Specialist teams created a 'flyer' for Worcester Pride last year and supported the Trust stall.
- Sunshine Family Hub in Malvern has a 'Different Families - Same Love' interactive display as well as an LGBT+ awareness board.
- Pride month has been promoted on Starting Well social media. Community Health Connectors have been tasked to source LGBT flyers and posters for the Hubs and social media resources.

Information

7. Ensuring relevant information is available – in printed formats within services, on organisation website and promoted online via social media where appropriate about:

- a. Local sources of LGBT+ information, advice and support.
- b. LGBT+ specific health related information – for example, fertility treatment for same sex couples and sexual health.
- c. LGBT+ specific information on relevant websites, such as Healthy Minds and sexual health clinic website 'Know Your Stuff'
- d. Support and advice available for LGBT+ carers via Worcestershire Association of Carers
- e. Confidentiality, in particular for young people about how confidentiality will be maintained and when parents / carers may need to be informed.
- f. How to raise a concern or make a complaint about the service.

We can signpost staff to LGBT+ groups who provide guidance and support in Worcestershire and Herefordshire via our intranet and website, with some information about the group and contact details, e.g. Out2gether, Mermaids, etc. However, we would also have to put a caveat/disclaimer that we are not endorsing or recommending these groups.

Our Sexual Health Services do provide LGBT+ specific health related information already, and are currently reviewing what is provided with a view to strengthening this material.

The Trust will need to undertake work to understand what 'LGBT+ specific information' is required/appropriate in terms of Mental and Sexual Health, and we may seek help and advice on this from our Healthwatch colleagues.

The Trust will need to undertake some work to understand what 'support and advice' is required/appropriate for LGBT+ carers and we may seek some help and advice on this from our Healthwatch colleagues.

Much work has been undertaken by the Trust to make the community aware of how they can raise a concern or make a complaint. There are a range of options open to complainants – telephone, letter, email or via the Patient Relations Team (PALS) or through the FFT – which are widely publicised. The Trust would like to understand if a different approach is required for the LGBT+ community or if we are not making complaint channels clear and transparent to the community as a whole. It would ask for further advices on this point.

Information and Data Collection

8. Ensuring data collection and collation of gender identity and sexual orientation is carried out, to enable a better understanding of health needs and outcomes of LGBT+ community in Worcestershire.

9. Ensuring information systems and forms accommodate diversity of gender identity. For example:
- Ensuring forms do not simply ask to specify either male or female
 - Ensuring that staff treating or supporting individuals know their preferred pronouns
 - Considering how gender specific information is presented e.g. Mr / Mrs / Miss being used on screens calling into an appointment or on prescriptions.
 - Screening programmes identifying those requiring screening and considering how this can be carried out in a sensitive way e.g. cervical screening and breast screening.

Gender and Sexual Orientation are two different sets of data collection. Identifying a person by their title Mr, Mrs, Ms, X is a third data collection relating to marital status.

Gender is not binary and therefore asking an individual to identify as male or female is limiting. Sometimes we are working with National Systems which give limited options and we cannot change them.

A sensible solution would be to provide the following options:

Male

Female

Self-describe _____

Prefer not to say

The difficulty is that some of our systems do not allow for 'free text', so the alternative to 'Self-describe' would be to list all the gender options, some of which will need explaining and there is a risk that an option is missed or added at a later date.

The Sexual Orientation Monitoring Information Standard provides categories for recording sexual orientation but does not mandate collection. It provides a mechanism for recording the sexual orientation of patients/service users aged 16 years and over across all health services in all service areas where it may be relevant to record this data. There are services in our Trust where asking and recording sexual orientation is relevant to care/treatment - the most obvious is sexual health services. We will review our services and if the care/treatment provided is affected by a person's sexual orientation, if we do not currently record this data, we will record the data against the categories identified by the Sexual Orientation Monitoring Information Standard.

Data must only be collected where there is a definite purpose/use for the data, which is a requirement under the Data Protection Act. In order to meet the requirements of the Public Sector Equality Duty, there is no need to collect data from every patient; representative sampling across services is acceptable.

The members of the Trust Equality Advisory Group received the Healthwatch report, and discussed its findings when the group met on July 2nd 2020. The group spent some time exploring information gathering and how people felt about its relevance in different circumstances. It was agreed that it was important for staff to explain why they need to gather information, to seek it in the context of asking a range of questions, and to respect a person's right not to answer. This is something we would like to explore further with the Equality Advisory Group and other groups including staff.

Guidance on Same Sex Accommodation for Hospitals

10. Ensuring NHSE guidance on delivering same sex accommodation is followed

We follow guidelines and we are compliant.

Chairman: Chris Burdon

Chief Executive: Sarah Dugan

Working together for outstanding care

II. Emotional wellbeing: Children and young people

Recommendations for emotional wellbeing of children and young people

Worcestershire Health and Care NHS Trust, Herefordshire and Worcestershire Clinical Commissioning Group and Worcestershire Children's First should consider:

Information

11. Ensuring relevant information is available – in printed formats within services, on organisation website and promoted online via social media where appropriate about:

- a) Different LGBT+ identities
- b) Gender identity and transition
- c) Sex, sexual health and how to access sexual health services
- d) Local LGBT+ support groups and youth groups
- e) How to access support for mental health and emotional wellbeing
- f) Trusted sources of online information and support

Advice and Support

12. How to support and encourage local LGBT+ groups and support services for young people.

13. How to provide LGBT+ information and support for parents / carers.

The Trust has an LGBT+ staff network and a Youth Board. A review of the Trust external website does indicate a lack of LGBT+ materials, either as static or downloadable items. As such, the staff network and the Youth Board will be asked to work with the Trust around this. However, we would also have to put a caveat/disclaimer that we are not endorsing or recommending any groups.

III. LGBT+ Carers

As part of our LGBT+ work Worcestershire Association of Carers were keen to identify any specific issues for LGBT+ carers and how they may be able to develop the information and support they provide. Of the 15 adults who completed our survey who identified themselves as Carers, 6 felt that being able to access a specific support group would be beneficial. It may therefore be useful for Worcestershire Association of Carers to consider if they are able to develop the support they offer in this area. The feedback we received relating to accessing health and care services also suggests that, as a provider of information and support services for Carers in Worcestershire, it would be beneficial for Worcestershire Association of Carers to consider how they could implement recommendations for Health and Care Services within their own organisation, in relation to: LGBT+ awareness and training, LGBT+ visibility, information and data collection.

We have made contact with Worcestershire Association of Carers and will follow up with them the two points raised: that of information being available and support group for LGBT+ carers.

Yours sincerely



Sarah Dugan
Chief Executive