

NHS Rainbow Badge Assessment report

Wrightington, Wigan and Leigh
Teaching Hospitals NHS Foundation
Trust

Bronze Award

#NHSRainbowBadge



Contents

- Summary scoring
- Feedback report- Policies
- Feedback report- Surveys
- Feedback report- Services
- Feedback report- Workforce Assessment
- Action plan
- Resources



Summary

Please be aware that this is an updated report following a re-assessment. The following sections have been amended: **Policy Review and Workforce Assessment.**

Area	Score	Available	Outcome
Policy Review	14	19	Silver
Staff Survey	6	16	Bronze
Patient Survey	0	18	Initial Stage
Services Survey	16	65	Initial Stage
Workforce Assessment	22	35	Bronze
Total	58	163	Bronze

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Feedback report- Policies

The Trust received 14 points across the scoring for policies.

Does the Trust have a public-facing policy that bans biphobic, homophobic and transphobic discrimination in its services?

The Trust did not score for this section, 1 point was available

The Trust does not currently have such a policy in place.

Action: Put in place a clear, public facing policy, which explicitly bans homophobic, biphobic and transphobic behaviours. This can be within a wider zero tolerance statement/policy which also covers behaviours against other protected characteristics.

Does the Trust have an employee policy (or policies) that includes an:

- **Explicit ban on discrimination, bullying and harassment based on sexual orientation?**
- **Explicit ban on discrimination, bullying and harassment based on gender reassignment/trans status?**

2 points available and received.

The Trust did have an explicit ban on discrimination, bullying and harassment based on sexual orientation as well as on gender reassignment/trans status within their Bullying and Harassment Policy. It should however be noted that these protected characteristics were only explicitly named within the appendix, and we strongly recommend including them in the main body of the policy instead. Furthermore the policy only mentioned the term “gender reassignment”, and we recommend adding “gender identity” to this as well in order to be inclusive of non-binary identities.

Does the Trust have an employee policy (or policies) that includes the following?

- **Clear information about how to report an incident and how complaints are handled**

1 point available and received

Bullying and Harassment policy was provided, which included a detailed process for how to handle incidents informally and formally.

Action: Include examples of bullying, harassment or unacceptable behaviour relating to someone’s trans status within Bullying and Harassment policy.



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Does the Trust have family and leave policies which use gender-neutral language and explicitly state that they are applicable regardless of gender?

The Trust received 1 of 5 available points.

The Maternity and Paternity policies only refer to “mothers” without expanding to include gender neutral terms. These policies do not have an inclusion statement to make clear that it applies to all irrespective of gender/gender of partner etc.

The Adoption policy does not have an inclusion statement to make clear that it applies to all irrespective of gender/gender of partner etc. This policy also only refers to “mothers” without expanding to include gender neutral terms.

The Shared Leave policy exclusively uses gendered language and includes numerous uses of “mother” without expanding to include gender neutral terms, as well as only using she/her pronouns when referring to the carrying parent. This policy does not have an inclusion statement to make clear that it applies to all irrespective of gender/gender of partner etc.

1 point was awarded for the Special Leave policy. This policy uses gender neutral language throughout and although it does not have an explicit statement on inclusivity, the language used does reflect the intended inclusiveness. The definition of who qualifies as a “dependent” is also very broad and open and non-biological relationships and chosen family are included. It was especially great to see that IVF related absences are covered under paid leave. This was an excellent policy throughout.

Suggestions have been made on all policies for reference.

Action: All policies could benefit from an inclusive statement under eligibility to make clear that it applies to all irrespective of gender/gender of partner etc.

Action: Amend all policies so that, unless relevant to preserve access to legal rights and pay, the language used is gender neutral.

Does the Trust have a trans inclusion policy that covers the following? Select all that apply

- A. A clear commitment to supporting all trans people, including those with non-binary identities**
- B. Information on language, terminology and trans identities, including non-binary identities**
- C. Guidance on facilities for trans employees, including non-binary employees**
- D. Guidance on dress code for trans employees, including non-binary employees**
- E. A clear commitment to confidentiality and data protection for trans staff**

The Trust received 5 of 5 available points.



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The Trust provided the following policies: “Gender Identity and Intersex: Useful Terminology”, “Guidance – Gender Identity and Intersex”, “Potential medical steps”, “Recruitment Guidance – GRA and GRCs”, “Supporting Intersex Employees”, and “Supporting Parents, Carers and Guardians”.

It is great to see such a range of policies with in depth and relevant information. All policies have recently been updated and fully inclusive of non-binary identities. Furthermore, intersex people are recognised in all policies and it was especially great to see a policy implemented that focuses solely on supporting intersex employees. Full points were awarded as the policies cover all of A, B, C, D and E. It should however be noted that in relation to D, dress code guidance is only mentioned in relation to staff that start transitioning at work. We highly recommend adding dress code guidance for trans and non-binary new starters that already have transitioned previously to starting at the Trust.

Does the Trust have a policy (or policies) to support employees who are transitioning that covers the following? Select all that apply

- A. Work related guidance for an employee who is transitioning**
- B. Work related guidance on the process for an employee to change their name and gender marker on workplace systems**
- C. Work related guidance around data protection and confidentiality**
- D. Work related guidance for managers on how to support an employee who is transitioning**

The Trust received 5 of 5 available points.

The Trust provided the following policies: “Manager’s Checklist: Transitioning at Work”, “Sharing information with Colleagues”, and “Toolkit: Supporting Transitioning at Work”.

Again, it was great to see such a variety of different policies and toolkits that are aimed at managers, colleagues and employees who are transitioning separately. All policies have recently been updated and include relevant information for all A, B, C, and D.



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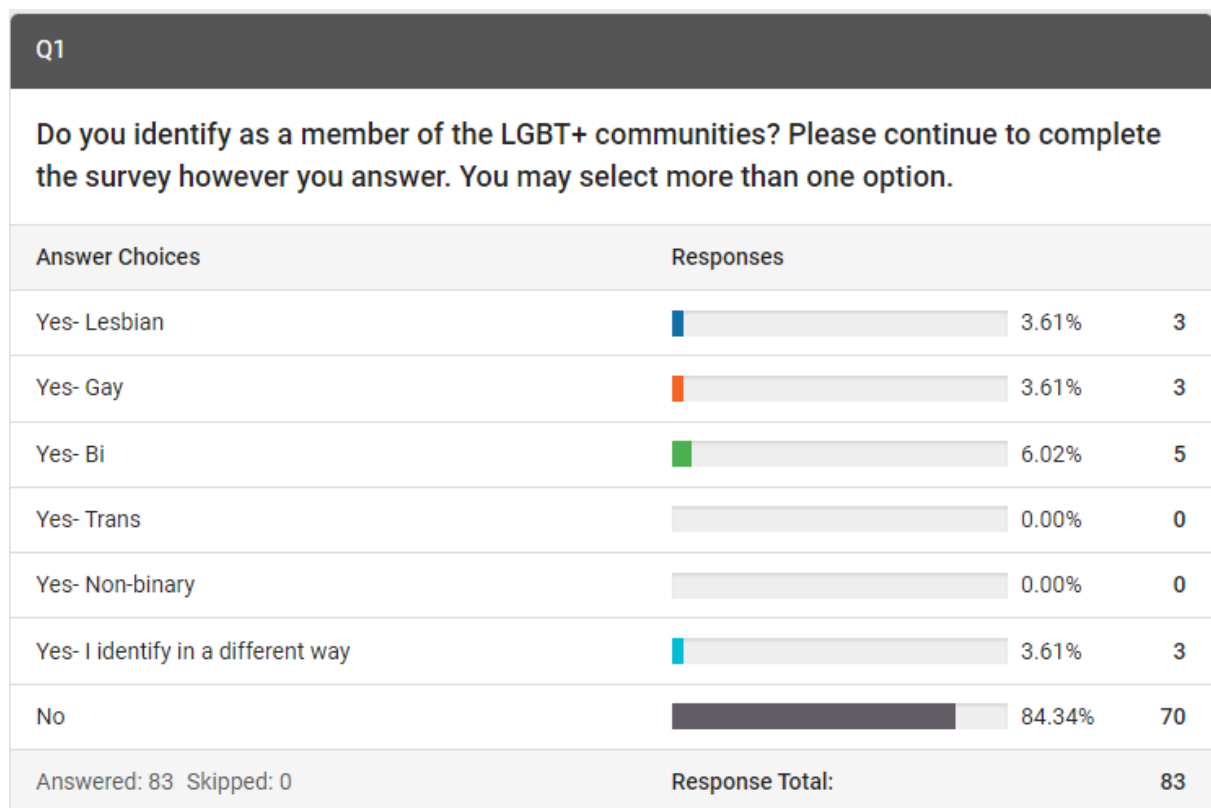
Feedback report- Surveys

Staff responses

The Trust received 6 points across the scoring for this survey.

This is an unscored question, asked for information gathering purposes only.

16% of staff completing the staff survey identify within the LGBT+ communities in some way.

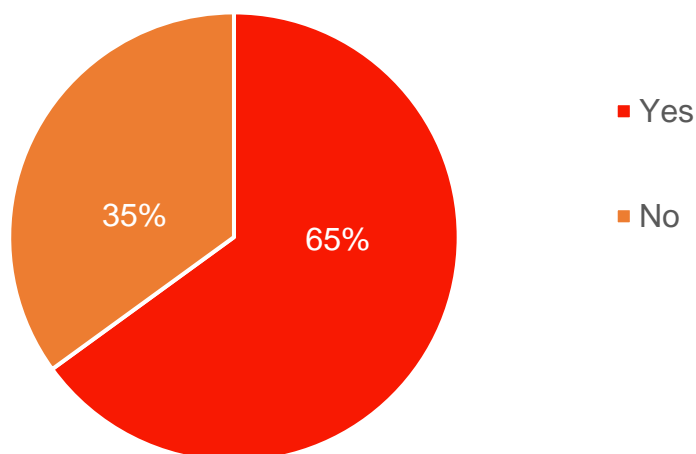


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This is an unscored question, asked for information gathering purposes only.

Does your role involve patient facing activity?

83 Responses

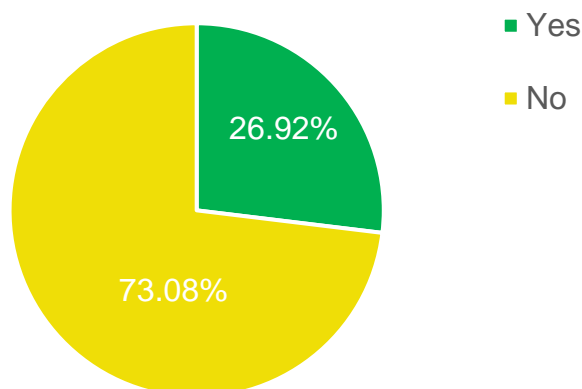


The following two questions were asked to respondents who indicated they were in a patient facing role.

The trust did not receive a score for this question. 2 points were available, the trust needed to score over 50% of respondents answering Yes to score 1 point and over 75% of respondents answering yes to score 2 points.

In your department are patients routinely asked their sexual orientation? This can be on forms or verbally.

338 Responses



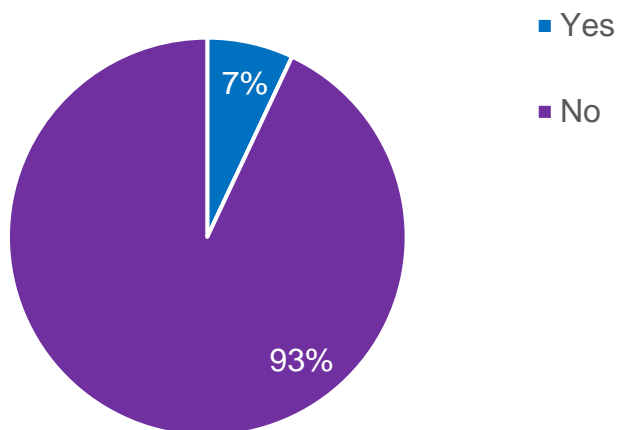
The Trust did not receive a score for this question. 2 points were available, the trust needed to score over 50% of respondents answering Yes to score 1 point and over 75% of respondents answering yes to score 2 points.



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In your department are patients routinely asked their trans status?
This can be on forms or verbally.

54 Responses



24% of patient facing employees indicated that they routinely ask patients their sexual orientation and this is reflected within the responses of the patient survey, with 15% of patients completing the survey confirming they had been asked about their sexual orientation.

7% of patient facing employees indicated that they routinely ask patients about their trans status, with 8% of patients completing the survey confirming they had been asked if they have a trans history.

The following question differentiated between patient and non-patient facing employees, with support for patients described as clinical, emotional, signposting etc. and for colleagues as emotional, signposting etc.

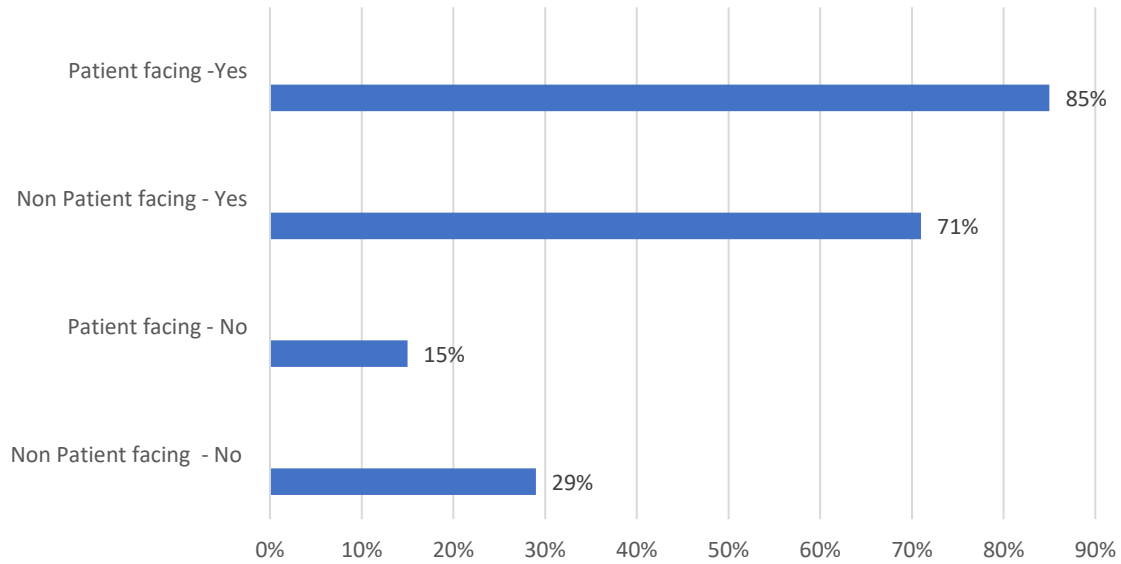
The trust received both available points.

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Do you feel confident providing support to lesbian, gay, bisexual patients and their carers / colleagues?

54 Patient facing responses
28 Non Patient facing responses



The following question differentiated between patient and non-patient facing employees, with support for patients described as clinical, emotional, signposting etc. and for colleagues as emotional, signposting etc.

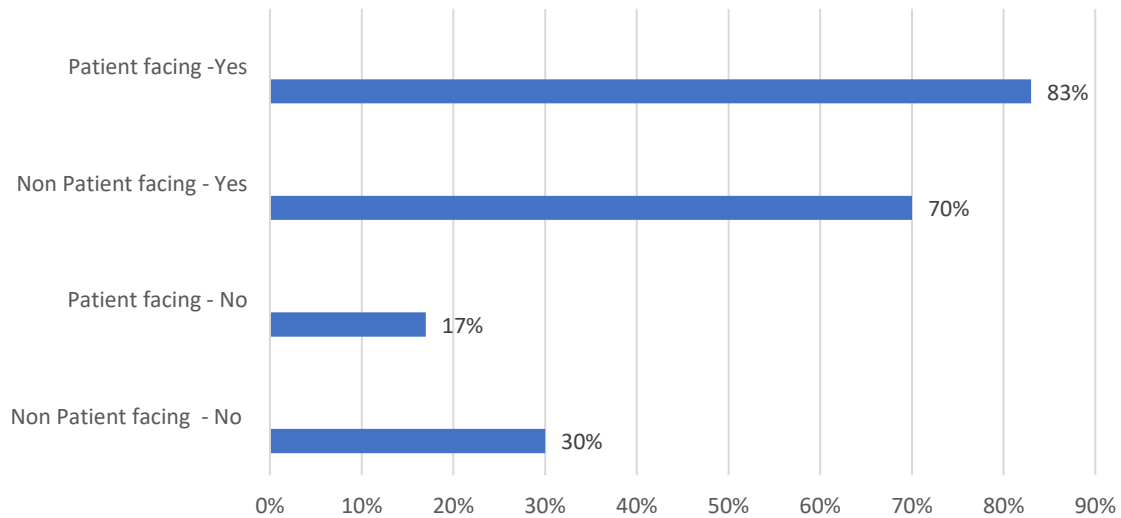
The Trust received both available points.

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Do you feel confident providing support to transgender (including nonbinary) patients and their carers / colleagues?

183 Patient facing responses
86 Non Patient facing responses



The responses to these questions show that confidence in supporting LGB patients and colleagues is high, however staff are less confident when supporting trans and non-binary patients and colleagues. This may be due to lack of understanding surrounding trans and non – binary identities, employees being unsure of commonly used language and terminology or acknowledgement that additional training and information in the needs and health inequalities faced by trans and non-binary people would be beneficial. This is highlighted in the responses to the following questions around training.

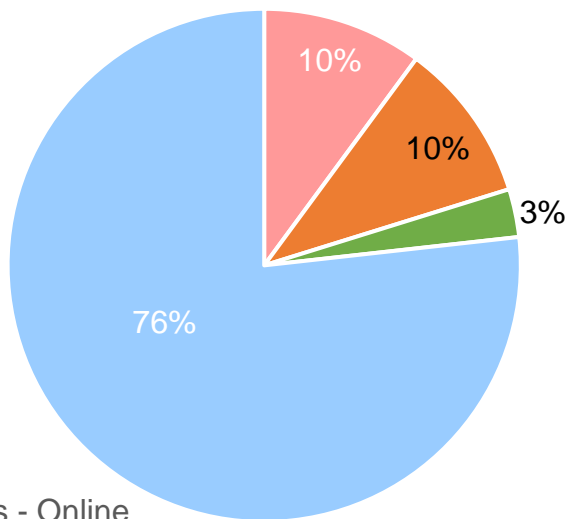
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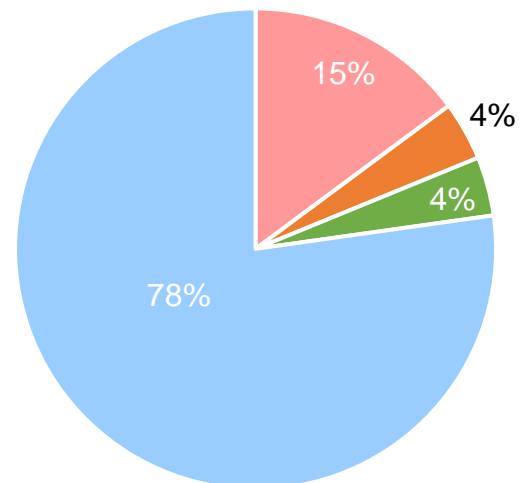
The Trust did not receive a score for this question. 2 points were available the trust needed to score over 50% of combined (patient facing and non-patient facing) employees having received training in any capacity to score 1 point and over 75% of combined employees having received training to score 2 points.

Have you received any training you can use when supporting LGBT+ colleagues?
29 Responses from non patient facing staff

Have you received any training you can use when supporting LGBT+ patients and/or their carers?
54 Responses from patient facing staff



- Yes - Online
- Yes - In person
- Yes - Online and in person
- No



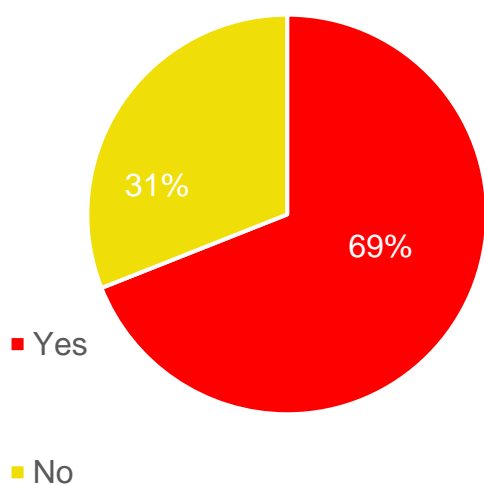
- Yes - Online
- Yes - In person
- Yes - Online and in person
- No

Only 22% of total patient-facing respondents have received some form of training in the needs of LGBT+ people that they felt useful when supporting either patients and/or their carers. This is also reflected within the services survey, with 21% of services leads indicating that their service offers specific training on the needs of LGBT+ people.

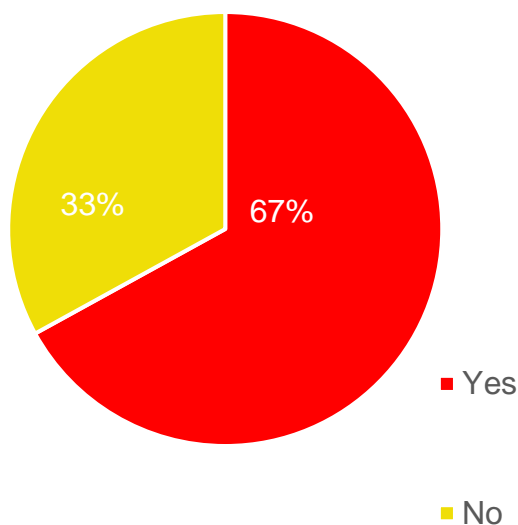


This is an unscored question, asked for information gathering purposes only.

Do you feel you would benefit from additional training, support or information in regards to supporting LGBT+ colleagues?
29 Responses from non patient facing staff



Do you feel you would benefit from additional training, support or information in regards to working with LGBT+ patients?
54 Responses from patient facing staff



The high percentage of responses indicating the need for training, especially by patient facing staff further indicates that current training may not be offered often enough and/or may not be effective.

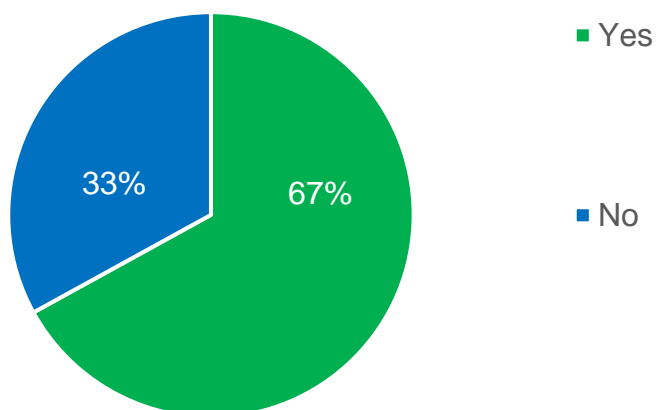


Patient facing employees were also asked the following additional questions.

The Trust received 1 out of 2 available points.

Do you consider having an understanding of someone's sexual orientation to be important in enabling you to provide the best possible care?

54 Responses



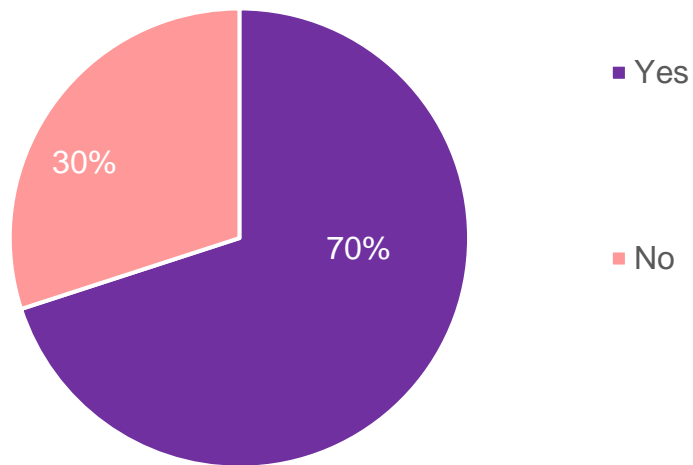
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The Trust received 1 out of 2 available points.

Do you consider having an understanding of someone's trans status to be important in enabling you to provide the best possible care?

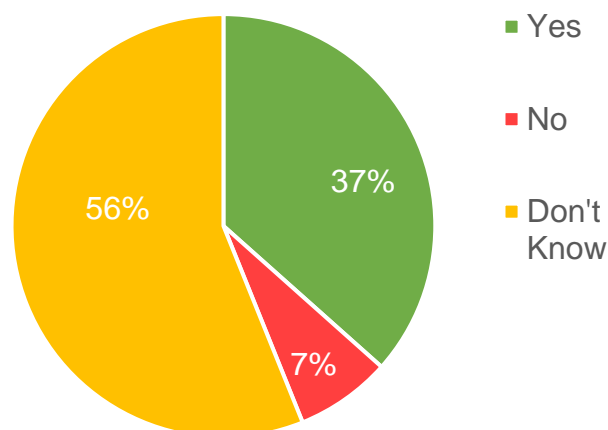
53 Responses



The Trust did not receive a score for this question. 2 points were available the Trust needed to score over 50% of combined (patient facing and non-patient facing) feeling there is adequate support available for LGBT+ staff to score 1 point and over 75% of combined employees to score 2 points.

Do you think there is adequate support for LGBT+ staff members at your Trust?

83 Responses



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67% of total respondents feel they would benefit from additional training, support or information in regards to supporting and working with LGBT+ patients and or their carers and LGBT+ colleagues, with the majority of patient facing employees who responded considering having an understanding of someone's LGBT+ identity an important factor in being able to provide the best possible care. The majority of respondents did not know if there was adequate support for LGBT+ staff members, this may be due to them not being aware of the support available or if they do not identify as part of the LGBT communities they may not feel the question is appropriate for them to answer. Out of the 32 respondents who did identify themselves within the LGBT+ communities, only 10 felt there was adequate support.

There were several comments within the free text question "what additional support would you like to see in place for LGBT+ staff members?", that highlighted that employees would like more training and information regarding how to effectively support LGBT+ people and patients, with some people highlighting specific training around the needs of trans and non-binary people.

Patient facing employees

"Additional training is always welcome. My main concern is not causing any offence and how to communicate and address people correctly."

"More education and awareness for staff regarding LGBT+ issues."

"E learning training."

"Additional training in services available to support both patient and staff please."

"More face to face/in house training to teach older staff that are less aware of LGBT+."

Non patient facing employees

"I speak from personal experience and family members who are part of the LGBT community. I'm not aware that the Trust has any specifically different support in place but feel all staff require more training in this area."

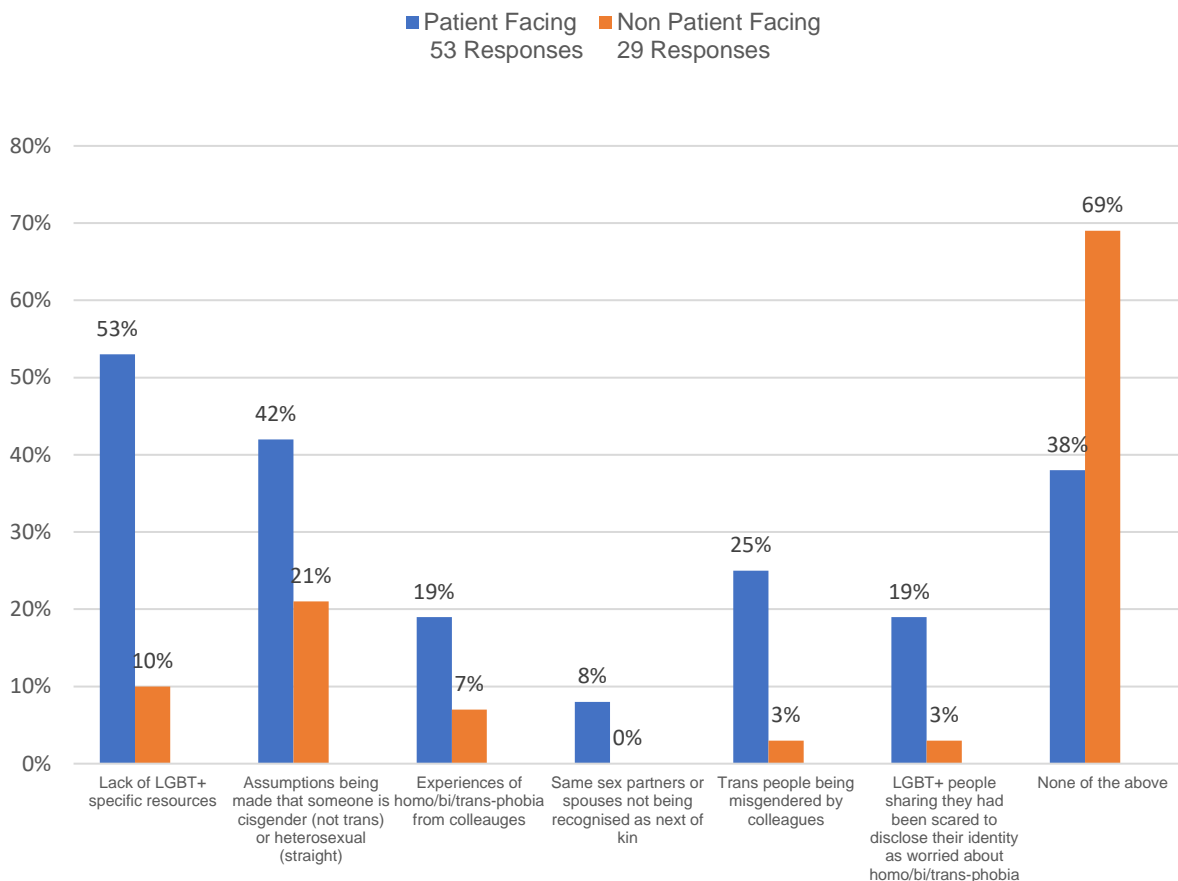
Links to resources and organisations that can provide training and information for staff on the needs of LGB+ people and trans and non-binary people have been included in the [resource library](#).



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This is an unscored question, asked for information gathering purposes only.

Have you noted any of the following within your working environment?
Select all that apply.



The most significant areas highlighted which the Trust may wish address in the first instance are the lack of specific LGBT+ resources, (examples of which are included in the resource library of this document) as well as providing staff with education and training to help move past the assumption that all colleagues and patients are cisgender and heterosexual.

This was unscored and for information purposes only.

What additional support would you like to see in place for LGBT+ staff members?

A large portion of the responses were requests for training. There was also a call for easier and more supportive ways to report incidents of homo/bi/transphobia, along with these incidents being taken more seriously. There was also a want for more support for staff who are transitioning, especially regarding help with uniforms and name badge changes.



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A significant number of the comments outlined that they felt there was enough support in place. It was also encouraging to read that a lot of staff saying that they feel that the trust has been an inclusive and welcoming organisation. This was also said by a lot of LGBT+ staff within the trust.

Quotes from staff:

“The NHS LGBT+ rainbow badges seem to me to have had their message diluted by the adoption of the rainbow colours as a general NHS emblem. Raising awareness that staff wearing the NHS rainbow badge are either of the LGBT+ community or LGBT+ allies would be beneficial. Also, the introduction of an NHS Trans and gender nonconforming (GNC) badge would help GNC staff and patients identify trust staff they can feel safer to talk to.”

“Information/ support for young people that disclose their sexual orientation or transgender status.”

“Awareness of who to contact if any support is required.”

“Easier and more supportive ways to report incidences of homo/bi/transphobia. More opportunities for LGBT+ allies to show support for colleagues and patients from the LGBT+ community.”

“I sometimes feel though that we use a sledgehammer to crack a nut kind of approach. The people of the LGBTQ+ communities that I know, really don't want to be singled out as "different". Even though there have been massive improvements in attitudes, I know that there are still preconceptions, bias and ignorance which will affect certain people, the same as everyone else.”

“More visible acceptance of differences and more open conversations.”

“Support needed in transitioning transgender members of staff regarding uniforms and badge name changes.”

“Concerns raised around discriminatory remarks and actions taken more seriously.”

“More material promoting that support is available for LGBT+ staff like the wellbeing board”.



Word cloud for all staff responses:

additional allies attitudes aware awareness badge beneficial care community education face feel gay gnc
happy judgemental kind lgbt **lgbt+** lgbtq+ members needed nhs open patients people
rainbow required services sexual sexuality **staff** struggle subtle **support** team training
transgender **trust** understanding world

Content warning: Homophobic and transphobic experiences and views, discrimination.

These are some full comments that may be cause for concern.

“None, they get more support and resources than normals already.”

“To be blunt I don't know. I have heard that gay men in the trust are told by patients that they don't want to be treated by them because they are gay. In my opinion this is an archaic attitude to express but we can't change the attitudes of patients but at the same time we can't stand by and let colleges be cast aside as caregivers because of their sexuality. Does sexuality affect the ability of the person delivering care? I'd say no, because I have witnessed straight married women be down right ignorant to patients. I can't suggest or decide what should be in place for the LGBT+ community, all I can do is let them know that they have a rightful place in the NHS and the world and I am a safe non-judgemental place where they will be appreciated and accepted.”

“In the words of Depeche Mode "People are people, so why should it be, you and I should get along so awkwardly" My mantra is treat everyone in exactly the same way no matter of their race, creed, religious belief, gender or sexual orientation. I do not need any training to continue with that mindset.”

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Feedback report- Surveys

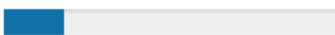
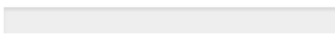


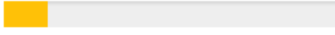
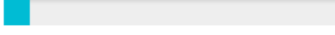

Patient responses

It should be noted that due to the low number of responses to this survey the results may not be indicative of current LGBT+ inclusion work within the trust. The Trust received 0 points across the scoring for this survey and so the responses are detailed here for information only.

Action: See main action plan for a detailed list of proposed actions in relation to the surveys.

This is an unscored question, asked for information gathering purposes only.

38% of patients completing this survey identified within the LGBT+ communities in some way.

Q1			
Do you identify as a member of the LGBT+ communities? Please continue to complete the survey however you answer. You may select more than one option.			
Answer Choices	Responses		
Yes- Lesbian		17.95%	7
Yes- Gay		0.00%	0
Yes- Bi		5.13%	2
Yes- Trans		7.69%	3
Yes- Non-binary		12.82%	5
Yes- I identify in a different way		7.69%	3
No		61.54%	24
Answered: 39 Skipped: 0	Response Total:		39

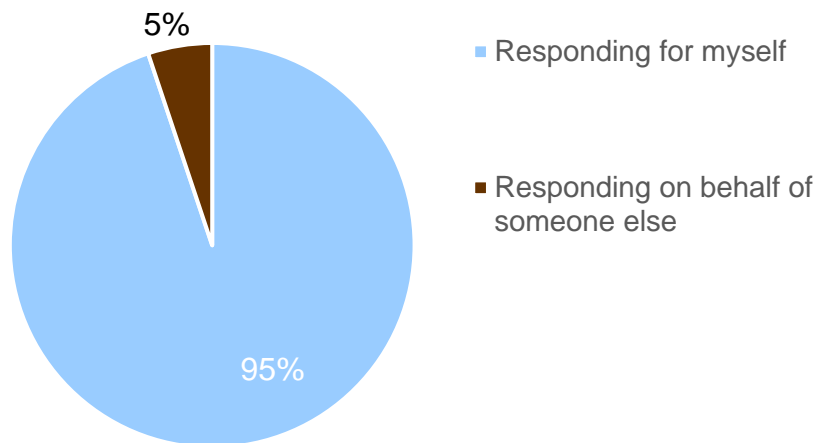


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This is an unscored question, asked for information gathering purposes only.

Are you responding as a current or previous patient of this Trust, or behalf of someone else?

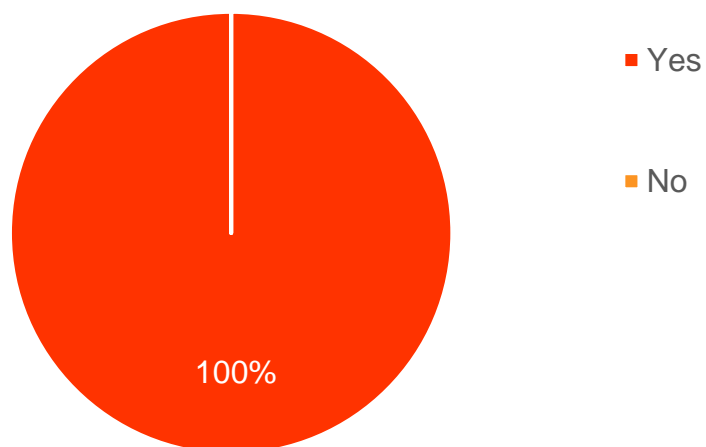
39 Responses



This is an unscored question, asked for information gathering purposes only.

Have you had an appointment with this Trust within the past 12 Months?

39 Responses



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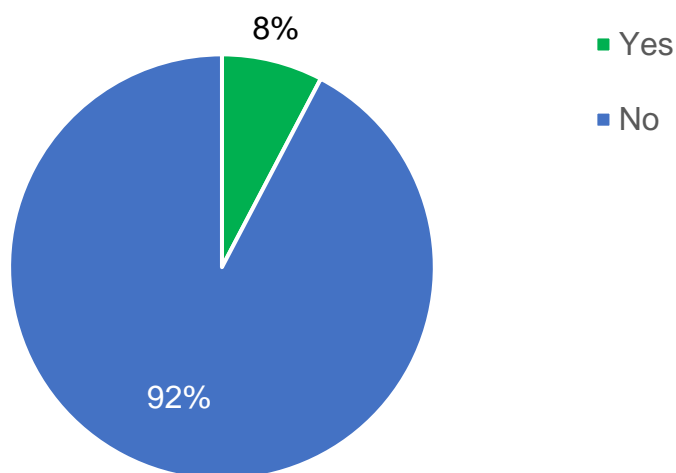


To achieve a score for this question, the Trust must have 50% of responses indicate they saw the noted item for 1 point, and over 75% to achieve 2 points.

Answer Choices	Responses		
Yes posters		30.77%	12
Yes other information		12.82%	5
Not attended in person		0.00%	0
No		61.54%	24
Answered: 39 Skipped: 0	Response Total:		39

To achieve a score for this question, The Trust must have 50% of responses indicating a Yes answer.

Has any member of staff asked for your pronouns (he/she/theyxe etc)?
39 Responses



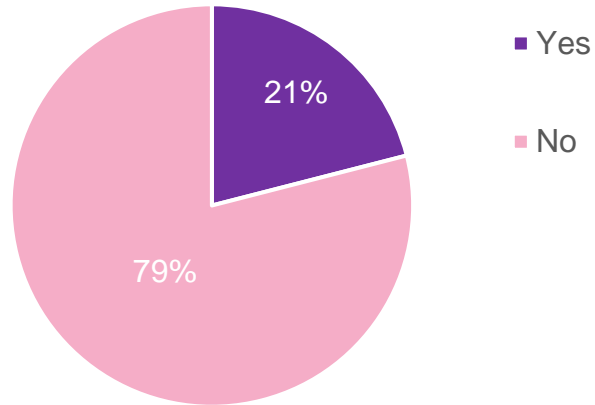
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To achieve a score for this question, the Trust must have 50% of responses indicating a Yes answer.

Did you notice that the clinical staff avoided using gendered language (using partner instead of husband/wife, or parent instead of mother/father)?

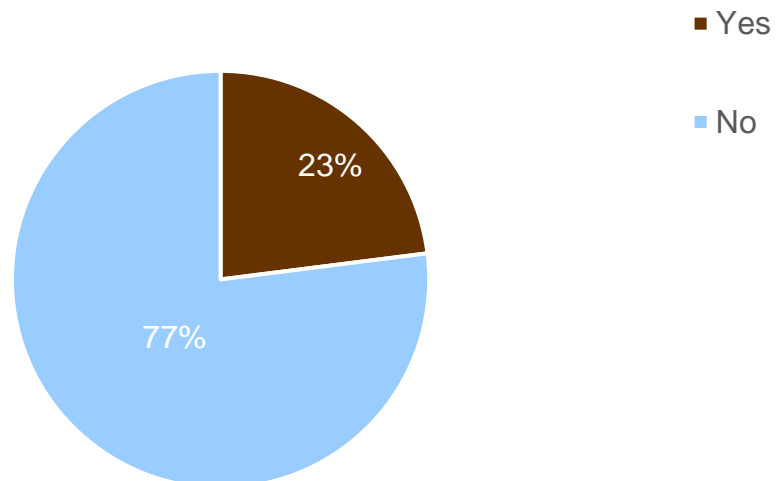
39 Responses



To achieve a score for this question, the Trust must have 50% of responses indicating a Yes answer.

Have you seen any unisex/gender neutral toilet facilities, or signage indicating where they are?

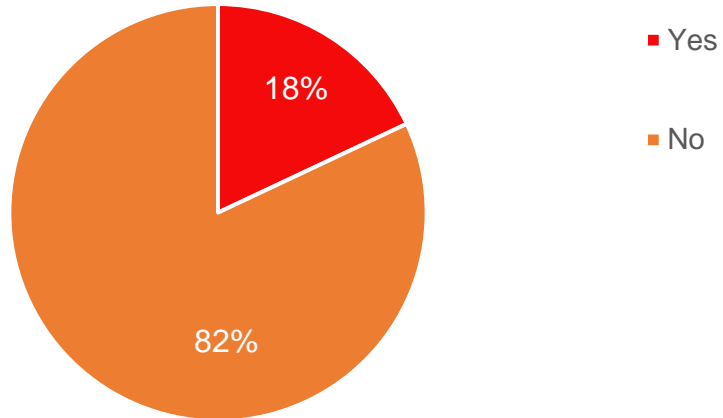
39 Responses



To achieve a score for this question, the Trust must have 50% of responses indicating a Yes answer.

Have you been asked to confirm your gender by any member of staff, or seen this question on any forms?

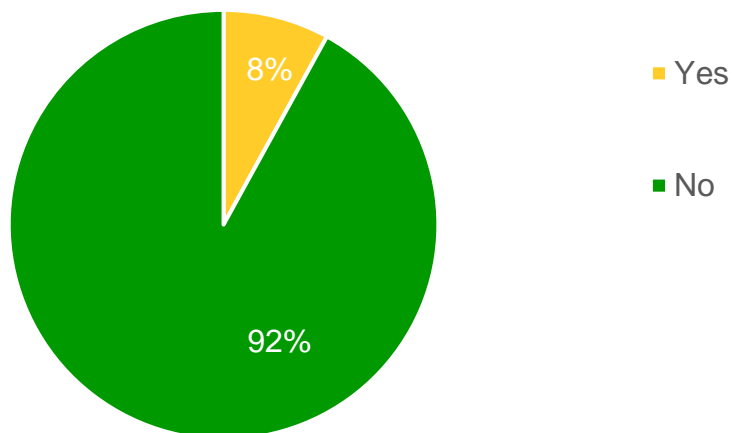
39 Responses



To achieve a score for this question, the Trust must have 50% of responses indicating a Yes answer.

Have you been asked if you have a trans history, or if your gender differs from that assigned at birth, by any member of staff, or seen this question on any forms?

39 Responses



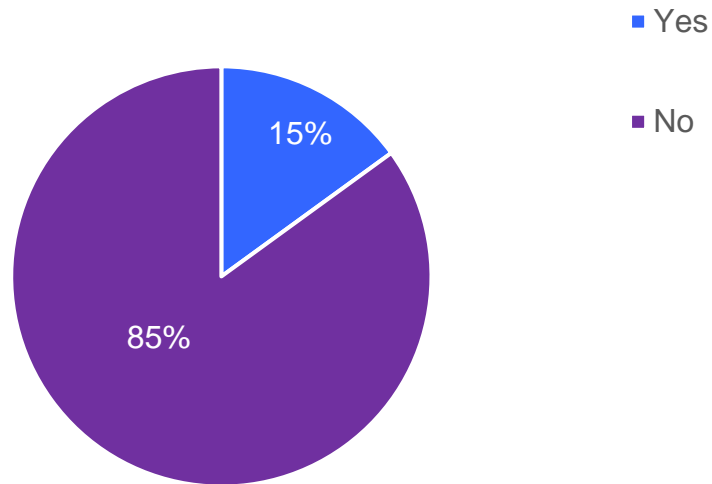
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To achieve a score for this question, the Trust must have 50% of responses indicating a Yes answer.

Have you been asked to confirm your sexual orientation by any member of staff, or seen this question on any forms?

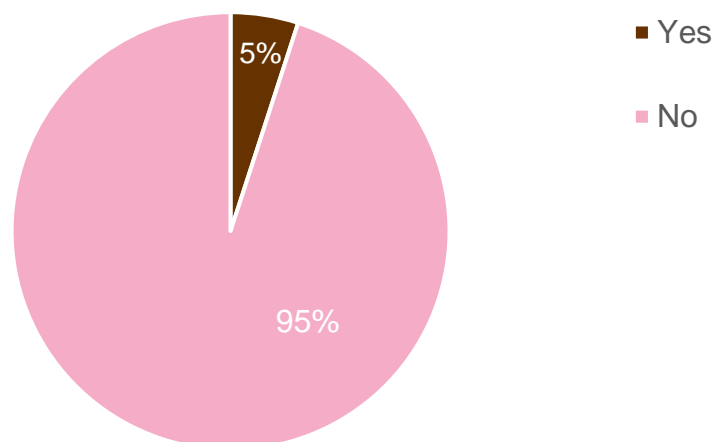
39 Responses



The following are unscored question, asked for information gathering purposes only.

Have you witnessed any anti-LGBT language or behaviour within your healthcare experiences at any point? This could be anything you considered to be homophobic, biphobic, or transphobic.

39 Responses



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Q13

What anti-LGBT experiences in healthcare have you had? You can select more than 1 option

Answer Choices	Responses		
Homophobic behaviour	<div style="width: 50%;"><div style="width: 50%;"></div></div>	50.00%	1
Homophobic language	<div style="width: 0%;"><div style="width: 0%;"></div></div>	0.00%	0
Biphobic behaviour	<div style="width: 0%;"><div style="width: 0%;"></div></div>	0.00%	0
Biphobic language	<div style="width: 0%;"><div style="width: 0%;"></div></div>	0.00%	0
Transphobic behaviour	<div style="width: 0%;"><div style="width: 0%;"></div></div>	0.00%	0
Transphobic language	<div style="width: 0%;"><div style="width: 0%;"></div></div>	0.00%	0
Inappropriate questions about sexual orientation	<div style="width: 0%;"><div style="width: 0%;"></div></div>	0.00%	0
Inappropriate questions about gender reassignment	<div style="width: 0%;"><div style="width: 0%;"></div></div>	0.00%	0
Other	<div style="width: 100%;"><div style="width: 100%;"></div></div>	100.00%	2
Answered: 2 Skipped: 37	Response Total:		2

A total of 2 people indicated that they had witnessed or experienced anti-LGBT language or behaviours within their healthcare experience. The questions which delve into the experience, received 2 separate responses. Of these, 1 response stated they had witnessed instances of these on more than one occasion. No respondent felt able to raise this. Two respondent did not raise their concerns as they did not feel safe to do so.



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Feedback report- Services

The Trust received 16 points across the scoring for this survey.

A total of 38 services responded to this survey, including Oncology, Fertility and Maternity/Perinatal.

Gynaecology

1. Does the service take any additional action to support trans and non-binary patients' privacy and dignity when attending physically e.g. timings of clinical slots to avoid busy periods within waiting areas?
2. Do clinics have gendered names (e.g. 'Women's Health') or are they named for the purpose (e.g. colposcopy)?

As Gynaecology did not respond to this survey, we were unable to award any points.

Action: We recommend the Gynaecology service provide guidance or the opportunity for trans and non-binary people who are attending the service to request additional support. Support can be in the form of scheduling their appointment at the beginning/end of the day to avoid waiting in a busy gendered waiting room or providing the opportunity to wait in an adjoining waiting room that matches their affirmed gender. This could be communicated in the form of a statement on the service website or a sentence on outgoing appointment letters outlining what additional support could be available and how a patient can request it.

Action: We recommend ensuring that clinics have names that are names for their purpose rather than in a gendered way.

Maternity/Perinatal

1. Do all the systems and paperwork within this service allow for recording accurate information regarding different family structures, e.g. expressly include options for same gendered parents? -YES
2. Does the service have sensitive guidance in place to support trans and non-binary people to breast/chest feed, should they wish to do so? -NO
3. Does the service have sensitive guidance in place to support a non-carrying parent to breast/chest feed? -NO



Although Maternity/Perinatal indicated “YES” for Q1, they advised that their system only records generic partner details, and that gender is not specified. As this does not expressly include same sex partnerships, we were not able to award points in this instance.

Action: Ensure that all the systems and paperwork within this service allow for recording accurate information regarding different family structures.

Action: Develop guidance to support trans and non-binary people to chest feed. Resources and links to organisations that have information and guidance aimed at supporting trans and non-binary people to breast/chest feed have been provided in the resource library to support the trust with developing such guidance.

Action: Develop guidance to support supporting a non-carrying parent to breast/chest feed. Resources and links to organisations that have information and guidance aimed at supporting a non-carrying parent to breast/chest feed have been provided in the [resources library](#) to support the trust with developing such guidance.

Laboratory/Pathology

1. Is there a process in place to support the recording of a patient’s trans status if this information is supplied with or about a sample?
2. Does the trust have a policy/pathway for laboratory staff to follow where there is incongruence between the sample for testing and the patient information?
3. Does this policy also detail the reference ranges/intervals to be utilised in different circumstance for transgender patients?

As Laboratory/Pathology did not respond to this survey, we were unable to award any points.

Action: Ensure there is a process in place to support the recording of a patient’s trans status if this information is supplied with or about a sample.

Action: Ensure there is a policy/pathway for laboratory staff to follow where there is incongruence between the sample for testing and the patient information.

Oncology

1. Does the service take any additional action to support trans and non-binary patient privacy/dignity when attending physically (e.g. timings of clinical slots if a trans male patient known to the service is attending ‘breast’ clinic?) -YES



The Trust received 1 point for this question as they indicated that male patients are booked at the beginning and end of patient lists. This was very great to read and is excellent practice.

Fertility

1. **Do all the systems and paperwork within this service allow for recording accurate information regarding different family structures, e.g. expressly include options for same gendered parents? -YES**
2. **Do patient facing staff have an understanding of fertility preservation for patients preparing to commence on cross sex hormones, or if the service is not offered by the trust can staff signpost patients appropriately? -Yes - staff are able to provide signposting for this service**
3. **Does this service accept conception at home attempts for same gender couples who require fertility treatment? -NO** (This is an unscored question, asked for information gathering purposes only.)

Although the services indicated “YES” for the first two questions, no evidence was provided supporting this and we could thus not award any points in this instance.

Action: Ensure that all the systems and paperwork within this service allow for recording accurate information regarding different family structures.

Action: Ensure staff are either trained to support trans patients in fertility preservation or that they have the appropriate signposting information available.


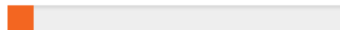
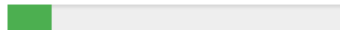
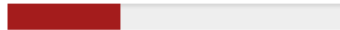
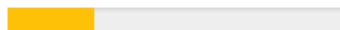

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The following questions were answered by all services that responded to this survey (38 total). We have selected an evidence rate of 25% for this project, therefore in some instances evidence was requested from multiple respondents.

Q18

When patients/service users physically attend, how do they know the service is LGBTQ+ inclusive? Select all that apply

Answer Choices	Responses		
Posters and resources aimed at LGBTQ+ people are on display		5.13%	2
There is an explicit statement about confidentiality (eg. only sharing sexuality or trans status information where relevant and in discussion with the patient?)		7.69%	3
Staff wear LGBTQ+ badges or 'my pronouns are' badges		12.82%	5
There are gender neutral toilet facilities within this service, separate to the accessible toilet facilities		33.33%	13
Sanitary bins are available in all toilet facilities irrespective of gender designation		25.64%	10
None of the above		51.28%	20

The Trust received 5 out of 15 points available for this question.

A maximum of 15 points were available for this question, with 3 points available per option. 1 point is awarded for a yes response per option, more than 50% of respondents must select the option to score 2 points and more than 75% to score 3 points.

1 point was awarded for posters and resources aimed at LGBT+ people on display. The Trust provided evidence of a pride flag being displayed outside a service. We recommend expanding on this display through posters aimed at LGBT+ inside services.

1 point was awarded for an explicit statement about confidentiality. The Trust provided a link to the internet page that outlines principles about confidentiality and protected patient information. We recommend expanding on this by explicitly mentioning information relating to trans status and how this information is handled.

1 point was awarded for staff wearing LGBTQ+ or "my pronoun" badges. Evidence was provided of staff wearing badges as well as pride-coloured ribbons. We know this can go a long way in making a service feel inclusive for patients



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1 point was awarded for gender neutral toilet facilities.

The Trust provided photo examples of a gender neutral “patient toilet”, as well as a photo of a gender neutral disabled toilet. It is important to note that unisex toilets should always also be available separate from disabled toilet facilities. It is not clear from the evidence whether that is always the case within the Trust, and this should be made sure of going forward.

1 point was awarded for sanitary bins in all toilets irrespective of gender designation. Sufficient evidence was provided.

Action: Increase the posters and resources available to services that support LGBT+ people. Links to LGBT+ posters and resources have been included in the [resources library](#).

Action: Include sanitary bins in all toilets. Information about the ‘#in with the bins campaign’ which supports this is provided in the [resources library](#). Where possible designate single stall toilets as gender neutral, this should be in addition to the accessible facilities.

Action: Make sure to have an explicit statement per service about confidentiality that mentioned how information about trans status is handled (e.g. only sharing sexuality or trans status information where relevant and in discussion), and making sure this is visible to patients and visitors.




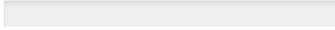
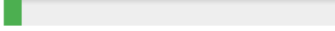


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The Trust received the 0 out of 3 points available for this question.

A combined total of more than 50% of respondents selecting an example would score 2 points and 75% would score 3 points.

Q19

Many services are now using virtual consultations (phone or video), if your service makes use of these please indicate how a patient or service user would know that the service was LGBTQ+ inclusive during the appointment. Select all that apply.

Answer Choices	Responses
Healthcare professional wears LGBTQ+ or "my pronouns are" badge during consult	 5.13% 2
Use of corporate background which includes an LGBTQ+ flag in design	 0.00% 0
Consultation starts with a pronoun introduction	 5.13% 2
Other, please detail	 7.69% 3
None of the above	 87.18% 34

The Trust received 1 point for this question as evidence of LGBTQ+ badges was provided.

Action: Create a corporate background which can be used in virtual consultations is stored centrally and made available to all.

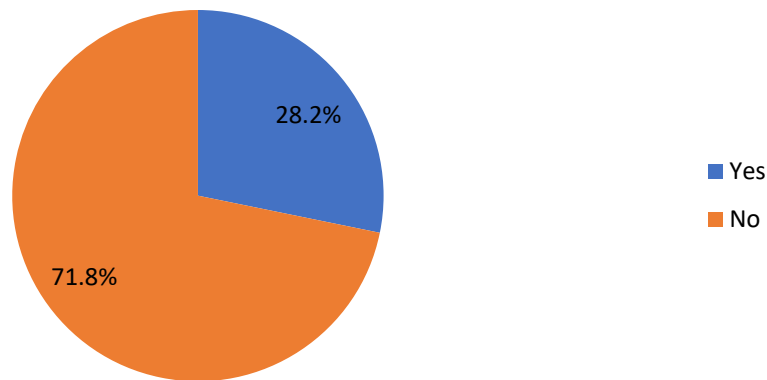
Action: Encourage staff to start consultations with a pronoun introduction, as this signals an inclusive and safe space for the patient as well as helping establish the use of the correct pronouns for staff.



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The Trust received 0 out of 3 points available for this question.
Scoring for this question is similar to scoring for the above question.

Has patient information (leaflets, standard letters) been reviewed to ensure language is gender-neutral or gender-inclusive?







As no evidence in the form of sample leaflets could be provided for this answer, the Trust unfortunately missed out on 1 potential point. The Trust did however advise that all patient information leaflets are sent to approximately 10/12 lay readers and 1 or 2 proof-readers. This is a great approach to ensuring patient information is easily understood. Services could consider sending the information out to LGBT+ patients specifically to ensure that the language is reflective of this community as well.

Action: Review standard patient letters to ensure language is gender neutral or gender inclusive.



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The Trust received 2 out of 3 points available for this question.
Scoring for this question is similar to scoring for the above question.

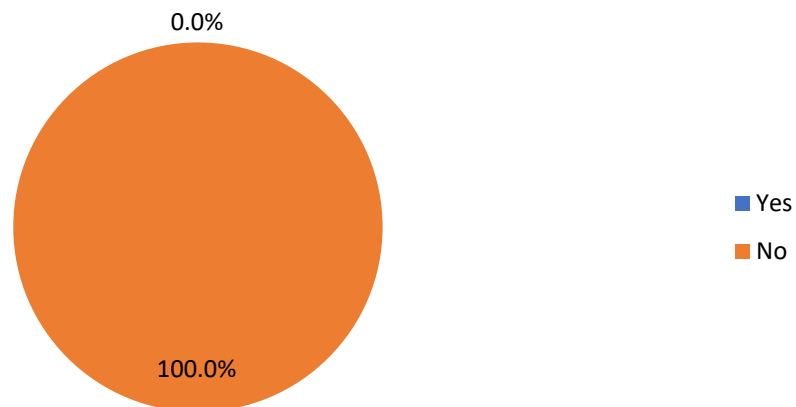
Q21			
Are patient information leaflets available in different formats (e.g. large print or easy read) and languages? Select all that apply			
Answer Choices	Responses		
Yes- Large print		46.15%	18
Yes- Different languages		35.90%	14
Yes- Easy read		38.46%	15
No		41.03%	16

The Trust provided ample evidence of patient information in large print, Easy Read and different language formats. It was great to see this wide range of patient information having been reviewed to be accessible and for these versions to be easily available on a large scale.

Action: Ensure that patient facing staff know how to request leaflets in additional formats and these are available as a standard where possible.

The Trust received 0 out of 3 points available for this question.
Scoring for this question is similar to scoring for the above question.

Are LGBTQ+ patients specifically mentioned in your patient information?



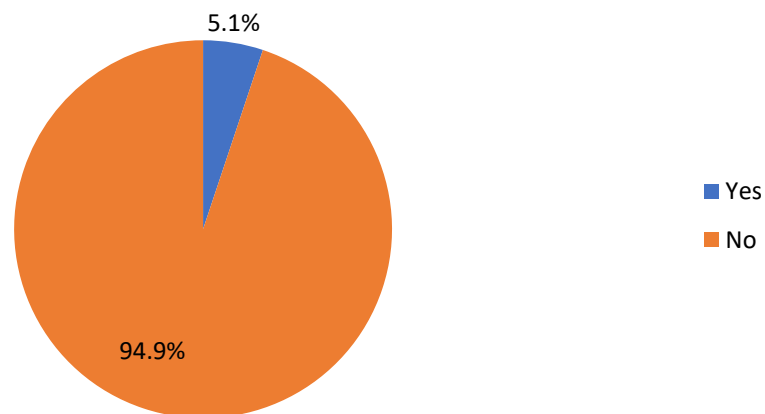
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Action: When reviewing patient information, consider what tailored and equitable support may be needed to ensure that LGBT+ patients within the service are fully supported and receiving relevant information. Where relevant make reference to LGBT+ patients and include any specific information.

The Trust received 0 out of 3 points available for this question.
Scoring for this question is similar to scoring for the above question.

Looking at the patient information visuals, are LGBTQ+ people and relationships clearly included (eg. badges, same-sex partners, and diverse family units)?



A link to the Trust website that contains various patient information leaflets was provided. Upon looking through the indicated leaflets, we could however not find any visuals that are including LGBT+ people and relationships. We could therefore not award any points in this instance.

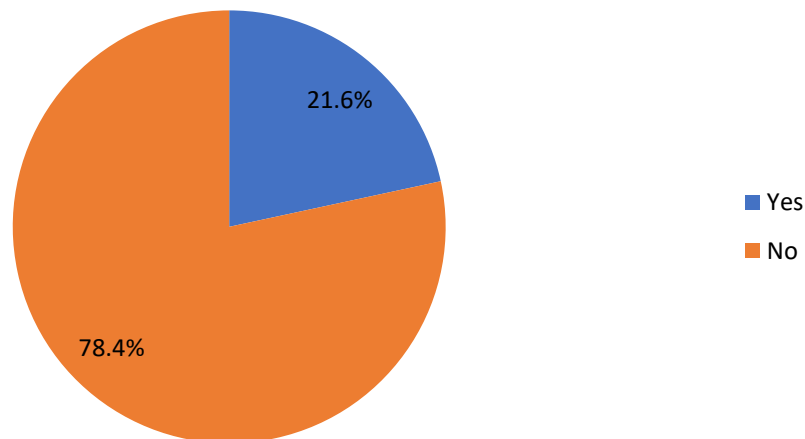
Action: When reviewing patient information, consider including LGBT+ imagery. This could be LGBT+ people and relationships, (same-gendered partners, and diverse family units) or clear signifiers of LGBT+ inclusion such as the progress flag.

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The Trust received 1 out of 3 points available for this question.
Scoring for this question is similar to scoring for the above question.

Does the service have its own website/webpage? Please comment on how an LGBTQ+ patient looking at the website/page would know that the service is LGBTQ+ inclusive?



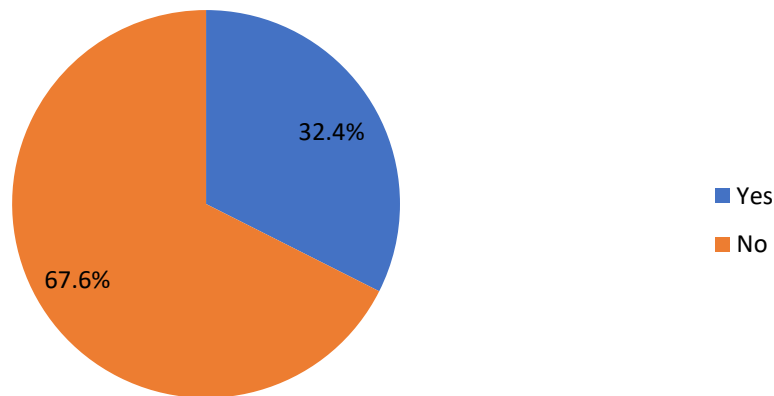
Although 21.6% of services indicated that they had their own website, only two services indicated that a patient looking at the website would know that the service is LGBTQ+ inclusive. Although the requested evidence was not provided from either of these services, we awarded a point in good faith as one services described within the comment section that their website features a blog post from an LGBTQ+ anaesthetist.

Action: We recommend services review their webpages and where applicable make specific references to LGBTQ+ people, or signify that their service is LGBTQ+ inclusive by including clear imagery such as a progress flag.



The Trust received the 0 out of 3 points available for this question.
Scoring for this question is similar to scoring for the above question.

If an LGBTQ+ patient needed signposting or referring on to specific LGBTQ+ resources, would staff have this information available?



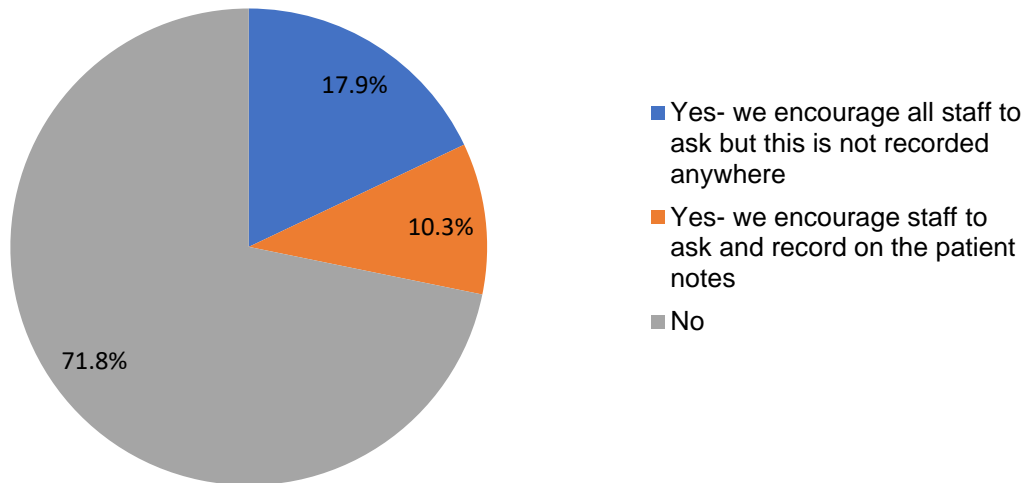
The Trust indicated that information about the Rainbow Badges is available on the staff intranet. Although it is great to see this information being available, this would not necessarily be useful for staff when signposting patients. We therefore did not award a point in this instance.

Action: Create a centralised list of general LGBT+ resources, local and national organisations where LGBT+ patients can be signposted to. This list would ideally be made available to all staff and accessed through the intranet. Services could also create a list of LGBT+ resources and organisations specifically relevant to the service and ensure this information is accessible to staff for when needed. Resources, links to organisations are detailed in [the resources library](#).



The Trust received 2 out of 6 points available for this question. Up to 3 points were available for asking for pronouns overall, and another maximum of 3 points were available for recording this information on patient notes.

Are patients routinely asked what their pronouns are e.g. he/she/they/xe?



1 point was awarded for staff being encouraged to ask patient pronouns.

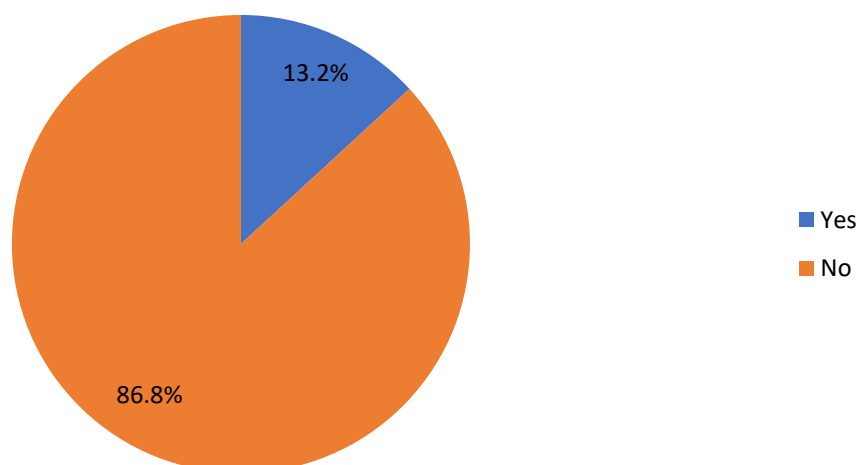
1 point was awarded for staff recording pronouns on patient notes. Although the Trust did not provide evidence of this, as they indicated they were having issues around confidentiality, they were able to identify that updates around gender identity has been received from 7 patients over the course of the last 16 months and that all noted had been redacted and pronouns and names had been updated. It was great to hear that the Trust was able to monitor and give indication about changes in gender identity, and we therefore awarded this point.

Action: If the Trust is able to amend patient notes to include a space for patient pronouns across services, we would encourage them to do so. Ensure that patients are routinely asked and this is then recorded, by communicating this process and the importance of pronouns to patient-facing staff.



The Trust received 0 out of 3 points available for this question.
Scoring is similar to the other above 3 point questions.

On patient forms (e.g. referrals, intake paperwork), is there an option within the gender section to select non-binary?



The evidence that was provided as part of this question was the EDI monitoring form that includes a non-binary option. Although this is great to see, this question referred to the gender section within a patient's paperwork (e.g. intake or referrals). We could therefore not award a point in this instance.

We advise that the options that can be selected is as follows:

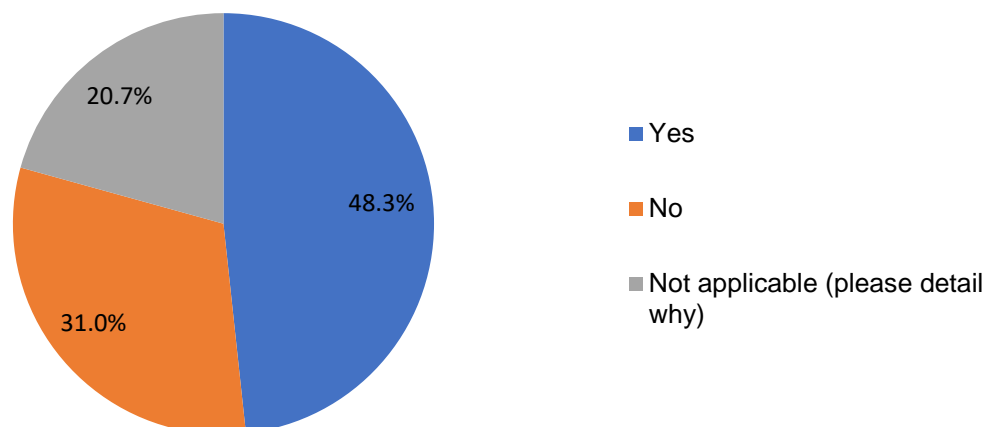
1. Woman (including trans woman)
2. Man (including trans man)
3. Non-binary
4. In another way
5. Not stated (patient asked but declined to provide a response)
6. Not known (not recorded)

Action: Amend the options for "gender" to choose from within the online system.



The Trust received 2 out of 3 points available for this question. It should be noted that the Trust was very close to achieving 2 points for this question. Scoring is similar to the other above 3 point questions.

Where appropriate do clinicians ask the gender(s) of patient partners – rather than assume heterosexual or binary-gender relationships?



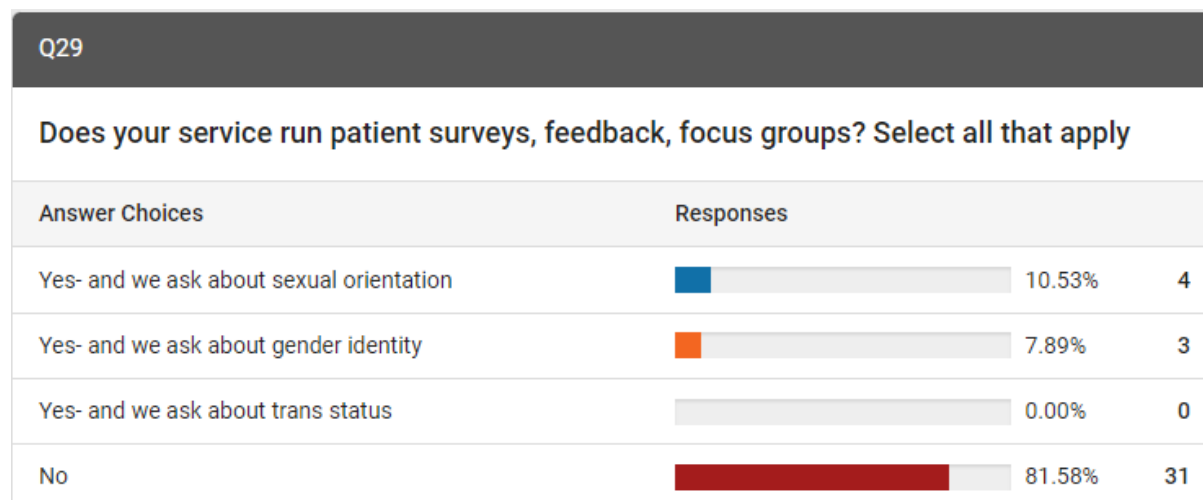
Please note that answers from 10 services were excluded as this question was not applicable to them.

There were some excellent examples provided by different services on how they ask patients for details of their next of kin or significant other without assuming heterosexual or binary-gender relationships. We were overall very pleased with the responses for this question.

Action: Encourage clinicians to ask for the gender of a patient's partner rather than assuming heterosexual or binary-gender relationships and ensure that staff are aware why this is important.



The Trust received 2 out of 3 points available for this question.
One point is awarded for every YES answer that has at least one response.



The Trust provided evidence of an EDI monitoring form that is part of service surveys that are sent out to patients for completion. Within this there is a section for patients to select their gender “Which best describes you?” (which includes non-binary, intersex and trans options), and a question asking about sexual orientation (which includes Heterosexual, Gay/Lesbian, Bisexual/Pansexual and Other).

It was great to see a variety of options, especially the non-binary and intersex options on the monitoring form. We highly recommend the Trust continue to use this.

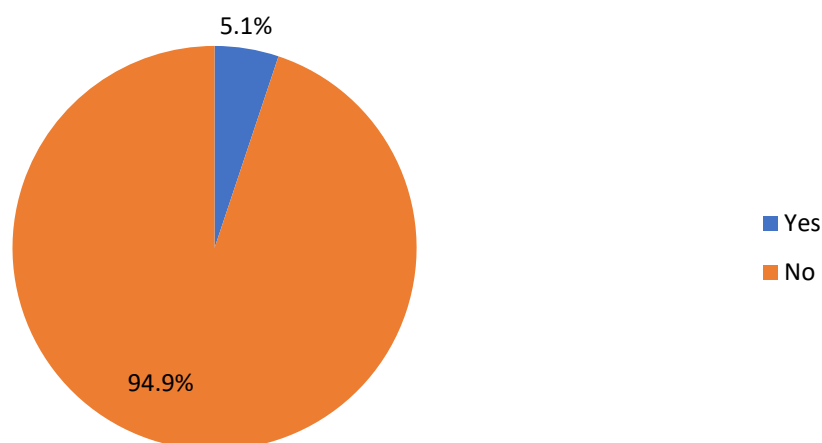
Action: On patient feedback forms, we would advise that one question be asked to confirm someone’s gender identity (man, woman, non-binary, other), with a further question around trans status, in addition to sexual orientation. This can be done through asking “do you identify with the gender you were assigned at birth?” It is also worth noting that a person does not need to disclose this information and may choose not to.



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The Trust received 0 out of 3 points available for this question. Scoring is similar to the other above 3 point questions.

Has your service examined patient journeys or consulted with LGBTQ+ patients to ensure there are no barriers to accessing your service?



As the Trust was unable to provide evidence for this question, we could unfortunately not award the potential 1 point. The Trust did however describe that within the Fracture Clinic LGBTQ+ patients access the service and staff always use the patient's preferred pronouns. This is great to hear, but as it does not constitute sufficient evidence for examining patient journeys, we were not able to award the point in this instance.

We also want to point out that both Urgent Care as well as Fertility indicated that there are no barriers to their service for LGBTQ+ patients. We are unsure whether this can be the case without having examined patient journeys or consulted with LGBTQ+ patients on a regular basis, as we know that LGBTQ+ people face many barriers when accessing care. We also know that this is especially true of fertility services if they have not specifically been reviewed for LGBTQ+ inclusion. We recommend looking into the work that these services specifically have done and considering widening training to ensure clinicians are aware of barriers to healthcare that LGBTQ+ people face.

Action: When examining patient journeys, consult with LGBTQ+ patients to ensure there are no barriers to accessing services.

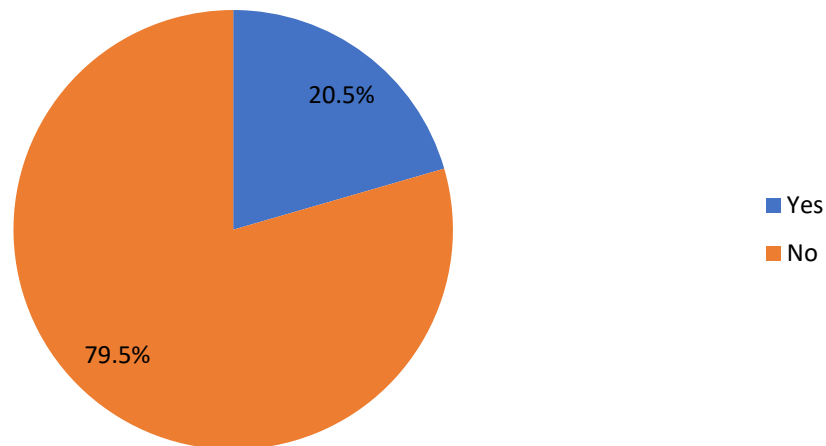


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The Trust received 0 out of 3 points available for this question.

Scoring is similar to the other above 3 point questions.

Have patient-facing staff had any training in the needs of LGBTQ+ people?



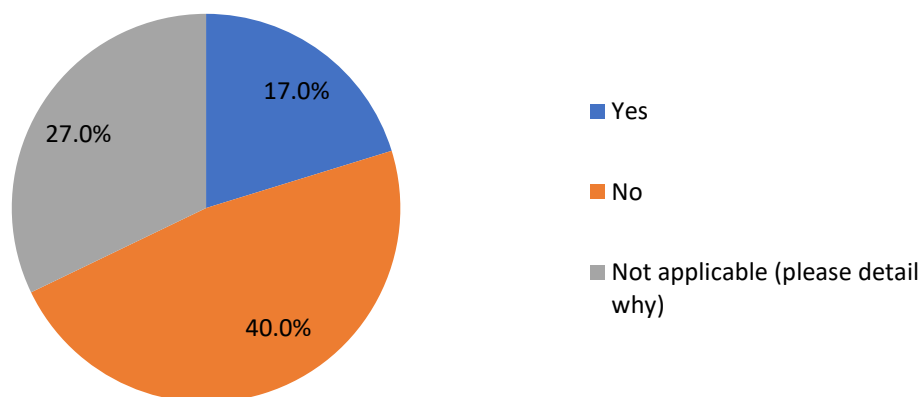
Although the Trust described that all staff within one service are mandated to complete the quality and diversity training, we have no evidence to suggest what is included in this training in terms of needs of LGBT+ people and how useful this information is. It was also described that the Trust hosted a Trans Equality Event in Feb 2016, however due to this being over 5 years ago and not explicitly including training sessions, we were unable to award points in this instance.

Action: Review the centrally delivered EDI training for its suitability and LGBT+ information. Link to organisations that can provide additional training in the needs of LGBT+ staff and patients have been included in [the resource library](#).



The Trust received 0 out of 3 points available for this question.
Scoring is similar to the other above 3 point questions.

Are clinicians confident in giving advice (where appropriate)
on hormonal contraindications for trans and non-binary
patients?



Please note: 8 responses were classed as N/A as they are not in clinical areas or this question does not apply for other reasons.

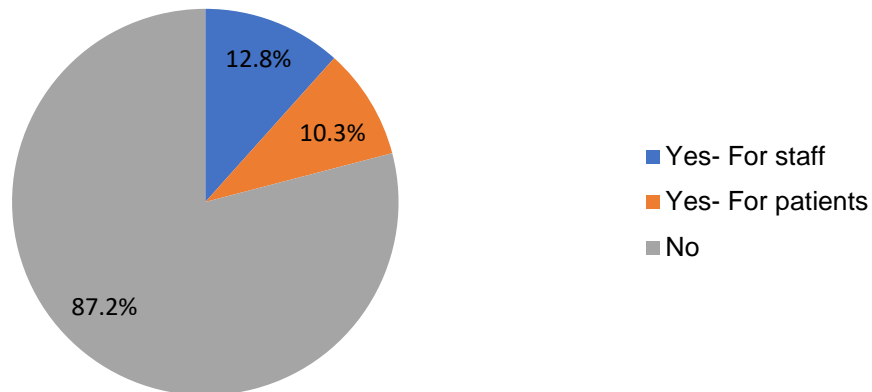
Action: Where appropriate, ensure that clinicians are informed and confident in either giving advice to trans and non-binary patients on hormonal contraindications, or know where to refer for further information.

The Trust received 0 out of 3 points available for this question.
Scoring is similar to the other above 3 point questions.

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Does the service have an 'LGBTQ+ Champion' (for staff or patients)?



Because no evidence was provided we were not able to award any points for this question.

Action: Introduce an LGBT+ champion for staff and patients per service and ensure this information is available to bot staff and patients.

Are there any other service improvements you have put in place to be more LGBT+ inclusive?

This was unscored and for information purposes only.

“We are a new service and are currently in early development of the team - we do have an appointed well-being champion but as service lead would welcome any opportunities in improving our service for both patients & staff.”

“If the patient feels more comfortable, there is a private room where they may get changed and await their procedure, we strive to accommodate the wishes and preferences of all our patients.”

“The urology team are an extremely inclusive, welcoming team that are recognised regularly by patients, students and other staff members as being a friendly team. Many of the staff display their rainbow badges and have personal experiences with their own family members with LGBTQ so “ am confident that we are an inclusive department for the LGBTQ .”



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Feedback report- Workforce Assessment

The Trust received 22 points across the scoring for this survey.

Options selected by the Trust that were accepted by us have been highlighted in yellow. Options selected by the Trust that were not accepted and did not receive scores have been highlighted in red.

1- When advertising for external appointments, how does the Trust attract LGBT+ talent? Tick all that apply.

- A. Advertising on or recruiting from LGBT+ or diversity websites, fairs and events
- B. Include a statement around valuing diversity, explicitly inclusive of LGBT+ people, in all job packs and pages
- C. Include information about your LGBT+ employee network group or LGBT+ inclusion activities in all job packs and pages
- D. None of the above
- E. Other (Please detail)

3 points available and 1 received.

Evidence was provided of a job advertisement on pink-jobs.com.

Action: Include a statement around valuing diversity that is explicitly inclusive of LGBT+ people in all job packs and pages.

Action: Include information about the LGBT+ employee network group or LGBT+ inclusion activities are in all job packs and pages.

2- What information does the Trust supply to all new employees (external appointments) when being inducted into the organisation? Tick all that apply.

- A. Explicit message on the organisation's commitment to LGBT+ inclusion
- B. Information on the LGBT+ employee network or allies programme/initiative
- C. Information on relevant policies and the organisation's commitment to ensuring they are LGBT+ inclusive
- D. None of the above

3 points available and 1 received.

Evidence was provided of information about the Rainbow Badge Programme that is provided to new employees, along with information about both the Supporting Trans Staff and the Understanding the Needs of Trans Patients guidance that are available on the intranet. This was very great to see explicitly featured in a welcoming



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document to all new staff. It was also great to see a schedule of events included that highlighted a number of important dates for the LGBT+ community.

Action: Include an explicit message on the organisation's commitment to LGBT+ inclusion information on relevant policies within induction, as well as information on the LGBT+ employee network or allies programmes/initiatives.

3- How does the Trust enable non-binary employees to have their identities recognised within the work environment?

A. Employees are able to update pronouns on email signatures

B. Employees are encouraged to use pronoun introductions within internal meetings and it is expected that these are respected if given

C. Non-Binary is available as a gender option on staff registration forms

D. None of the above

E. Other (Please detail)

3 points available and 1 received.

The Trust provided evidence against option A, and this has been demonstrated throughout the process through communication with the key contacts.

Action: Ensure that staff are encouraged to use pronoun introductions within internal meetings. This could be done through distribution of pronouns guidance. Ensure that any internal forms include non-binary as a gender option and that non-binary titles are an option on staff passes and HR forms.

4- In the past year, which of the following messages have appeared in internal communications to all employees? Tick all that apply.

A. Information about LGBT+ identities and experiences

B. Information about the LGBT+ Employee Network Group and/or allies activity

C. Information about LGBT+-inclusive policies

D. Information about the importance of pronouns and pronoun introductions

E. None of the above

F. Other (Please detail)

4 points available and 3 received

The Trust provided examples of internal communication that highlighted LGBT+ Employee Network Group activities and information about LGBT+ identities. Evidence included a range of information around transgender day of remembrance, a gender identity clinic information session, information about the LGBT+ network group activities and information about International Pronouns Day.

Action: Share information that highlights and signposts to relevant policies.



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5- Does the Trust identify and act on any LGBT+ inclusion issues raised at exit interviews or on exit surveys?

Yes

No

1 point available and 1 received

The Trust outlined that although this process is currently not consistent across divisions and that this process is not documented, there are multiple areas where leaving employees may raise LGBT+ related issues. The Trust described how these would be followed up with and therefore a point was awarded.

The Trust also mentioned that there is currently a proposal for an Exit Interview Pilot that has been agreed on. The proposal looks to be more robust with data collection and analysis, any serious concerns raised or identified during the Exit Interview will be escalated to appropriate senior leaders within the Trust. Within the exit interview questions will then also be asked under the theme of equality and diversity. We highly welcome this revision of the process and recommend that specific LGBT+ inclusion issues are covered within this.

Action: A formal process that supports the Trust to identify and act specifically on LGBT+ inclusion issues raised, rather than just wider “discrimination” issues at the exit interviews would be beneficial. This would allow for regular systematic monitoring and flagging of any reoccurring issues.

Employees - Leadership

6- In the past year, which of the following activities have members of the Trust’s senior management engaged in? Tick all that apply.

- A. Communicated a strong message on LGBT+ equality
- B. Communicated a strong message on bi equality
- C. Communicated a strong message on trans equality, explicitly including non-binary equality
- D. Reviewed and/or approved an LGBT+ inclusion strategy
- E. Reviewed top line LGBT+ monitoring reports and actions
- F. Met periodically with the LGBT+ employee network group
- G. Spoken at an internal LGBT+ event
- H. None of the above

7 points available and 3 received

The Trust provided ample evidence of both the Director of Workforce and the Director of Corporate Affairs communicating messages of LGBT+ equality through newsletter VLOGs. These were really great to read, and it was also wonderful to hear that both regularly wear their LGBT+ Rainbow Badges for any VLOGs. Evidence was also provided for F and G, as the Director of Corporate Affairs spoke at Wigan Pride to describe what LGBTQIA+ inclusion means for staff and patients,



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as well as having spoken about EDI inclusion, including all staff networks and board training session on EDI. The Director of Corporate Affairs meets with the network committee regularly (during their committee meetings) and monthly in a network chairs meeting.

Action: Ensure that senior management communicates a strong message on LGBT+ equality, that also expressly includes bi equality and trans and non-binary equality, as these are often subject to erasure. Resources and information about bi identities and trans and non-binary identities have been included in the [resources library](#).

Action: Ensure senior management reviews and/or approves LGBT+ inclusion strategies, along with top line LGBT+ monitoring reports and actions.

7- Does the Trust require all senior leaders and line managers to meet an inclusion-based competency on recruitment?

Yes

No

1 point available and 0 received

Action: Implement a process that requires all senior leaders and line managers to meet an inclusion-based competency on recruitment.

8- Does the organisation require all senior leaders and line managers to have an inclusion-based objective?

Yes

No

1 point available received

Evidence was provided of the Trust EDI corporate objective which includes launch of Staff Networks for protected groups, undertaking work to pursue inclusive recruitment and selection processes, address pay gaps, amplify diverse voices and reduce bullying, harassment, discrimination, and violence (BHDV). Among other groups, this is also specifically related to LGBT+ people.



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Monitoring

These are unscored questions, asked for information gathering purposes only.

9- Please upload a copy of your staff survey results broken down by Sexual orientation

Experiences of physical violence at work from patients/service users, their relatives and other members of the public was highest for lesbian and gay staff at 20%. This is a significant increase from the previous year. This number was also higher for bisexual staff at 15.8%. There was also a slight increase in experiences of violence at work from manager at 3.3%, and from other colleagues at 10%. Bi staff also experienced increased rates of violence from other colleagues at 5.3%.

Experiences of harassment, bullying or abuse at work from other colleagues were also higher for lesbian and gay staff at 33.3%. This was a stark increase from the previous year. For bi staff this number was also slightly higher at 22.2%, although this was a decrease from the previous year.

Lesbian and gay staff reported higher rates of experiences of discrimination at work from patients/service users, their relatives or other members of the public at 23.2% (compared to 4% of heterosexual staff). This group also reported more experiences of discrimination at work from managers or other colleagues at 20%.

10-Please upload a copy of your staff survey results broken down by Gender

Although there are insufficient response rate for non/binary staff, Information is available for staff that indicated they “prefer not to say” their gender and as this relates to male and female staff. This may potentially give insight into staff who’s gender may not fit into “male” and “female” or who do not feel safe to declare their gender for various reasons.

Staff who “prefer not to say” their gender experienced more harassment, bullying or abuse at work from their managers (29.8%) as well as from colleagues (34.8%). This group is also slightly less likely to report such instances at only 10.5% of staff saying they had reported these experiences. This group also experienced more discrimination from managers and other colleagues at 17%.

There are also discrepancies when it comes to career progression and promotion, with only 27.1% of staff who preferred not to state their gender identity saying that the organisation acts fairly with regard to career progression/promotion, regardless of ethnic background, gender religion, sexual orientation, disability or age.

11-Please upload a copy of your staff survey results broken down by Trans status



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Due to insufficient response numbers regarding trans status we cannot review detailed information for this Trust within this category.

There is some information around those who “prefer not to say” whether their gender is the same as their sex assigned at birth. This group reports higher instances of harassment, bullying or abuse at work from other colleagues (38.3%) as compared to cisgender staff (20%). This was also true for instances of harassment, bullying or abuse from managers at 34% for staff who “prefer not to say”. This group was also less likely to report such instances at 23.8% compared to cisgender staff at 44.6%.

There are also discrepancies when it comes to career progression and promotion, with only 29.2% of staff who “preferred not to say” saying that the organisation acts fairly with regard to career progression/promotion, regardless of ethnic background, gender religion, sexual orientation, disability or age. This is compared to 57.7% of cisgender staff.

12-Please upload a copy of any associated action plan based on the staff survey results.

The Trust advised that there is currently no specific action plan. We are therefore unable to comment on whether sufficient reference to work being undertaken to support LGBT staff has been made.

Engagement

13-Does the Trust systematically monitor LGBT+ related complaints made by patients?

Yes
No

1 point available and 1 received

The Trust clearly evidenced systematic monitoring of LGBT+ related complaints made by patients. It was described that there are three subcategories for gathering information which are “Gender reassignment”, “Sexual orientation” and “Gender”. It was outlined that all formal complaints are logged on Datix. The complaint is then reviewed by an officer and points of concern are established and at this time an attempt to contact the complainant to discuss this and explain the process will be made. Following this the complaint is referred to the relevant Governance Team so that they may allocate a case investigator. Patient Relations are informed as to who the Division has allocated and it is at this time that Patient Relations write to the complainant to confirm the points in writing and to advise them who is looking into their complaint. Following investigation a response is drafted by the Division which goes through the following review and sign off process; Divisional, Patient Relations and Executive. Once the letter has been reviewed and approved it is sent over to the Chief Executive’s office for signature and posting. Patient relations also present quarterly reports to the Patient Experience Committee. We were very pleased to hear about this process and that there are explicit categories covering both “gender reassignment” and “sexual orientation”.



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14-Does the Trust have an LGBT+ employee network group for LGBT+ employees?

- A. Yes, with a defined role and terms of reference
- B. No, but we have a Diversity & Inclusion group with formal LGBT+ representation
- C. No, but we have a formal agreement with an external network
- D. None of the above

3 points available and 3 received

Terms of reference and group purpose was clearly evidenced, although it was advised that these are currently under review.

15-Does the Trust provide protected time for LGBT+ employee network committee members to undertake network group activity?

Yes
No

1 point available and 1 received

The Trust described that each Chair gets 15h/month, each exec team member (project officer, comms officer, events planner, trans/NB rep) gets 10h/month.

16-In the past year how has the organisation supported the work of the LGBT+ employee network group (or Diversity and inclusion group)?

- A. Provided a network group budget
- B. Provided a formal senior champion
- C. Facilitated network members' participation in skills training
- D. Facilitated network members' participation in leadership or professional development programmes
- E. Facilitated network members' participation in LGBT+-specific seminars and conferences
- F. Other (please detail)

5 points available and 4 received

The Trust provided evidence of a formal network group budget and evidence was provided of a formal senior champion within the evidence submitted for previous questions.

The Trust provided evidence that each Chair is enrolled on an externally provided course that is specifically tailored to empower and link network chairs from around the world and to explore what it means to run a diversity network.

Action: Ensure that network members are able to participate in LGBT+ specific seminars and conferences.



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17-In the past year, what action has the LGBT+ employee network group undertaken to improve its inclusivity? Tick all that apply.

- A. Promoted itself as being open to all and inclusive of any underrepresented LGBT+ groups
- B. Signposted to specific spaces for marginalised and underrepresented LGBT+ groups
- C. None of the above
- D. Other, please specify

2 points available and 2 received

Evidence was provided of the LGBT+ staff network vision statement, which specifically mentions trans and non-binary inclusion as well as inclusion of LGBT+ people of colour.

Evidence was also provided of signposting to spaces for marginalised and underrepresented LGBT+ groups, including young LGBT+ people who are homeless, information around healthcare needs of older LGBT+ people, palliative and end of life care for LGBT+ people, and information on supporting bisexual employees in the workplace.



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Action Plan

Policies:

1. Put in place a clear, public facing policy, which explicitly bans homophobic, biphobic and transphobic behaviours. This can be within a wider zero tolerance statement/policy which also covers behaviours against other protected characteristics.
2. Include examples of bullying, harassment or unacceptable behaviour relating to someone's trans status within Bullying and Harassment policy.
3. All policies could benefit from an inclusive statement under eligibility to make clear that it applies to all irrespective of gender/gender of partner etc.
4. Amend all policies so that, unless relevant to preserve access to legal rights and pay, the language used is gender neutral.

Patient and Staff Surveys:

1. Provide staff with additional training to build confidence in supporting LGBT+ people, consider making this training mandatory
2. Provide all staff with access to informative educational LGBT+ resources.
3. Establish clear messaging around who LGBT+ champion is/ point of contact for LGBT+ staff
4. Establish tougher consequences for homophobic and transphobic language

Services Survey:

Gynaecology:

1. We recommend the Gynaecology service provide guidance or the opportunity for trans and non-binary people who are attending the service to request additional support. Support can be in the form of scheduling their appointment at the beginning/end of the day to avoid waiting in a busy gendered waiting room or providing the opportunity to wait in an adjoining waiting room that matches their affirmed gender. This could be communicated in the form of a statement on the service website or a sentence on outgoing appointment letters outlining what additional support could be available and how a patient can request it.
2. We recommend ensuring that clinics have names that are names for their purpose rather than in a gendered way.

Maternity:

1. Ensure that all the systems and paperwork within this service allow for recording accurate information regarding different family structures.
2. Develop guidance to support trans and non-binary people to chest feed. Resources and links to organisations that have information and guidance aimed at supporting trans and non-binary people to breast/chest feed have been provided in the resource library to support the Trust with developing such guidance.



3. Develop guidance to support supporting a non-carrying parent to breast/chest feed. Resources and links to organisations that have information and guidance aimed at supporting a non-carrying parent to breast/chest feed have been provided in the resources library to support the Trust with developing such guidance.

Laboratory:

1. Ensure there is a process in place to support the recording of a patient's trans status if this information is supplied with or about a sample.
2. Ensure there is a policy/pathway for laboratory staff to follow where there is incongruence between the sample for testing and the patient information.

Fertility

1. Ensure the systems and paperwork within this service allow for recording accurate information regarding different family structures, e.g. expressly include options for same-gendered parents.
2. Ensure staff are either trained to support trans patients in fertility preservation or that they have the appropriate signposting information available.

All services:

3. Increase the posters and resources available to services that support LGBT+ people. Links to LGBT+ posters and resources have been included in the [resources library](#).
4. Include sanitary bins in all toilets. Information about the '#in with the bins campaign' which supports this is provided in the [resources library](#). Where possible designate single stall toilets as gender neutral, this should be in addition to the accessible facilities.
5. We recommend producing an explicit statement per service about confidentiality (e.g. only sharing sexuality or trans status information where relevant and in discussion), and making sure this is visible to patients and visitors.
6. Create a corporate background which can be used in virtual consultations is stored centrally and made available to all.
7. Encourage staff to start consultations with a pronoun introduction, as this signals an inclusive and safe space for the patient as well as helping establish the use of the correct pronouns for staff.
8. Review standard patient letters to ensure language is gender neutral or gender inclusive.
9. Ensure that patient facing staff know how to request leaflets in additional formats and these are available as a standard where possible.
10. When reviewing patient information, consider what tailored and equitable support may be needed to ensure that LGBT+ patients within the service are fully supported and receiving relevant information. Where relevant make reference to LGBT+ patients and include any specific information.
11. When reviewing patient information, consider including LGBT+ imagery. This could be LGBT+ people and relationships, (same-gendered partners, and diverse family units) or clear signifiers of LGBT+ inclusion such as the progress flag.



12. We recommend services review their webpages and where applicable make specific references to LGBT+ people, or signify that their service is LGBT+ inclusive by including clear imagery such as a progress flag.
13. Create a centralised list of general LGBT+ resources, local and national organisations where LGBT+ patients can be signposted to. This list would ideally be made available to all staff and accessed through the intranet. Services could also create a list of LGBT+ resources and organisations specifically relevant to the service and ensure this information is accessible to staff for when needed. Resources, links to organisations are detailed in [the resources library](#).
14. If the Trust is able to amend patient notes to include a space for patient pronouns across services, we would encourage them to do so. Ensure that patients are routinely asked and this is then recorded, by communicating this process and the importance of pronouns to patient-facing staff.
15. Amend the options for “gender” to choose from within the online system.
16. Encourage clinicians to ask for the gender of a patient’s partner rather than assuming heterosexual or binary-gender relationships and ensure that staff are aware why this is important.
17. On patient feedback forms, we would advise that one question be asked to confirm someone’s gender identity (man, woman, non-binary, other), with a further question around trans status, in addition to sexual orientation. This can be done through asking “do you identify with the gender you were assigned at birth?” It is also worth noting that a person does not need to disclose this information and may choose not to.
18. When examining patient journeys, consult with LGBT+ patients to ensure there are no barriers to accessing services.
19. Review the centrally delivered EDI training for its suitability and LGBT+ information. Link to organisations that can provide additional training in the needs of LGBT+ staff and patients have been included in [the resource library](#).
20. Where appropriate, ensure that clinicians are informed and confident in either giving advice to trans and non-binary patients on hormonal contraindications, or know where to refer for further information.
21. Introduce an LGBT+ champion for staff and patients per service and ensure this information is available to both staff and patients.

Workforce Survey:

1. Include a statement around valuing diversity that is explicitly inclusive of LGBT+ people in all job packs and pages.
2. Include information about the LGBT+ employee network group or LGBT+ inclusion activities in all job packs and pages.
3. Include an explicit message on the organisation’s commitment to LGBT+ inclusion information on relevant policies within induction, as well as information on the LGBT+ employee network or allies programmes/initiatives.
4. Ensure that staff are encouraged to use pronoun introductions within internal meetings. This could be done through distribution of pronouns guidance. Ensure that any internal forms include non-binary as a gender option and that non-binary titles are an option on staff passes and HR forms.
5. Share information that highlights and signposts to relevant policies.



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6. A formal process that supports the Trust to identify and act specifically on LGBT+ inclusion issues raised, rather than just wider “discrimination” issues at the exit interviews would be beneficial. This would allow for regular systematic monitoring and flagging of any reoccurring issues.
7. Ensure that senior management communicates a strong message on LGBT+ equality, which also expressly includes bi equality and trans and non-binary equality, as these are often subject to erasure. Resources and information about bi identities and trans and non-binary identities have been included in the [resources library](#).
8. Ensure senior management reviews and/or approves LGBT+ inclusion strategies, along with top line LGBT+ monitoring reports and actions.
9. Implement a process that requires all senior leaders and line managers to meet an inclusion-based competency on recruitment.
10. Ensure that network members are able to participate in LGBT+ specific seminars and conferences.

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Resource Library

LGBT+ Training

Training around issues faced by LGBT+ people within healthcare (staff and patient) and why tackling them is important

- Improving the lives of LGBT People: <https://www.gov.uk/government/publications/lgbt-actionplan-2018-improving-the-lives-of-lesbian-gay-bisexual-and-transgender-people>
- Guide for nurses and HCP's on NOK issue for LGBT people: <https://www.rcn.org.uk/-/media/royal-college-of-nursing/documents/publications/2016/may/005592.pdf>
- Helpful NHS Reports on LGBT Healthcare: <http://www.pinktherapy.com/en-gb/knowledge/nhsandhealthcare.aspx>
- Healthcare needs of older LGBTQ people: <https://www.ageuk.org.uk/discover/2021/february/the-health-and-care-needs-of-older-lgbt-people/>
- Stonewall report on caring for LGBT people in healthcare spaces: www.stonewall.org.uk/system/files/unhealthy_attitudes.pdf
- Further generalised resources: <https://genderedintelligence.co.uk/resources/other.html>
- Tips for transgender allies: <https://www.glaad.org/transgender/allies>
- Various reports on trans inclusion at work and similar: <https://genderedintelligence.co.uk/professionals/resources.html>
- Good practice tips for working with trans and non binary young people: <https://genderedintelligence.co.uk/static/pdfs/WE%20Good%20Practice%20v2%20Jan%202020.pdf>
- Training on trans and non-binary: <https://genderedintelligence.co.uk/professionals/training.html>
- <https://mermaidsuk.org.uk/training/>
- <https://www.ihasco.co.uk/courses/detail/gender-identity-expression-training>
- 10 things trans people should discuss with their HCP's: https://www.glma.org/_data/n_0001/resources/live/Top%2010%20fortransgndr.pdf
- <https://www.diversitytrust.org.uk/>
- <https://mindout.org.uk/training-2/>
- <https://learn.oakleycoach.com/courses/LGBT-healthcare>
- <https://gate.ngo/category/announcements/online-training/>
- <http://www.pinktherapy.com/en-gb/knowledge/hivaidsexualhealth.aspx>
- <https://www.stonewall.org.uk/improving-mental-health-and-wellbeing-outcomes-lgbt-childrenand-young-people>
- <https://www.intercomtrust.org.uk/training>
- <https://www.transinthecity.co.uk/about-us.html>
- Training for needs of LGBT POC: <https://www.consortium.lgbt/member-directory/masakhane/>
- <https://www.proud2bparents.co.uk/training-and-consultancy>
- <https://www.theproudtrust.org/schools-and-training/training-for-professionals/>
<https://www.glaad.org/biweek2021>
<https://www.thetrevorproject.org/resources/guide/how-to-support-bisexual-youth/>
<http://www.pinktherapy.com/en-gb/knowledge/bisexual.aspx>
https://interengineeringlgbt.com/wp-content/uploads/2019/07/Supporting-bisexual-employees-in-the-Workplace_0270619.pdf (Engineering based but an interesting

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- resource!)<https://www.stonewall.org.uk/lgbt-britain-work-report>
https://outandequal.org/wp-content/uploads/2021/09/BiVisibilityResource_R3.pdf
- Palliative and end of care for LGBT people:
<https://www.mariecurie.org.uk/professionals/palliative-care-knowledge-zone/proving-good-quality-care/lgbt-end-of-life>
 - Interesting resource/content on maternity care for LGBT people:
www.all4maternity.com/maternity-care-for-lgbtq-people-how-can-we-do-better/
 - Information on supporting Deaf LGBTQ people: <https://www.lgbthealth.org.uk/wp-content/uploads/2020/09/Deaf-and-LGBTQ-Discussion-Event-Report.pdf>
 - Video resource on LGBT health for HCP's:
<https://www.diversitytrust.org.uk/2017/04/lgbt-healthmatters-new-online-video-resource-for-health-care-professionals/>
 - Live Through This Resource pack on inclusive cancer care:
<https://secureservercdn.net/160.153.138.201/04v.b4d.myftpupload.com/wp-content/uploads/2021/08/ProviderPackV1.pdf>

Online training

Training on how to support LGBT colleagues

- <https://www.stonewall.org.uk/power-inclusive-workplaces>
- LinkedIn Training webinars (Supporting LGBTQ+ colleagues):
<https://www.linkedin.com/learning/understanding-and-supporting-lgbtq-plus-employees/build-an-lgbtq-plus-inclusive-organization?autoplay=true>
- Workplace training: <https://www.stonewall.org.uk/workplace-events>
- LGBTQ+ Awareness in the Workplace: <https://www.talentlms.com/library/lgbtq-awareness-and-inclusion/>
- Royal College of GP's training: <https://elearning.rcgp.org.uk/course/info.php?id=352>
- Sexual orientation and gender diversity in the workplace training:
<https://blgbt.org/training/>
- Trans and Non Binary Counselling support service:
<https://www.cmagic.org.uk/counselling/>

Signposting resources and leaflets for LGBT service users and staff

- <https://www.bsuh.nhs.uk/maternity/wp-content/uploads/sites/7/2021/01/Pronoun-Stickers.pdf>
- <https://www.nata.org/practice-patient-care/health-issues/cultural-competence/lgbtq-terminology>
- Trans domestic abuse victims (LGBT Foundation): <https://www.gendergp.com/wp-content/uploads/2016/03/Guide-for-trans-people-affected-by-sexual-violence-1.pdf>
- Galop provide a domestic abuse helpline for LGBT people:
<https://galop.org.uk/types-of-abuse/domestic-abuse/>
- Switchboard: <https://switchboard.lgbt/>
- Another Closet (Australian based, provides excellent information):
<http://ssdv.acon.org.au/>
- Male domestic abuse support (Yorkshire): <https://twitter.com/menreachingout1>
- Resources from South Yorks (useful crossover):
<https://sayit.org.uk/resources/callitout/resources/>
- IDAS Specialist Sexual Abuse charity (Yorkshire): <https://www.idas.org.uk/about-us/lgbt-inclusion/>
- Bi Survivors Network: <http://bisurvivorsnetwork.org/>
- Safe Lives Resource: <https://safelives.org.uk/sites/default/files/resources/Free%20to%20be%20safe%20web.pdf>



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- Harm reduction for LGBT POC: https://cdn.website-editor.net/s/7731502ea1a44ab7a0f97aa97d1beb3c/files/uploaded/HIV%2520Harm%2520Reduction%2520Updated%2520v1.0%2520270222.pdf?Expires=1657279912&Signature=OZP~PPxY3uiQtYvbXS7f5TyphuD20~sdmxwbcLwR2xMTKs_zi5KiNla1ZXj~VgKB3jEAlmFcyOQnd~i0ASUwBZBWcr-dmi2Qez7RJmeM-yvOgt4sFC~mjcCMtV99DW1n0Zpqd2~3lmgVhO6R4BOpoY4WTxg7Xjb7Nf6eVvReCRdtepLD5yvQuX3hv7AIPx3fV2I5YkWEDYFSKX1X2QRvKA8VQEDF8Q~cljles9IWpRAMPEJRlwGK0-hp6KhgUyltp0Ydxv~0UITqEz~~fYxfeKZEBtRLmY9ZBDLHS-VmlEOKSeQQCNhpgOUdccY-cVp-L05ikZZsgl4~7gA7MmX9t6Q__&Key-Pair-Id=K2NXBXLf010TJW
- Mindline Trans+ support service: <https://mindlinetrans.org.uk/>
- LGBT Switchboard: <https://switchboard.lgbt/>
- Mindout LGBTQ+ support: <https://mindout.org.uk/>
- Young Persons' Advisory Service: <https://ypas.org.uk/services/wellbeing-services/#/>
- Emotional support for LGBTQ+ refugees and asylum seekers: <https://www.sayitloudclub.org/about-us>
- Trans support: <https://www.beaumontsociety.org.uk/>
- Spirit level trans support group: <https://www.facebook.com/spirit.leveltranssupportgroup/>
- LGBT Hate crime: <https://galop.org.uk/resource/understanding-anti-lgbt-hate-crime/>
- Large list of resources available: <https://www.fflag.org.uk/booklets-posters-forms/#toggle-id-1>
- General information for trans people and allies: <https://www.gires.org.uk/wp-content/uploads/2016/07/Information-and-support-for-families-of-adult-transgender-non-binary-and-non-gender-people.pdf>
- LGBT Equality poster: <https://sexualhealthdq.co.uk/lgbt-equality-poster.php>
- Inclusive families poster: https://www.stonewall.org.uk/system/files/different_families_same_care_poster.pdf
- Reporting hate crime poster: https://www.stonewall.org.uk/system/files/No_Bystanders_Posters__1_.pdf
- Various resources and posters on LGBTQ over 50, peer support for BAME, suicide prevention: <https://mindout.org.uk/resources/>
- Various resources including smoking cessation: <https://londonfriend.org.uk/lgbt-resources/>
- Suicide prevention resource: <https://www.prevent-suicide.org.uk/wp-content/uploads/2019/08/Suicide-Prevention-Pocket-Resource-Brighton-and-Hove.pdf>
- Top tips for supporting LGBT people

Resources and information regarding bi identities and bi equality.

- <https://www.glaad.org/biweek2021>
- <https://www.thetrevorproject.org/resources/guide/how-to-support-bisexual-youth/>
- <http://www.pinktherapy.com/en-gb/knowledge/bisexual.aspx>
- https://interengineeringlgbt.com/wp-content/uploads/2019/07/Supporting-bisexual-employees-in-the-Workplace_0270619.pdf (Engineering based but an interesting resource!) • <https://www.stonewall.org.uk/lgbt-britain-work-report>
- https://outandequal.org/wp-content/uploads/2021/09/BiVisibilityResource_R3.pdf



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Information about the "#in with the bins" campaign.

- <https://inwiththebinscampaign.wordpress.com>



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