

NHS Rainbow Badge Assessment Report

Hull University Teaching Hospitals NHS Trust

Initial Stage

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Summary

Area	Score	Available	Outcome
Policy Review	4	19	Initial Stage
Staff Survey	8	16	Bronze
Patient Survey	0	18	Initial Stage
Services survey	15	75	Initial Stage
Workforce assessment	25	38	Silver
Total	52	166	Initial Stage

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Feedback report- Policies

The Trust received 4 points across scoring for all policies.

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

Points available: 1

Points scored: 1

The Trust website says that information on this is currently being updated, but it includes a link which explains prohibited types of discrimination, which includes discrimination based on sexual orientation and trans status. It is clear that the Trust does not accept discrimination in its services and is aiming to reduce and eliminate it. As a next step, the Trust could consider explicitly mentioning biphobia, homophobia and transphobia as forms of discrimination which are not tolerated.

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?**

Points available: 2

Points scored: 2

Bans on discrimination were found in the “scrap” policy. We would suggest putting this ban nearer to the start of the policy for clarity, but discrimination based on sexual orientation and trans status is banned.

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**

Points available: 1

Points scored: 1

There is a clear process outlined in the scrap policy which gives staff many options for how to tackle unacceptable behaviour at work, ranging from informal to formal.

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

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Points available: 5

Points scored: 0

Although the Trust did have some inclusive content in their family and leave policies, we were unfortunately unable to award for these. This is because all of the policies contained some gendered language without expansion apart from the special leave policy. We were unable to award for the special leave policy as there was no statement that made clear that it applied to all regardless of gender.

Action: Ensure that all policies are gender neutral or gender inclusive, except where using gendered language is necessary to preserve legal rights.

Action: Include a statement in all policies which says that the policy applies equally to all regardless of gender, trans status or sexual orientation.

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

Points available: 5

Points scored: 0

The Trust does not yet have a trans inclusion policy so we are not yet able to award for this.

Action: Develop a trans inclusion policy which has a commitment to supporting all trans people, information on trans identities, guidance on facilities and dress code, and a clear commitment to data protection. All of the above should be explicitly inclusive of non-binary people.

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
- E. Work-related guidance for employees on how to support a colleague who is transitioning

Points available: 5

Points scored: 0

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The Trust does not yet have a trans inclusion policy so we were not able to award for this.

Action: Develop a trans inclusion policy which has work related guidance for trans employees, their managers and colleagues, name and gender marker change processes, and guidance on data protection and confidentiality at work. All of the above should be explicitly non-binary inclusive.

Are the Trust's compassionate and/or special leave policies inclusive of loved ones/chosen families/close support networks and supporting someone through transition?

This was an unscored question.

The special leave policy grants time off to care for close relatives and dependents. It does not explicitly state that chosen family are included, or that this leave can be used to support someone through transition. We would suggest editing the document to explicitly state this.

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Feedback report- Surveys

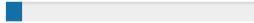
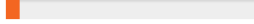
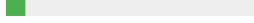
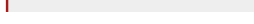
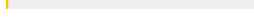
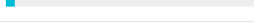

Staff responses

The Trust received 8 points across the scoring for this survey. The Trust had exceptionally high levels of engagement in their staff survey, which we wanted to recognise and commend.

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

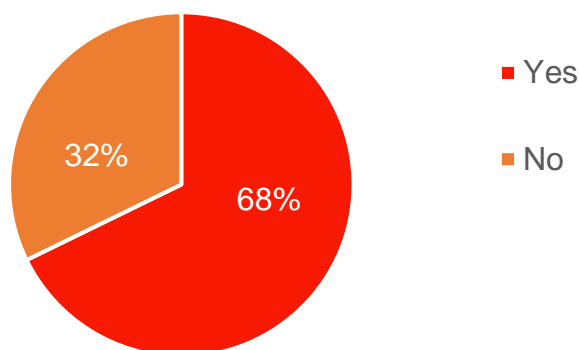
22% of staff completing the staff survey identify within the LGBT+ communities in some way.

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		6.49%	53
Yes- Gay		5.75%	47
Yes- Bi		7.96%	65
Yes- Trans		1.22%	10
Yes- Non-binary		1.22%	10
Yes- I identify in a different way		3.67%	30
No		77.72%	635

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

Does your role involve patient facing activity?
816 Responses



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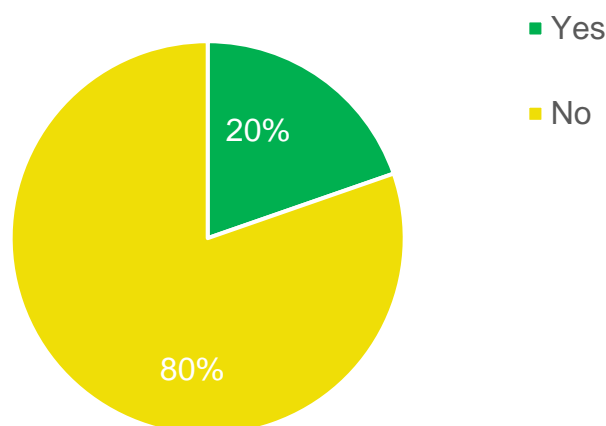


The following two questions were asked to respondents who indicated they were in a patient facing role.

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.

554 Responses

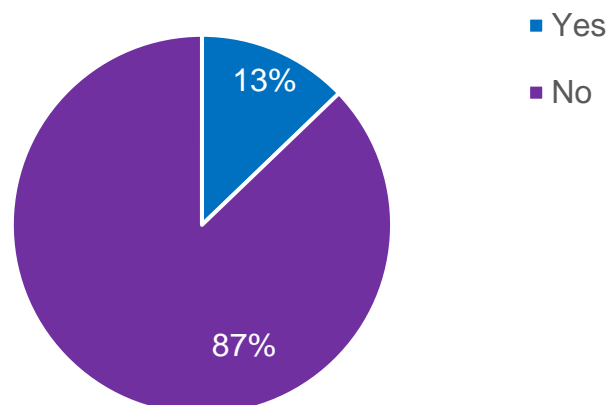


The Trust did not receive a score for this question. 2 points were available, the trust needed to score over 50% of respondents answering Yes to score 1 point and over 75% of respondents answering yes to score 2 points.

Action: Encourage staff to ask patients about sexual orientation where relevant.

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

554 Responses



Action: Encourage staff to ask patients about trans status, where relevant.

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20% of patient facing employees indicated that they routinely ask patients their sexual orientation. This number is slightly lower in the patient survey, with 18.68% of patients saying they were asked their sexual orientation.

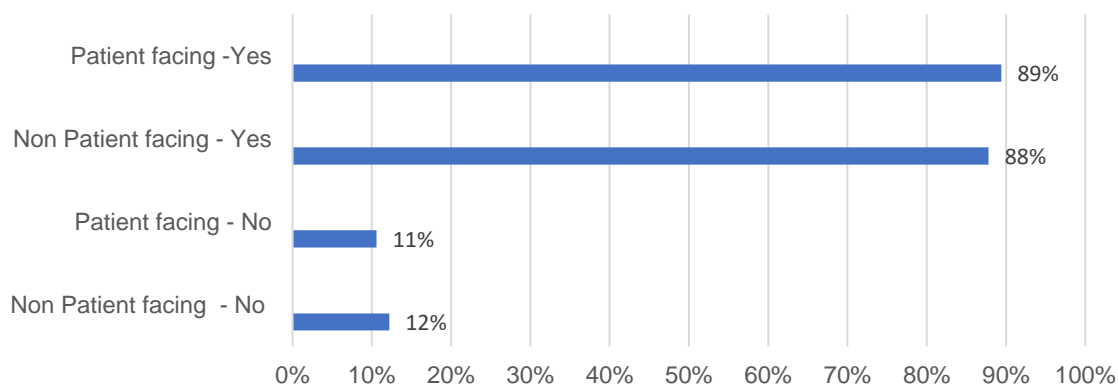
13% of patient facing employees indicated that they routinely ask patients about their trans status, with only 7.61% of patients completing the survey confirming they had been asked if they have a trans history.

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.

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

556 Patient facing responses
262 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.

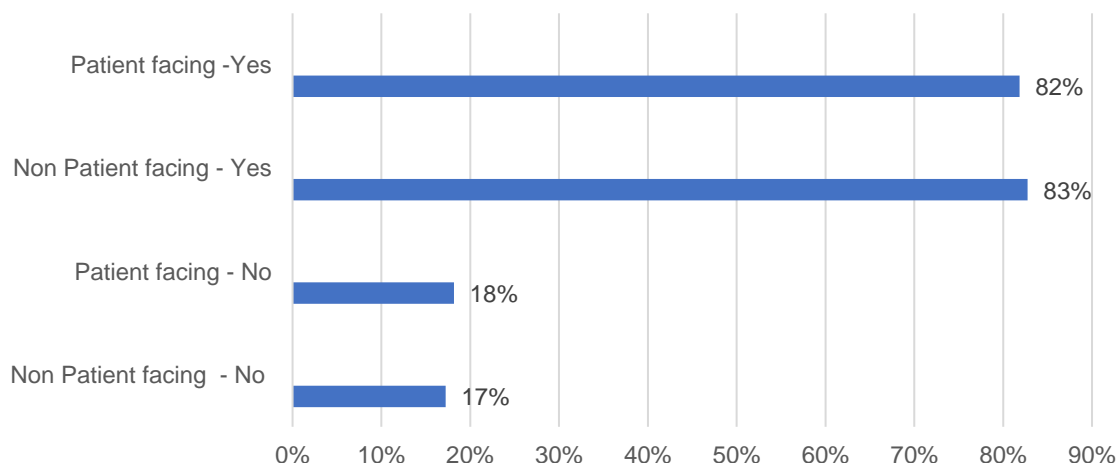
The Trust received one of two available points.

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

556 Patient facing responses
261 Non Patient facing responses



The responses to these questions show that confidence in supporting LGB patients and colleagues is high, however staff are slightly 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.

Action: Ensure staff have adequate information to support LGBT+ people and their carers.

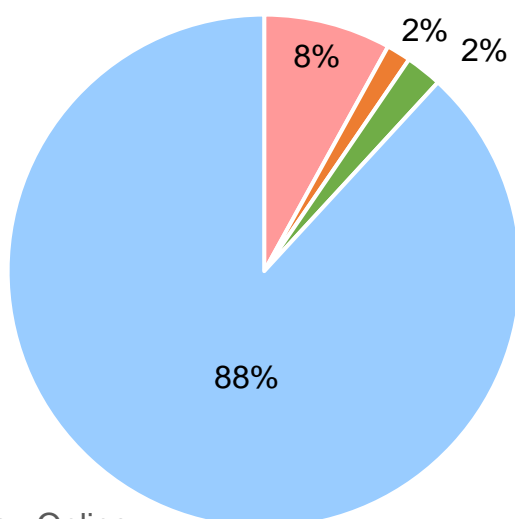
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The Trust received 0 points for this question. 2 points were available and the Trust needed to score over 50% of combined (patient facing and non-patient facing) employees having received training in any capacity to score 1 point and over 75% of combined employees having received training to score 2 points.

Have you received any training you can use when supporting LGBT+ colleagues?

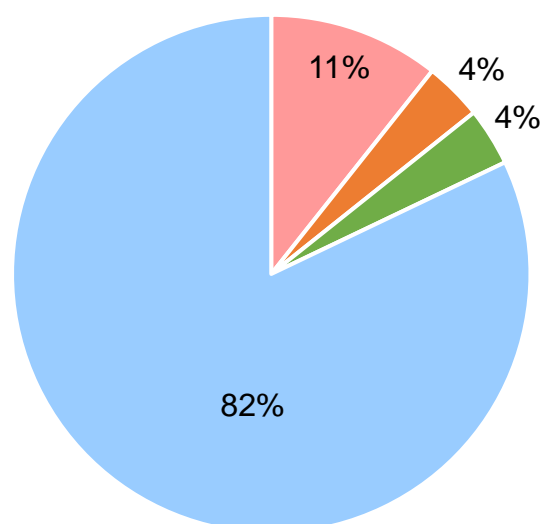
262 Responses from non patient facing staff



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

Have you received any training you can use when supporting LGBT+ patients and/or their carers?

553 Responses from patient facing staff



18% of total patient-facing respondents and 12% of non-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 careers.

Action: Provide training for patient facing and non-patient facing staff which covers LGBT+ inclusion.

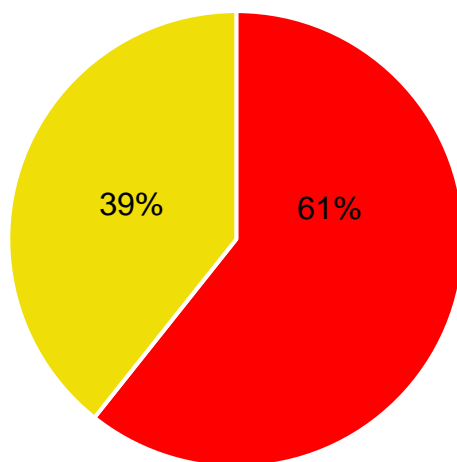
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This is an unscored question, asked for information gathering purposes only.

Do you feel you would benefit from additional training, support or information in regards to supporting LGBT+ colleagues?

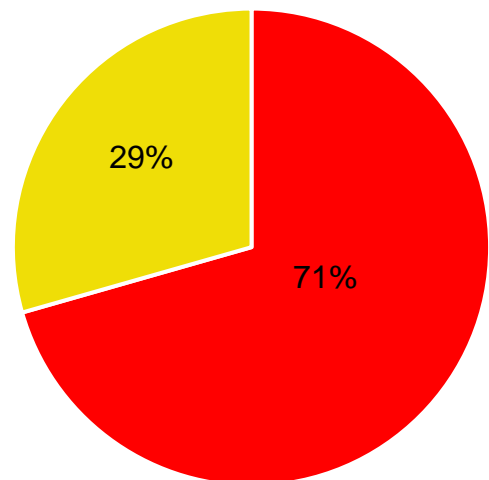
262 Responses from non patient facing staff



■ Yes ■ No

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

554 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.

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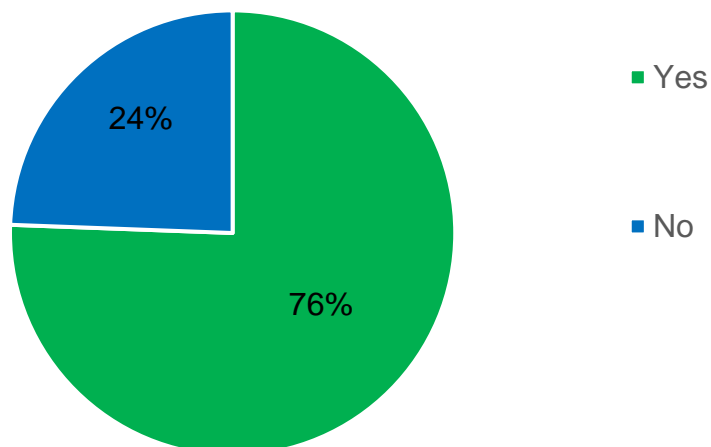


Patient facing employees were also asked the following additional questions.

The Trust received both 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?

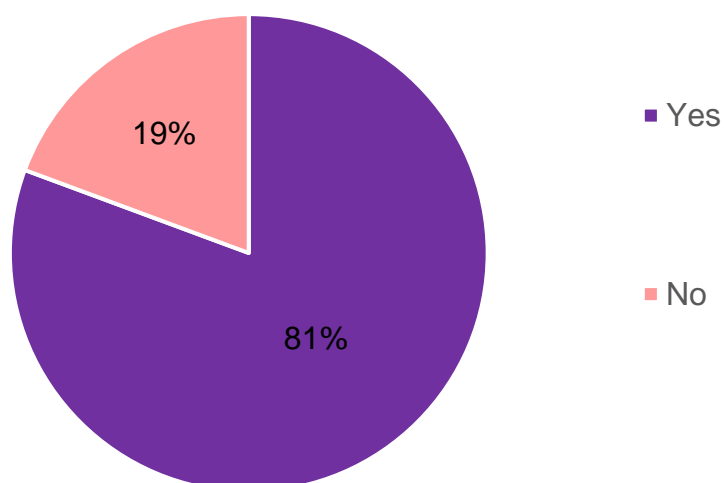
553 Responses



The Trust received both 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?

553 Responses



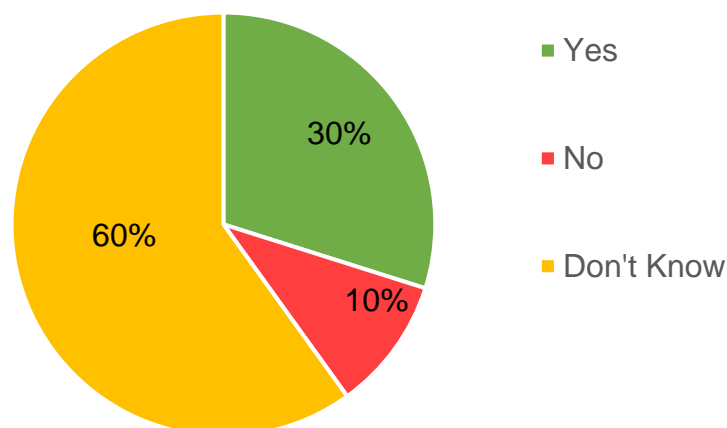
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The Trust did not receive a score for this question. 2 points were available the Trust needed to score over 50% of combined (patient facing and non-patient facing) feeling there is adequate support available for LGBT+ staff to score 1 point and over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

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

811 Responses



71% of patient facing staff and 61% of non-patient facing staff 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.

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.

Comments from staff regarding training:

"Mandatory training for all staff to raise awareness and to support non LGBT+ staff/patients/relatives etc in their interactions to ensure they are confident in their approach"

"Mandatory Training for all staff regarding LGBT+ including understanding of terminology and changing unconscious bias."

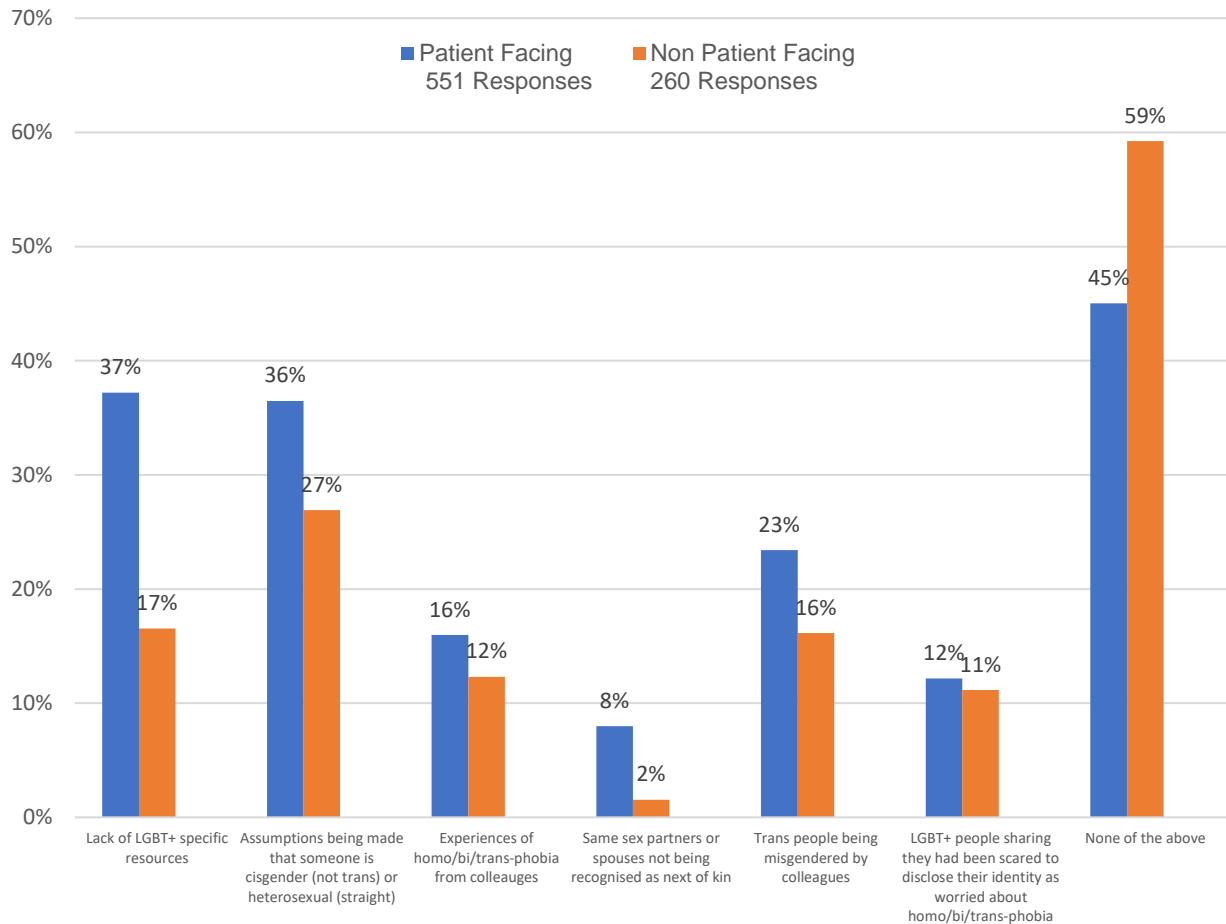
"I think training for other staff to be more acceptant of trans/ non binary individuals"

"Mandatory training on inclusive culture"

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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 pack) 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?

There were also a large number of responses that were simply the word “none”, or comments that were very insistent that no support was necessary.

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Quotes from staff:

“As a parent of a bisexual daughter, I think there should be more support for those parents who work within the Trust to support them.”

“There is simply not enough support across the trust People are discriminated against excessively and nobody polices it. There is an element of fear in reporting this kind of thing as it would cause additional issues throughout the department”

“I want to be able to use the reporting tool for anti-racism for any attack on anyone with a protected characteristic. I want HR staff, occupational health staff, managers and leaders to be more impartial when applying our policies and accept that staff do breach their legal obligations under the Equality Act 2010 whether intentional or not and begin to view taking the actions to support manager in doing the right thing as protecting the Trust reputation rather than doing whatever it takes to suppress the story or the LGBTQ+, Disabled member of staff or BAME Member of staff as a 'problem or trouble maker. Our values are stated really clearly, but there is some distance between the written values and what actually happens. So I think HR, Occupational Health and mediation services all need training and to be held to account for being experts that live the trust values in what they say and more importantly what they do.”

“I would like there to be specific policies in place to protect trans and non-binary colleagues, detailing how they should expect to be treated while at work. I would like these policies to be enforced, especially by senior colleagues so if a trans or non-binary person experiences any discrimination they know that the Trust will support them.”

“An anonymous survey like this is a good idea for people who identify with LGBT+ as it creates an open and honest space for people to identify gaps in services and promote ideas that will help others that may not feel like speaking up.”

“Sanitary bins in male toilets”

“I think there needs to be more information for people who do not fully understand the terms that are being used, I would hate to upset someone by using the wrong terminology and not knowing I had done so.”

“I have witnessed some colleagues expressing their homophobic/transphobic views to LGBT+ staff members personally. As a parent of LGBT+ children (now adults) I find this very distressing to see. I feel all individuals should be free to have their own views, however voicing their views and causing upset and pain to others is unacceptable and hurtful. I believe additional mandatory training for all staff should be introduced exclusively for LGBT+ people.”

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Content warning: Anti-LGBT+ experiences and views, discrimination, racism, ageism.

“This whole thing is ridiculous“

“I am gay, and feels unsafe to disclose my sexual orientations to my colleagues who came from the countries against gay rights. Many of my colleagues have accepted my sexual orientation. However, I had a moment my colleague clearly stated that "NO GAY" to me. If there would be any extra support to make us feel safe to open up our sexual orientation at work, it would be great.”

“I don't think it is necessary to provide any further training, it is entirely possible to deliver high quality care to our patients with no knowledge of their sexual orientation or gender identification. This is another example of virtue signaling by the NHS and our Trust and is contributing to dissatisfaction of our staff. This is evidenced by our poor staff survey results.”

“1) Staff who are cis gender would benefit from training and confidence not to accidentally offend LGBTQ persons by saying the wrong thing. 2) my patients are usually quite elderly, not sure its appropriate to ask them their sexual orientation and gender”

“Why would they need extra support? Being lgbt does not make them mentally ill or disabled, does it ?”

“I think training for other staff to be more acceptant of trans/ non binary individuals. I've heard staff refer to some trans patients as "weird" this was not from nursing staff but a caterer. All staff should be trained to understand it all a bit more.”

“I know of at least one person who was applying for a position in the trust but abandoned their application as there were only two options for gender (I think?) and they identified as NB - so we're losing opportunities to hire LGBT+ staff before even knowing about it.”

“LGBT are humans and they don't have to be labelled. I am not in agreement with specific attention to LGBT . So for instance why can't we pay special attention to men or women or adults. I am not really sure why sexual orientation of different people have to be imposed. Everyone can do in bed what they want .. it's honestly none of my business. Also not sure about the questions above .. why would some one's sexual orientation affect the way I would treat them .. it's all super silly”

“I have worked in the Trust for 13 years (&the NHS for 35 years) but I rarely allow patients, patients relatives or other visitors to know I am gay as I feel if they are abusive or discriminatory I will not be supported by my line managers. I don't not feel that heterosexual have much (or any) understanding of the many issues that are a problem to members of the LGBT+ community but do not affect the heterosexual community at all.”

“I think the Trust is taking wrong approach by creating subgroups amongst the staff. If we want to see inclusivity we should stop creating some sort of groups (BAME, disable, LGBT+) and have one group 'HUTH staff'. I don't really care if you LGBT+, black or white or any other as far as you are hardworking, caring person.”

“I do not feel it is appropriate for a persons sexual preference to be discussed and or celebrated by the workplace? This should be a deeply personal matter and no one should have to feel uncomfortable.”

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Word cloud for patient facing staff responses:

access additional aware awareness binary care changing clinical colleagues
community department don't education extra face feel gender good group groups health
identify issues knowledge lgbt lgbt+ lgbtq+ mandatory member members needed online open
orientation patient patients pattie people person posters preference pronouns questions
resources safe services sexual staff status support supported training trans
treat treated trust understand understanding unsure work

Word cloud for non-patient facing staff responses:

access additional approach binary bins colleagues community culture department discrimination equality
experience family feel female gender good idea identify individual issues lgbt+ male
manager managers mandatory matter members needed pad patient patients
people period person policies prejudice required resources senior services sexual staff straight
support terminology toilets training trans transgender treat treated trust
uncomfortable understand understanding views work worked workplace

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Feedback report- Surveys

Patient responses

The Trust scored 0 points for this survey.

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.

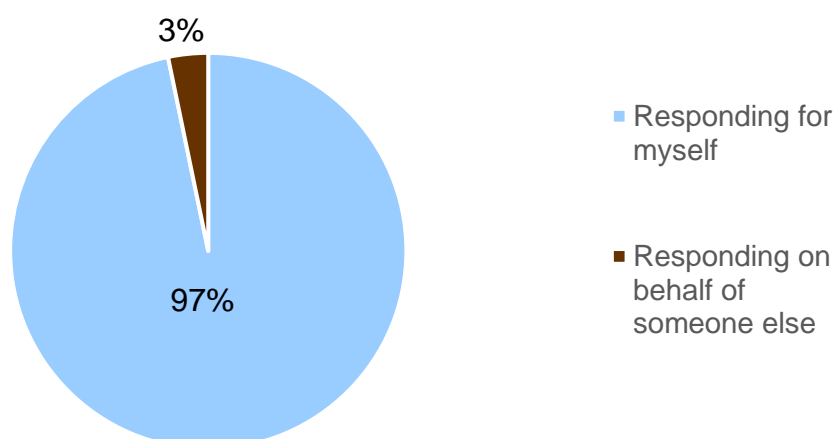
Do you identify as a member of the LGBT+ communities? Please continue to complete the survey however you answer. You may select more than one option.

Answer Choices	Responses		
Yes- Lesbian		6.52%	6
Yes- Gay		14.13%	13
Yes- Bi		8.70%	8
Yes- Trans		8.70%	8
Yes- Non-binary		6.52%	6
Yes- I identify in a different way		2.17%	2
No		61.96%	57

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?

92 Responses



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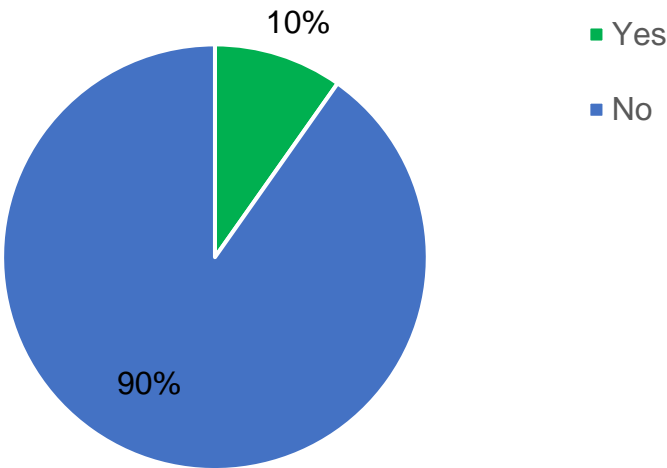
There were 2 points available for this question. To achieve 1 point, the Trust must have 50% of responses indicate they saw the noted item and to achieve 2 points, the Trust must have 75% of responses indicate they saw the noted item.

Have you noticed any LGBT+ inclusive posters or information in the hospital during your visit? Select all that apply.

Answer Choices	Responses		
Yes posters	<div><div></div></div>	39.13%	36
Yes other information	<div><div></div></div>	13.04%	12
Not attended in person	<div><div></div></div>	0.00%	0
No	<div><div></div></div>	56.52%	52

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

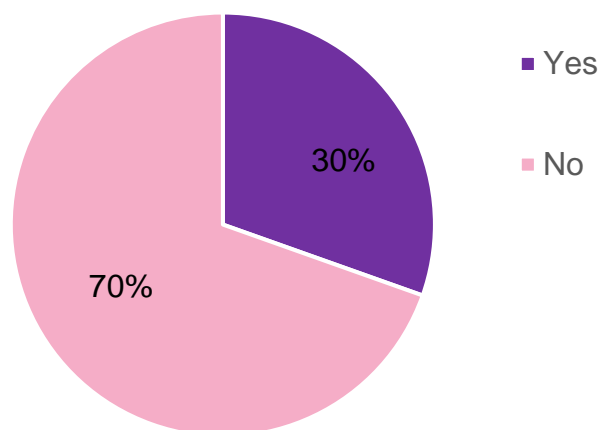
Has any member of staff asked for your pronouns (he/she/theyxe etc)?
92 Responses



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)?

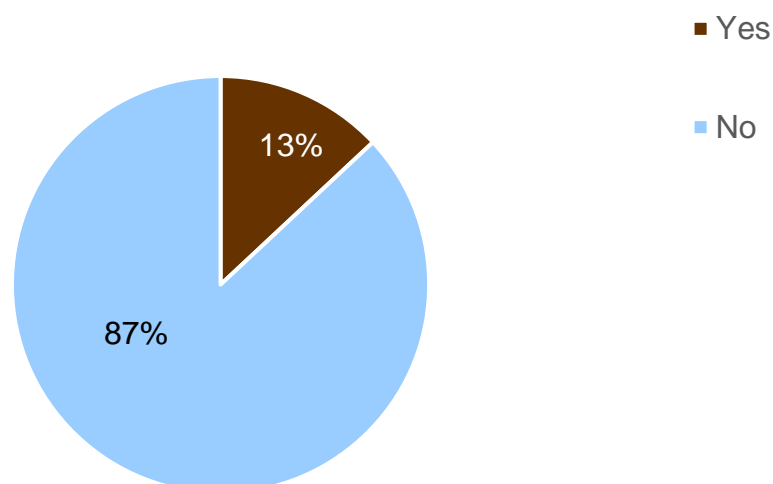
92 Responses



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?

92 Responses



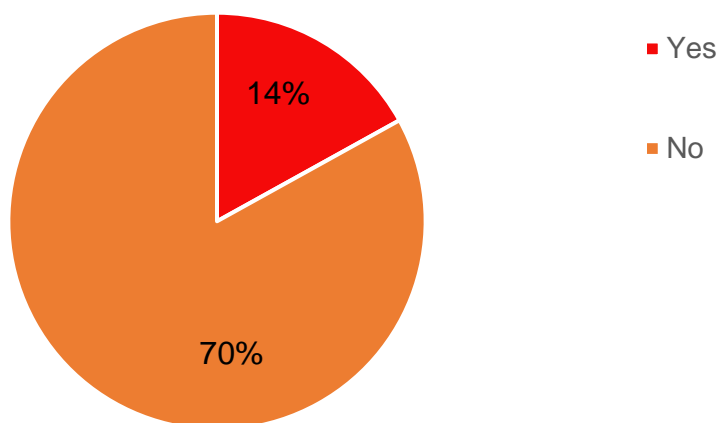
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To achieve a score for this question, the Trust must have 50% of responses indicating a Yes answer.

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

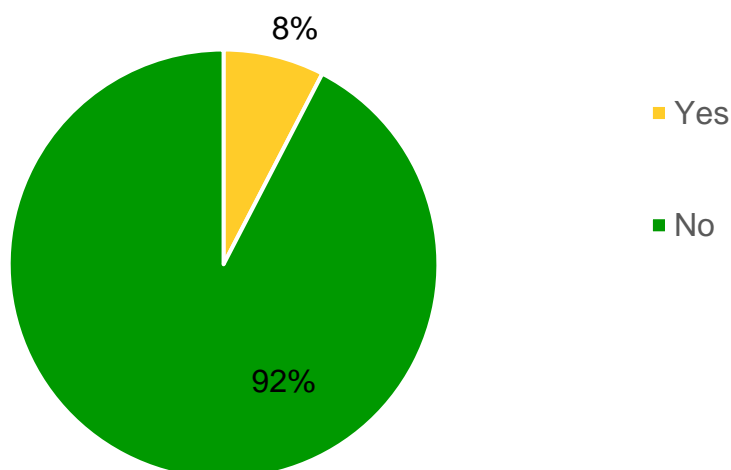
91 Responses



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?

92 Responses



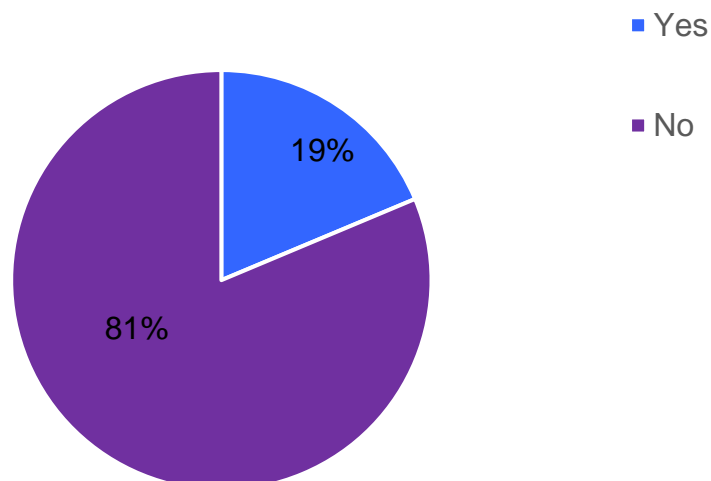
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To achieve a score for this question, the Trust must have 50% of responses indicating a Yes answer.

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

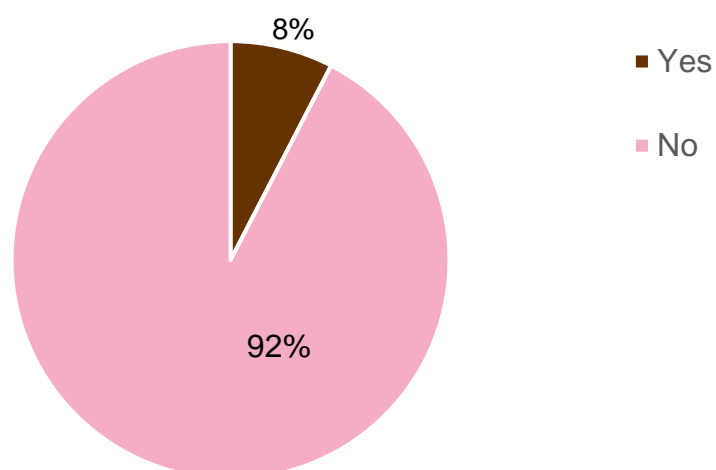
91 Responses



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.

92 Responses



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Seven patients indicated that they had witnessed or experienced anti-LGBT language or behaviours within their healthcare experience. They experienced homophobic behaviour, transphobic behaviour and language, and inappropriate questions about gender reassignment. Four out of seven of these respondents did not report what happened. Of the three that did report it, two said it was dealt with appropriately, and one said it was not.

Monitoring of LGBT+ complaints would more accurately report how prevalent this is and allow for the trust to identify trends in relation to type of complaint (homophobic, transphobic, biphobic), and target actions to support staff in delivering inclusive care to all patients.

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Feedback report- Services

The Trust received 15 points across the scoring for this survey.

A total of 39 services responded to this survey including gynaecology and perinatal and maternity. The Trust missed some points in this section due to a lack of evidence submitted by respondents. Where possible we have awarded points from evidence seen elsewhere in the submission, or in interactions with the Trust.

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)?**

The Trust received 1 out of 2 available points for their clinics having non-gendered names. This is an excellent start, however we would recommend providing additional options to patients to help them feel comfortable having examinations that may not match their affirmed gender.

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.

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?**
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?**
3. **Does the service have sensitive guidance in place to support a non-carrying parent to breast/chest feed?**

The Trust received 0 out of 3 points available for the maternity/perinatal questions as we did not receive supporting evidence for these questions.

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One respondent noted that the Lorenzo system only allows them to record babies as having one mother and one father. We received mixed responses on assisting trans parents and non-carrying parents with nursing. Some respondents said that this was something the Trust did, but we did not receive evidence which supported this.

Action: Review all the systems and paperwork within maternity/perinatal to 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 pack 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 pack 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 has 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?

The Trust received 0 out of 3 available points for this section as we did not receive a response from lab/pathology.

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. This policy should detail reference ranges/intervals to be used in different circumstances for trans patients.

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?)

The Trust received the 0 out of 1 point available for the oncology question as we did not receive a response from oncology.



Action: We recommend the Oncology 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 provide the opportunity to wait in an adjoining waiting room that matches their gender.

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?
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?
3. Does this service accept conception at home attempts for same gender couples who require fertility treatment? (unscored)

As this service did not respond to this survey, the Trust received 0 out of 2 available points.

Action: Ensure the systems and paperwork within this service allow for recording accurate information regarding different family structures, e.g. expressly include options for same-gender parents.

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

The following questions were answered by all services that responded to this survey (39 total).

The Trust received 4 out of 15 points available for this question.

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	<div><div></div></div> 20.51% 8
There is an explicit statement about confidentiality (eg. only sharing sexuality or trans status information where relevant and in discussion with the patient?)	<div><div></div></div> 10.26% 4
Staff wear LGBTQ+ badges or 'my pronouns are' badges	<div><div></div></div> 12.82% 5
There are gender neutral toilet facilities within this service, separate to the accessible toilet facilities	<div><div></div></div> 33.33% 13
Sanitary bins are available in all toilet facilities irrespective of gender designation	<div><div></div></div> 17.95% 7
None of the above	<div><div></div></div> 30.77% 12
Not applicable- not patient facing service	<div><div></div></div> 5.13% 2
Other (please specify): Show	<div><div></div></div> 5.13% 2

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One respondent said “We do not put up posters in the new Allam Diabetes Centre as it will spoil the environment.” Resources for LGBT+ are a useful and essential part of the Trust’s work, so it was saddening to see this prioritised below a service’s aesthetic preferences.

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.

The Trust received a point for LGBTQ+ posters and resources, LGBTQ+ and pronouns badges, gender neutral facilities and sanitary bins in all toilets. We did not receive evidence of a confidentiality statement and so were not able to award for this.

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 pack.

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

Action: 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.

The Trust received the 1 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.

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	<div><div></div></div>	5.13% 2
Use of corporate background which includes an LGBTQ+ flag in design	<div><div></div></div>	0.00% 0
Consultation starts with a pronoun introduction	<div><div></div></div>	0.00% 0
None of the above	<div><div></div></div>	30.77% 12
Not applicable- Do not offer virtual appointments	<div><div></div></div>	58.97% 23
Other (please specify): Show	<div><div></div></div>	5.13% 2

We received evidence of pronoun badges and so were able to award one point for this.

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

Action: Ensure healthcare professionals are able to wear LGB or “my pronouns are” badges during consult.

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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.

The Trust received 1 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?

Answer Choices	Responses		
Yes	<div><div></div></div>	32.43%	12
No	<div><div></div></div>	67.57%	25

Evidence of this was provided from your head and neck biopsy service. Other services may benefit from ensuring that their leaflets are inclusive and apply to all.

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

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

Are patient information leaflets available in different formats (e.g. large print or easy read) and languages? Select all that apply

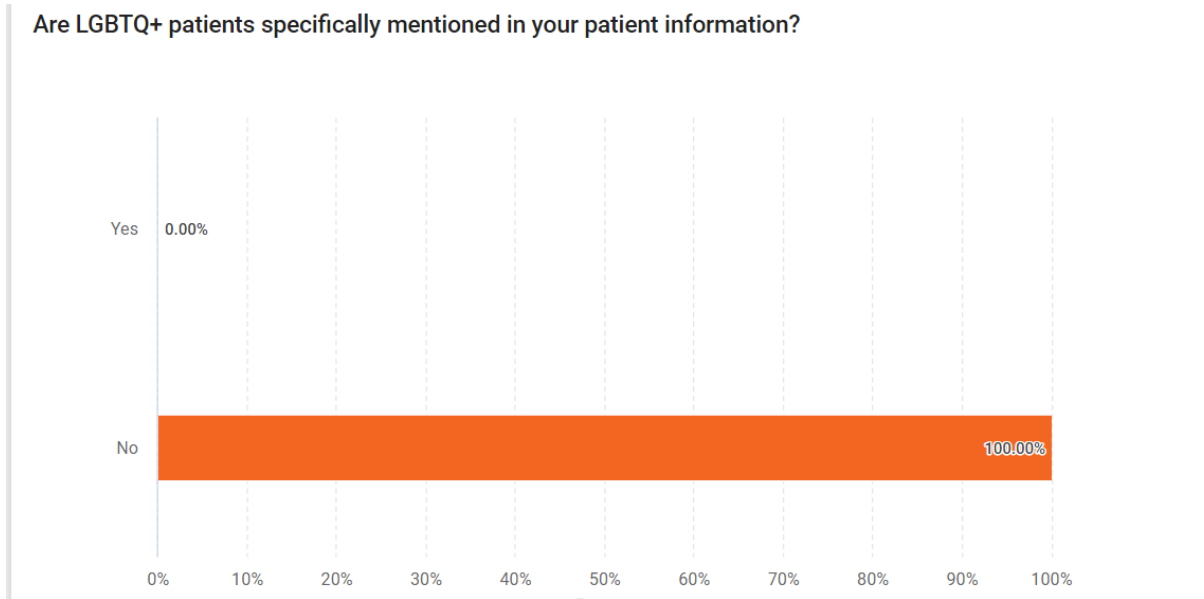
Answer Choices	Responses		
Yes- Large print	<div><div></div></div>	31.43%	11
Yes- Different languages	<div><div></div></div>	48.57%	17
Yes- Easy read	<div><div></div></div>	37.14%	13
No	<div><div></div></div>	28.57%	10

Evidence of leaflets being available in alternative formats was provided, and seen on the Trust website.

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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.



As no respondents reported LGBTQ+ people being mentioned, we were unable to award for this section.

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)?

Answer Choices	Responses		
Yes	<div></div>	18.92%	7
No	<div></div>	81.08%	30

Although some respondents answered “Yes”, we did not receive evidence to support this, and so we were unable to award.

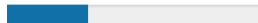

Action: When reviewing patient information, consider including LGBT+ imagery. This could be LGBT+ people and relationships, (same-gendered partners, and diverse family units) or clear signifiers of LGBT+ inclusion such as the progress flag.



The Trust received 0 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?

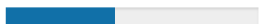

Answer Choices	Responses	
Yes		31.43% 11
No		68.57% 24

Although 31.43% of services indicated that they had their own website and that it was LGBTQ+ inclusive, we did not see evidence of any explicit LGBT+ inclusion in service websites.

Action: 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.

The Trust received the 1 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?



Answer Choices	Responses	
Yes		43.24% 16
No		56.76% 21

We received some evidence of LGBTQ+ resources that would be useful for staff in your workforce assessment, and so were able to award one point for this.

The Trust received 1 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?

Answer Choices	Responses	
Yes- we encourage all staff to ask but this is not recorded anywhere		5.41% 2
Yes- we encourage staff to ask and record on the patient notes		16.22% 6
No		78.38% 29

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1 point was awarded for staff being encouraged to ask patient pronouns. We did not receive evidence of it being recorded on notes, so were unable to award for this.

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?

Answer Choices	Responses		
Yes	<div><div></div></div>	5.56%	2
No	<div><div></div></div>	94.44%	34

As no evidence could be provided for this answer, the trust unfortunately missed out on 1 potential point.

Action: Amend the options for “gender” to choose from within the online system to include a non-binary option.

The Trust received 1 out of 3 points available for this question.

Scoring is similar to the other above 3 point questions.

Where appropriate do clinicians ask the gender(s) of patient partners?

Answer Choices	Responses		
Yes	<div><div></div></div>	16.67%	6
No	<div><div></div></div>	47.22%	17
Not applicable (please detail why)	<div><div></div></div>	36.11%	13

Action: Encourage clinicians to ask for the gender of a patient’s partner rather than making gendered assumptions about relationships and ensure that staff understand why this is important.

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

Scoring is similar to the other above 3 point questions.

Does your service run patient surveys, feedback, focus groups? Select all that apply

Answer Choices	Responses		
Yes- and we ask about sexual orientation	<div><div></div></div>	10.81%	4
Yes- and we ask about gender identity	<div><div></div></div>	8.11%	3
Yes- and we ask about trans status	<div><div></div></div>	5.41%	2
No	<div><div></div></div>	86.49%	32

As no evidence could be provided for this answer, the Trust unfortunately missed out on these points.

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.

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?

Answer Choices	Responses		
Yes	<div><div></div></div>	5.71%	2
No	<div><div></div></div>	94.29%	33

Although some responded positively, we did not receive evidence of this, and so were unable to award.

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

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The Trust received 1 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?

Answer Choices	Responses
Yes	<div><div></div></div> 16.22% 6
No	<div><div></div></div> 83.78% 31

The Trust provided evidence of training which mentioned LGBT+ people. You could consider developing training which considers specific issues which may come up in services.

Action: Review any 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 resources pack.

The Trust received 1 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?

Answer Choices	Responses
Yes	<div><div></div></div> 8.57% 3
No	<div><div></div></div> 25.71% 9
Not applicable (please detail why)	<div><div></div></div> 65.71% 23

Please note: Some respondents said that this was not applicable to their service, but did not detail why.

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.

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The Trust received 1 out of 3 points available for this question.

Scoring is similar to the other above 3 point questions.

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

Answer Choices	Responses
Yes- For staff	<div><div></div></div> 13.89% 5
Yes- For patients	<div><div></div></div> 5.56% 2
No	<div><div></div></div> 86.11% 31

As some respondents reported having an LGBTQ+ champion, we were able to award one point.

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

"The Humber and North Yorkshire LMNS are planning to produce a patient information leaflet for trans and non-binary birthing parents"

"We are working closely with the ODN to ensure inclusivity for all our families."

"Any new materials being developed are expected to have LGBTQ+ supportive language."

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Feedback report- Workforce Assessment

The Trust received 25 points across this assessment.

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)

Points available: 3

Points received: 1

The Trust received one point, for advertising in LGBT+ spaces.

Action: Include diversity statements that explicitly mention LGBT+ people and information about your network and LGBT+ inclusion activities, 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
- E. Other (Please detail)

Points available: 3

Points received: 2

The Trust received two points in this section for their clearly evidenced induction materials and information on the LGBT+ and allies programme.

Action: Once your policies are LGBT+ inclusive, share them with new employees, and share that you are committed to making sure they are LGBT+ inclusive.

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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)

Points available: 3

Points received: 2

The Trust received points for pronouns on email signatures, and one point in the “other” section” for badges with pronouns on.

Action: Encourage employees to use pronoun introductions in internal meetings if they feel comfortable doing so, and to respect others’ pronouns when they are give.

Action: Ensure that non-binary is an option on staff registration 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)

Points available: 3

Points received: 4

The Trust thoroughly evidenced that they had shared a wide range of LGBT+ identities and experiences, information about the network, and information about pronouns and pronoun introductions, including some excellent content. It was particularly great to see that stories were shared by employees.

Action: Once your policies are LGBT+ inclusive, share them with employees, and share that you are committed to making sure they are LGBT+ inclusive.

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

Yes
No

Points available: 1

Points received: 1

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The Trust described a process for identifying inclusion issues at exit interview. We would recommend asking leavers more proactively if there were any inclusion issues that contributed to their leaving.

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

Points available: 7

Points received: 5

The Trust scored 5 points in this section. Although the Trust did not claim points for C, we were able to see from responses to intranet posts that senior leaders had sent strong messages on trans and non-binary equality by amplifying the posts of staff talking about trans issues.

Action: Encourage senior leaders to communicate a strong message on bi equality and review or approve an LGBT+ inclusion strategy.

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

Yes
No

Points available: 1

Points received: 1

The Trust described recruitment training for managers, and attached the training in evidence, earning them a point in this section.

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

Yes
No

Points available: 1
Points received: 0

The Trust did not report having inclusion based objectives for senior leaders and line managers.

Action: Require all senior leaders and line managers to have an inclusion based objective.

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

In your Trust, gay/lesbian and straight staff were all equally confident (at 58.3%) that the Trust would act fairly with regards to progression and promotion. Staff who preferred not to share their sexual orientation (36.5%), bi staff (42.3%), and staff who responded “other” about their sexual orientation (29.4%).

It is not possible to know for sure why a respondent says “other” or “prefer not to say”. However, it can be because they are questioning, not comfortable disclosing their sexual orientation, or because they use a term not listed to describe their sexual orientation. These groups, as well as bi people, tend to be marginalised and underrepresented in LGBT+ communities, so sometimes do not benefit as much as others from LGBT+ inclusion initiatives. Any additional work to support marginalised and underrepresented LGBT+ identities may be useful in gaining the trust of these staff.

Violence from service users was a relatively common experience for gay and lesbian staff, 19.7% of whom had experienced it in the last year. Violence from managers was low in your Trust for most sexual orientations reporting almost none, but higher rates for those who recorded their sexual orientation as prefer not to say (3.1%). Similar patterns were seen in experiences of violence from colleagues, where most sexual orientations reported little to none, but with 4.4% of those who responded “prefer not to say” having experienced physical violence from colleagues in the last year.

When asked if they felt the organisation would support them if they raised a concern, heterosexual or straight staff were the most confident, and those who responded “other” and prefer not to say were the least confident. This is particularly concerning given these groups are facing more violence at work, making the need for them to be able to speak up all the more important.

Again, these patterns could suggest that those with less visible sexual orientations and those who are questioning their identities have more difficult experiences in your Trust.

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

There were not enough openly non-binary staff in your Trust for us to be able to break down their results separately. There were sufficient staff who responded “prefer not to say”.

Men in your Trust were more likely than women to say that they had experienced discrimination based on their sexual orientation, with 11.4% of men who had experienced discrimination in the last year saying that it was because of their sexual orientation.

As is typical, and for similar reasons to those outlined in the above analysis on sexual orientation, those who responded “prefer not to say” were less confident than others in the Trust promoting people fairly.

Rates of physical violence from service users were similar for men and those who responded prefer not to say, at around 13% but higher for women (16.8%). Although it is not possible to fully break down and view the experiences of staff with multiple marginalised identities using the NHS staff survey data, the Trust could consider that a combination of factors may play into negative experiences at work. For example, racism, misogyny and homophobia, biphobia or transphobia could combine to make work particularly challenging for some staff.

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

There were not enough openly trans staff for us to break down those staff members’ outcomes separately.

Nationally, trans staff tended to have worse outcomes than their cis colleagues. Nationally, 20.9%, over one in five of trans staff have experienced physical violence from patients/service users in the last year compared to 14.5% of cis staff. Shockingly, 4.8% of trans staff nationally had experienced physical violence from their manager in the past year compared to 0.7% of cis staff. Trans staff are almost 7 times as likely to experience physical violence from their line managers as cis staff are.

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

The Trust did not provide an action plan based on the staff survey results. They did provide a draft people strategy, which contained some LGBT+ content. We would suggest referring to the protected characteristic of gender reassignment (trans status) as “gender reassignment (trans status)” or similar for clarity in this document. We welcome the Trust’s plans to recruit and retain underrepresented groups, and strengthen staff network groups in particular. We look forward to their continued engagement in the NHS Rainbow Badges programme outlined in this document.



Engagement

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

Yes
No

Points available: 1
Points received: 0

The Trust did not report doing this therefore no points were awarded in this section.

Action: Systematically monitor LGBT+ related complaints made by patients.

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

Points available: 3
Points received: 3

The Trust provided evidence of a terms of reference with a defined role and so scored all points in this section.

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

Points available: 1
Points received: 0

The Trust reported that although they do not currently have a formal agreement for this, they are working towards it, which is excellent. We are unfortunately not able to award for steps which have not been implemented so we were unable to award points for this question.

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)

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Points available: 5
Points received: 5

The Trust scored for all available points in this section, which were all thoroughly evidenced. It was particularly positive to see network members participation in skills and leadership training, as this will help the network to be sustainable in the long term.

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

Points available: 2
Points received: 2

The Trust received one point for promoting itself as inclusive, and one point in the “other” category for blogs and information discussing marginalised and underrepresented groups.

Action: Signpost to specific spaces for marginalised and underrepresented LGBT+ groups.

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Action Plan

Policies:

1. Ensure that all policies are gender neutral or gender inclusive, except where using gendered language is necessary to preserve legal rights.
2. Include a statement in all policies which says that the policy applies equally to all regardless of gender, trans status or sexual orientation.
3. Develop a trans inclusion policy which has a commitment to supporting all trans people, information on trans identities, guidance on facilities and dress code, and a clear commitment to data protection. All of the above should be explicitly inclusive of non-binary people.
4. Develop a trans inclusion policy which has work related guidance for trans employees, their managers and colleagues, name and gender marker change processes, and guidance on data protection and confidentiality at work. All of the above should be explicitly non-binary inclusive.

Patient and Staff Surveys:

1. Encourage staff to ask patients about sexual orientation where relevant.
2. Encourage staff to ask patients about trans status, where relevant.
3. Ensure staff have adequate information to support LGBT+ people and their carers.
4. Provide training for patient facing and non-patient facing staff which covers LGBT+ inclusion.
5. Increase the number of LGBT+ inclusive posters and leaflets in the Trust.
6. Encourage staff to ask patient pronouns.
7. Encourage staff to use non-gendered language, unless they know the gender of the person they are speaking about – for example, asking if a patient has a partner, rather than assuming that they have a husband.
8. Ensure gender neutral toilets are available throughout the Trust.
9. Where appropriate, conform patient gender rather than assuming.

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.

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Maternity:

2. Review all the systems and paperwork within maternity/perinatal to allow for recording accurate information regarding different family structures.
3. 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.
4. 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:

5. 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.
6. Ensure there is a policy/pathway for laboratory staff to follow where there is incongruence between the sample for testing and the patient information. This policy should detail reference ranges/intervals to be used in different circumstances for trans patients.

Oncology:

7. We recommend the Oncology 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 provide the opportunity to wait in an adjoining waiting room that matches their gender.

Fertility

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



All services:

10. 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.
11. 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.
12. 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.
13. Ensure that the corporate background which can be used in virtual consultations is stored centrally and made available to all.
14. Ensure healthcare professionals are able to wear LGB or "my pronouns are" badges during consult.
15. 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.
16. Review standard patient letters and leaflets to ensure language is gender neutral or gender inclusive.
17. 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.
18. 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.
19. 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.
20. 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.
21. Amend the options for "gender" to choose from within the online system to include a non-binary option.
22. Encourage clinicians to ask for the gender of a patient's partner rather than making gendered assumptions about relationships and ensure that staff understand why this is important.
23. 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.



24. When examining patient journeys, consult with LGBT+ patients to ensure there are no barriers to accessing services.
25. Review any 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.
26. 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.
27. Introduce an LGBT+ champion for staff and patients per service and ensure this information is available to both staff and patients.

Workforce Assessment:

1. Include diversity statements that explicitly mention LGBT+ people and information about your network and LGBT+ inclusion activities, in all job packs and pages.
2. Once your policies are LGBT+ inclusive, share them with new employees, and share that you are committed to making sure they are LGBT+ inclusive.
3. Encourage employees to use pronoun introductions in internal meetings if they feel comfortable doing so, and to respect others' pronouns when they are given.
4. Ensure that non-binary is an option on staff registration forms.
5. Encourage senior leaders to communicate a strong message on bi equality and review or approve an LGBT+ inclusion strategy.
6. Systematically monitor LGBT+ related complaints made by patients.
7. Require all senior leaders and line managers to have an inclusion based objective.
8. Signpost to specific spaces for marginalised and underrepresented LGBT+ groups.



Resources Pack

As part of this assessment a resources pack and regional resources list have been provided to the Trust along with this report. A link to the resource pack is below.

NHS Rainbow Badge Resources Pack

The resources are recommended based on the information that has been provided at each stage of the assessment and the areas that have been highlighted for development and includes information on the following topics;

- Introductory Resources
- Intersectional Health Care for LGBT+ Communities
- Trans and Non-Binary Health Care
- Sexual Health and Gynaecology
- Fertility
- Perinatal Care
- Mental Health
- Children and Young People
- Oncology
- Older Adults
- End of Life Care and Bereavement
- Neurodiversity and People with Learning Disabilities
- LGBT+ Inclusive Workplaces

#NHSRainbowBadge

