

Title

Diversity & Equality Schemes

Reference Number: RDF1840-23

Date of Response: 20/10/23

Further to your Freedom of Information Act request, please find the Trust's response(s) below:

Please be aware that the Royal Devon University Healthcare NHS Foundation Trust (Royal Devon) has existed since 1st April 2022 following the integration of the Northern Devon Healthcare NHS Trust (known as Northern Services) and the Royal Devon and Exeter NHS Foundation Trust (known as Eastern Services).

1. [Is your trust a current member of the Stonewall Diversity Champions scheme?](#)
No.
2. [Is your trust a current member of the Stonewall Workplace Equality scheme? If so, please provide a copy of the most recent employer feedback report.](#) No.
3. [Has your trust been assessed as part of phase 2 of the NHS Rainbow Badge scheme? If the answer is no, you may disregard the subsequent questions.](#) Yes
4. [What overall level was the trust awarded - bronze, silver, gold, or initial stage?](#)
Initial Stage.
5. [Please provide a copy of the final assessment report received.](#) This information is held by the Trust. The Trust has carefully considered your request and is releasing to you a redacted version of the assessment requested, please find attached. However, it declines release of this information in its full format into the public domain, this would not be appropriate as the following exemption applies: **Section 40(2) – Personal information**

The assessment contains sensitive information within staff and patient feedback which might impact our staff and or patient's if they were identified or able to identify themselves if this information was released into the Public Domain. Patients and Trust staff involved and working in the relevant services is exempt from disclosure in compliance with the UK GDPR. These individuals would not expect to have this published into the public domain.

The Trust believes that the release of such sensitive information meets the definition of personal data and disclosing the information would contravene Principle (a) as set out in Article 5 of the UK GDPR as the processing would not be lawful, fair and transparent. As such release of the information would be likely to cause distress to the individuals concerned.

6. [If your trust produced an action plan in response to the assessment report, please provide a copy of that.](#) We do not have an action plan in place yet.

NHS Rainbow Badge Assessment Report

Royal Devon University Healthcare
NHS Foundation Trust

Initial Stage

#NHSRainbowBadge



Contents

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



Summary

Area	Score	Available	Outcome
Policy Review	4	19	Initial Stage
Staff Survey	7	16	Bronze
Patient Survey	0	18	Initial Stage
Services survey	13	75	Initial Stage
Workforce assessment	2	35	Initial Stage
Total	26	163	Initial Stage



Feedback report- Policies

The Trust received 4 points across the scoring for policies.

1 point available and 1 received.

The Trust has a statement on the Trust website that covers “no less favourable treatment” towards patients and staff relating to their sexual orientation or gender reassignment.

We recommend changing the phrasing from “gender reassignment” to “trans status”. This is to reflect a commitment to include non-binary people.

2 points available and 2 received.

The Trust has a ban on discrimination, bullying and harassment based on both sexual orientation and transgender status in the Prevention of Harassment and Bullying Policy. We recommend adding examples to this policy of what constitutes BHD based on trans status, as this will add more clarity to the policy.

Action: Add examples of what constitutes BHD based on trans status to the Prevention of Harassment and Bullying Policy.

1 point available and 1 received.

Both the Prevention of Harassment and Bullying Policy and the Grievance Policy were provided, which included a detailed process for how to handle incidents informally and formally.



The Trust received 0 of 5 available points.

The Maternity Policy features a clear attempt to make the policy gender-neutral and applicable to all, which is great to see. This policy does not however have an explicit inclusion statement to make clear that it applies to all irrespective of gender/gender of partner etc. The policy also refers to “mothers” and “women” without expanding to include gender neutral terms in some instances.

The Paternity Policy is inclusive of all employees regardless of their sexual orientation, which is great to see. It however does not include a statement that it is applicable regardless of gender identity. The policy refers to “women” without expanding to include gender neutral terms.

The Adoption Policy does not have an inclusion statement to make clear that it applies to all irrespective of gender/gender of partner etc. The policy does use gender neutral language throughout, which is great to see.

The Shared Leave Policy is inclusive of all employees regardless of their sexual orientation, which is great to see. It does however not include a statement that it is applicable regardless of gender identity. The policy refers to “women” without expanding to include gender neutral terms.

The Special Leave Policy does not have an inclusion statement to make clear that it applies to all irrespective of gender/gender of partner etc. It does however use gender inclusive language within its definition of “dependent”, which is great.

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.

The Trust received 0 of 5 available points.



The Trust does not currently have a trans inclusion policy aimed at staff. The Trust does however have the Draft Trans, Non-binary and Intersex Gender Recognition Patient Support Guidelines. This is a great addition to the Trust policies and will help staff better navigate and understand how to treat and engage with trans and non-binary patients once this policy is published.

Action: Implement a staff trans inclusion policy that features information on all of the above.

The Trust received 0 of 5 available points.

See above.

Action: Implement a staff trans inclusion policy that features information on all of the above.



Feedback report- Surveys

Staff responses

The Trust received 7 points across the scoring for this survey.

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

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

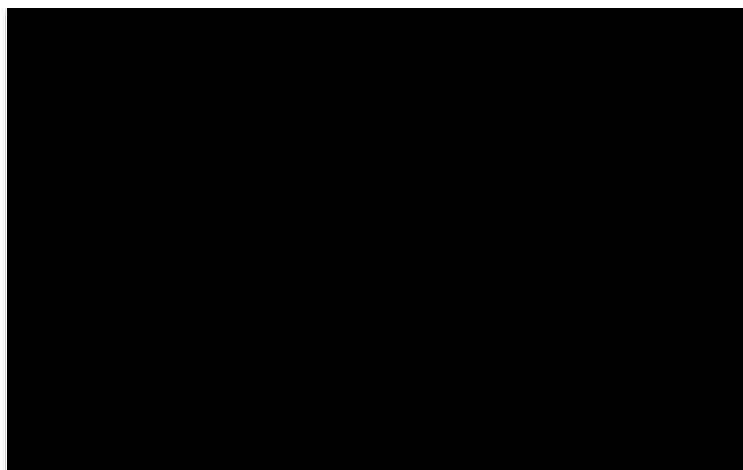
Q1	
Do you identify as a member of the LGBT+ communities? Please continue to complete the survey however you answer. You may select more than one option.	
Answer Choices	Responses
Yes- Lesbian	[Redacted]
Yes- Gay	
Yes- Bi	
Yes- Trans	
Yes- Non-binary	
Yes- I identify in a different way	
No	
Answered: [Redacted] Skipped: 0	Response Total: [Redacted]



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

Does your role involve patient facing activity?

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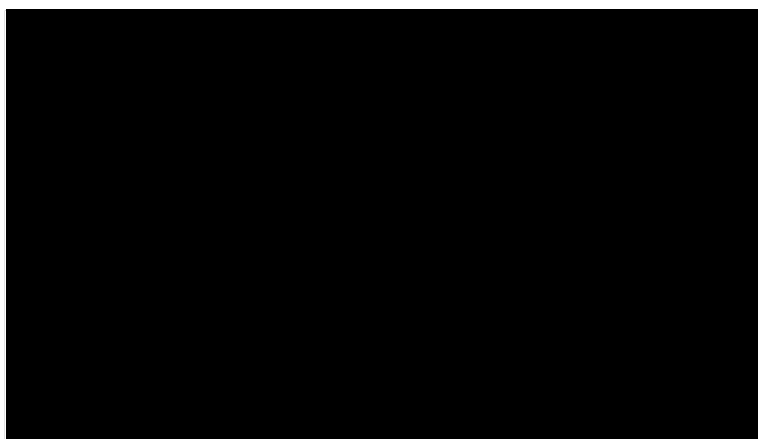


The following two questions were asked to respondents who indicated they were in a patient facing role.

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.

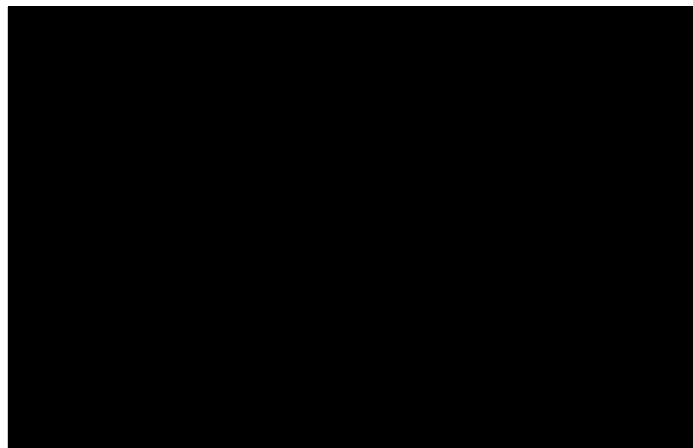
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The Trust did not receive a score for this question. 2 points were available, the Trust needed to score over 50% of respondents answering Yes to score 1 point and over 75% of respondents answering yes to score 2 points.

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

[Redacted]



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.

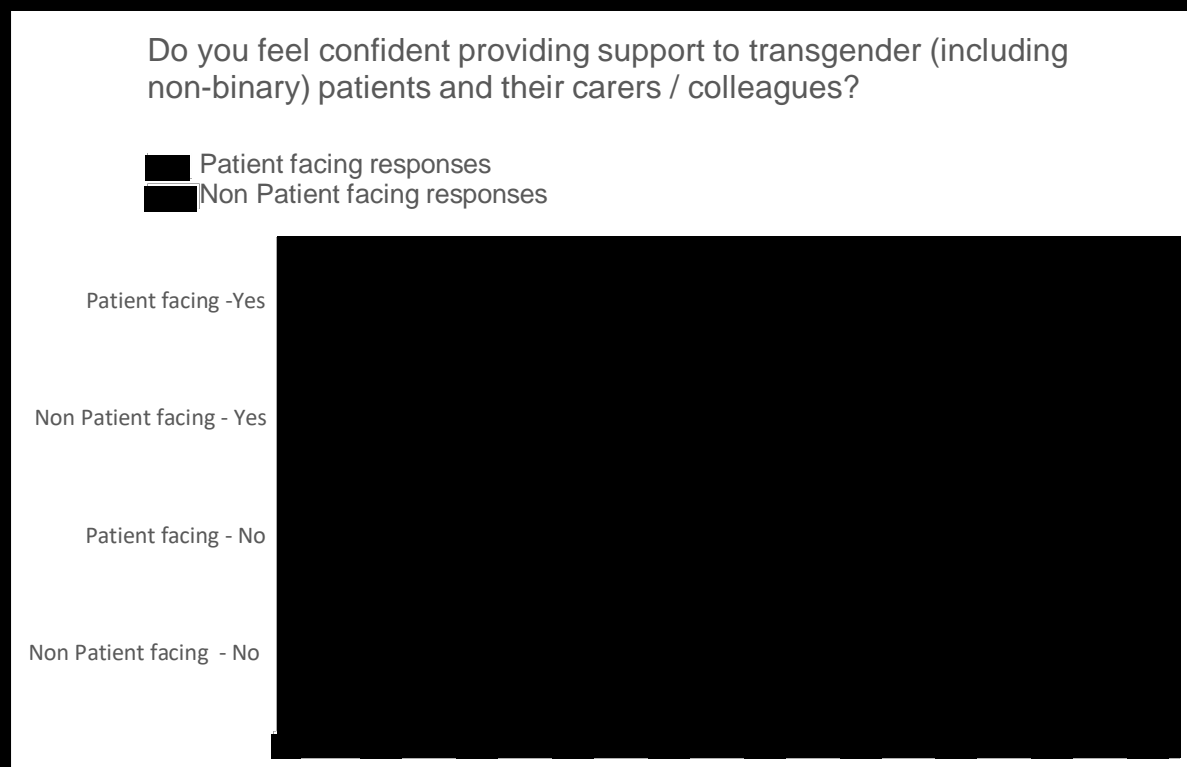
Do you feel confident providing support to lesbian, gay, bisexual patients and their carers / colleagues?

■ Patient facing responses
■ 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.



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.



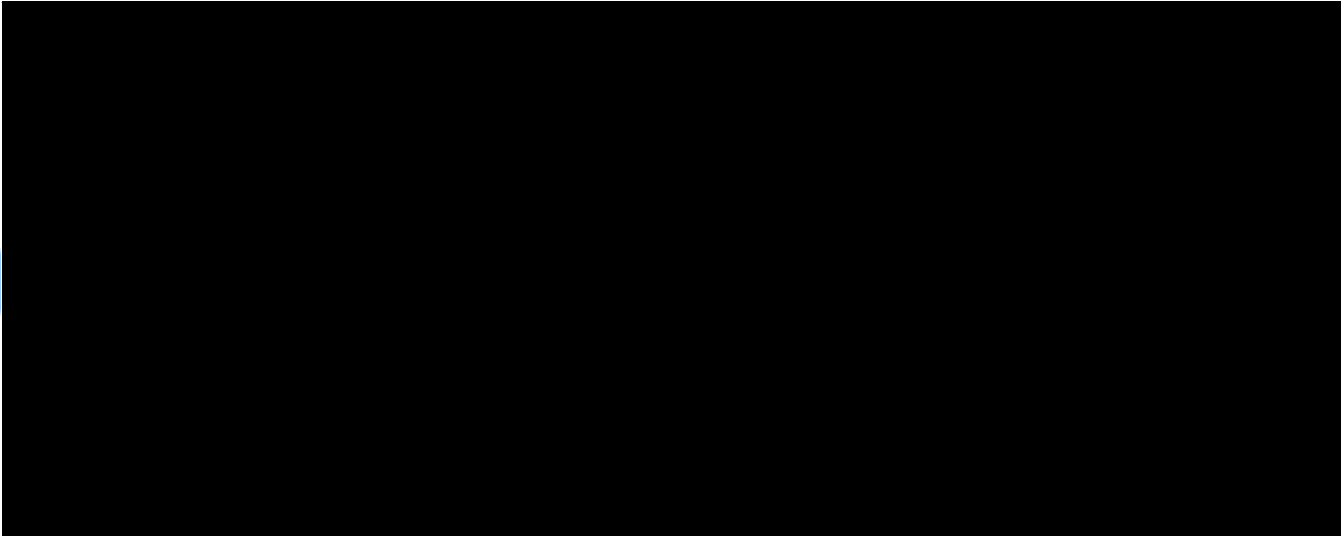
The Trust received 0 out of 2 available points. Over 50% of combined (patient facing and non-patient facing) responses indicating having received training in any capacity are needed to score 1 point, and over 75% for 2 points.

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

█ Responses from non patient facing staff

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

█



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

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



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?

■ 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?

■ Responses from patient facing staff

■ No

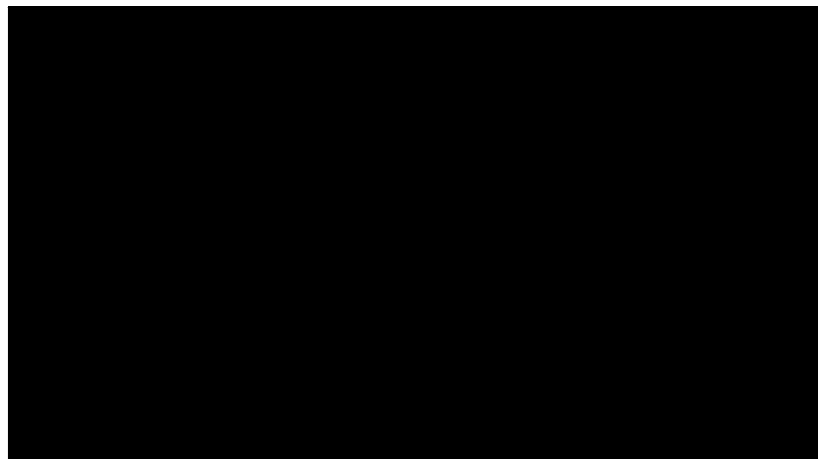
■ No

Patient-facing employees were also asked the following additional questions.

The Trust received 1 out of 2 available points. The Trust was close to achieving 2 points.

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

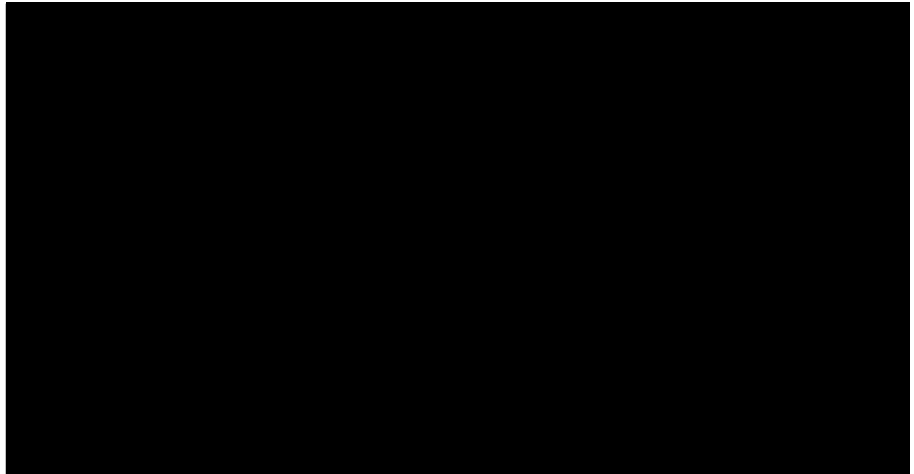
■



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?

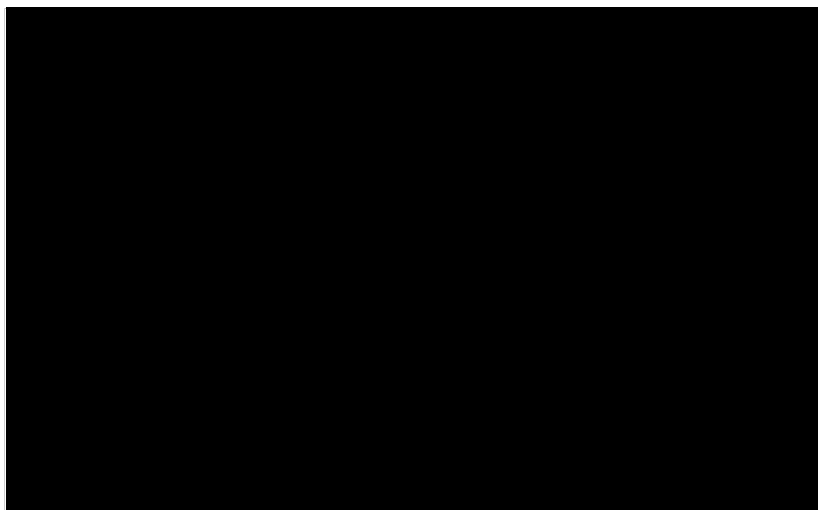
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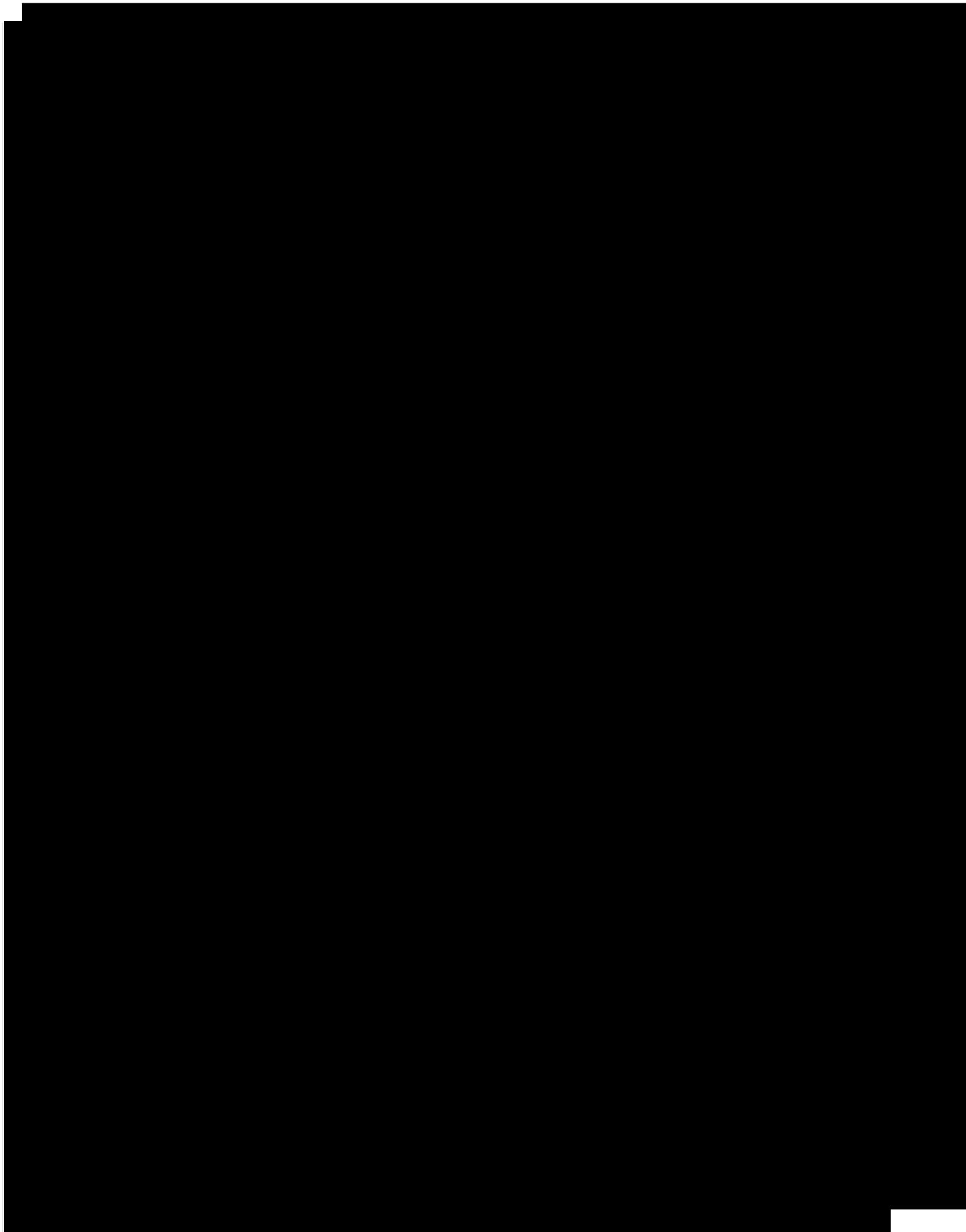


The Trust did not receive a score for this question. 2 points were available the Trust needed to score over 50% of combined (patient facing and non-patient facing) feeling there is adequate support available for LGBT+ staff to score 1 point and over 75% of combined employees to score 2 points.

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

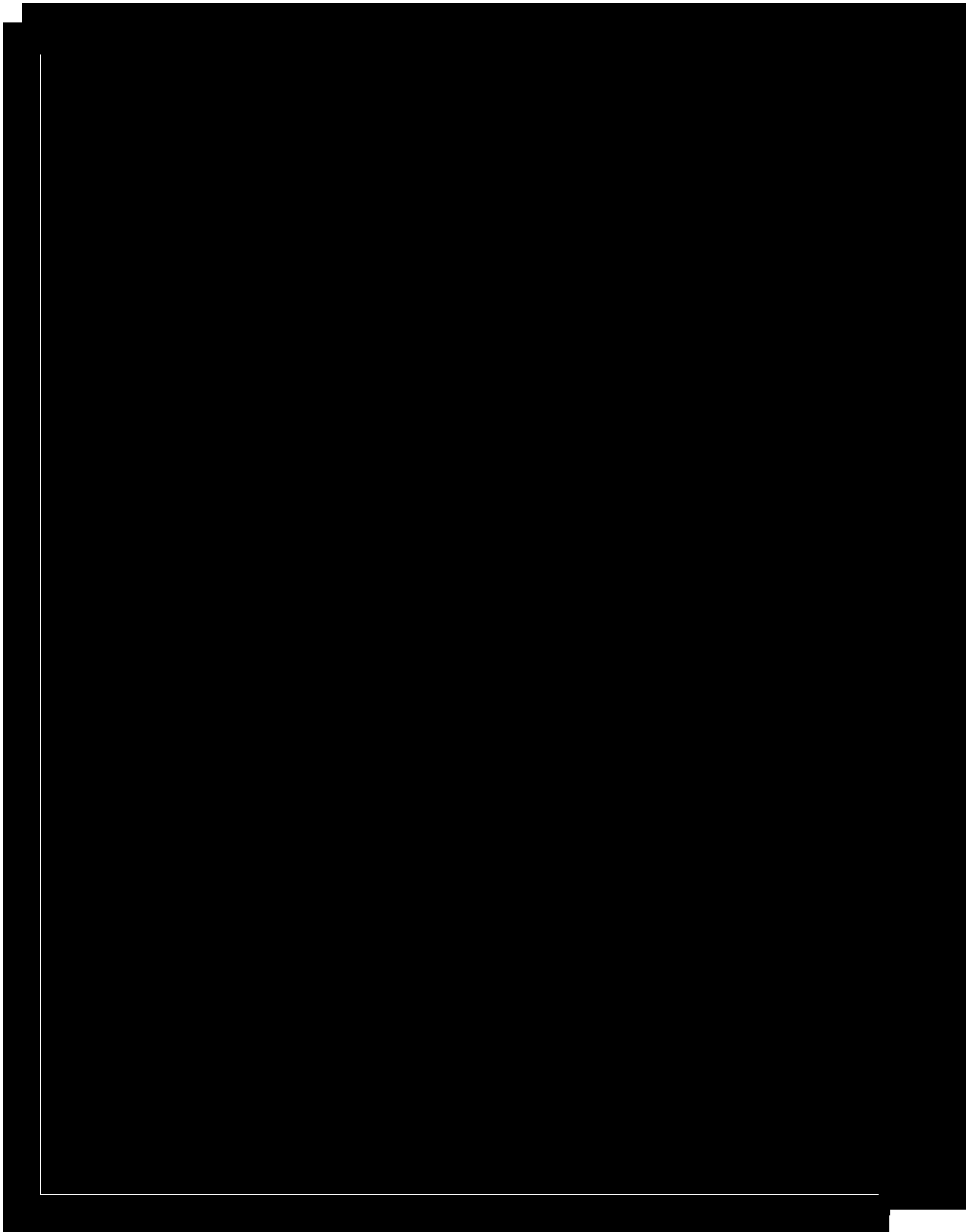
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Links to resources and organisations that can provide training and information for staff on the needs of LGB+ people and trans and non – binary people have been included in the resource pack.

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

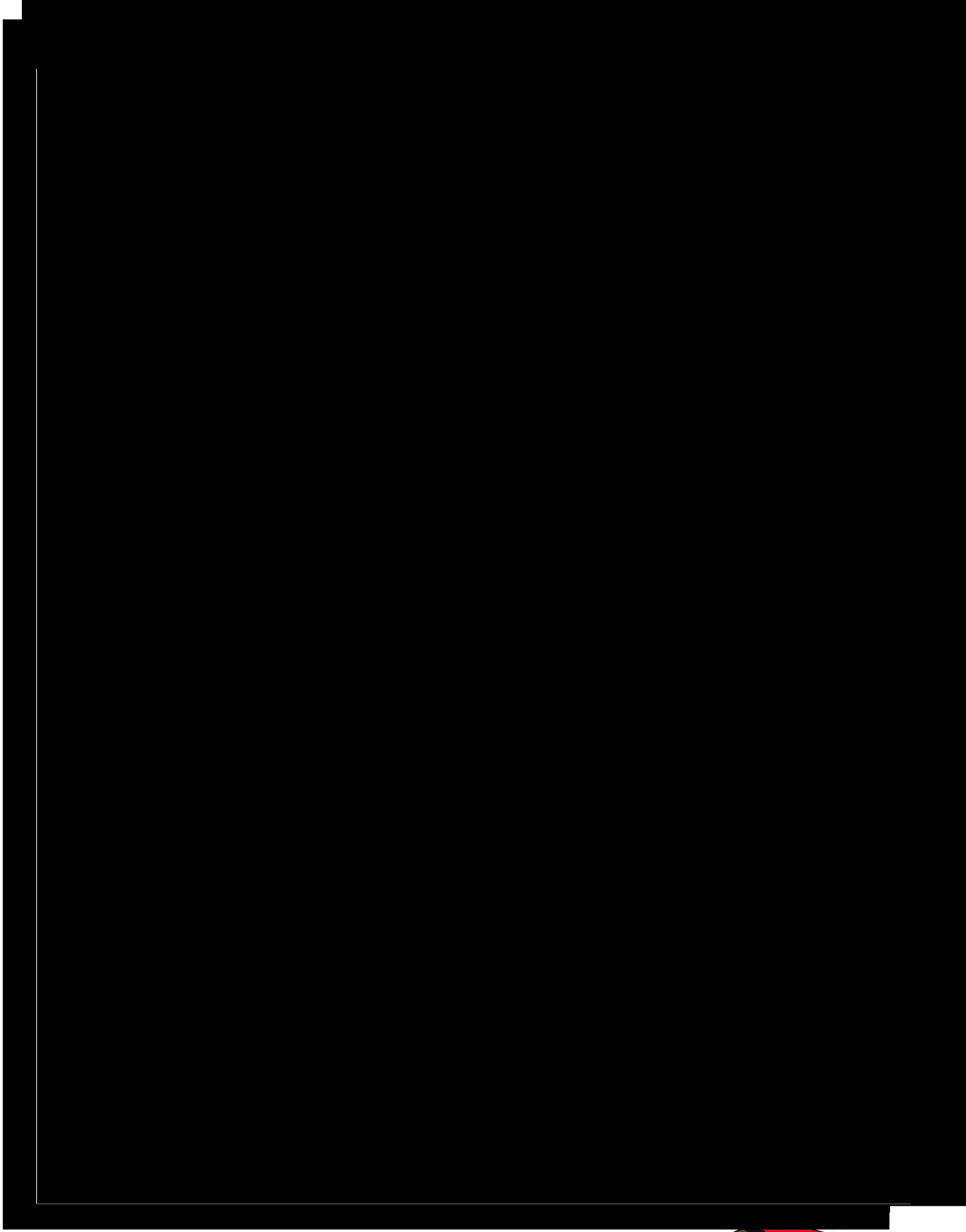
Have you noted any of the following within your working environment? Select all that apply.

[A large black rectangular area intended for selecting applicable options from a list, which is currently blank.]

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), providing staff with education and training to help move past the assumption that all colleagues and patients are cisgender and heterosexual, and addressing the misgendering of trans people by colleagues.

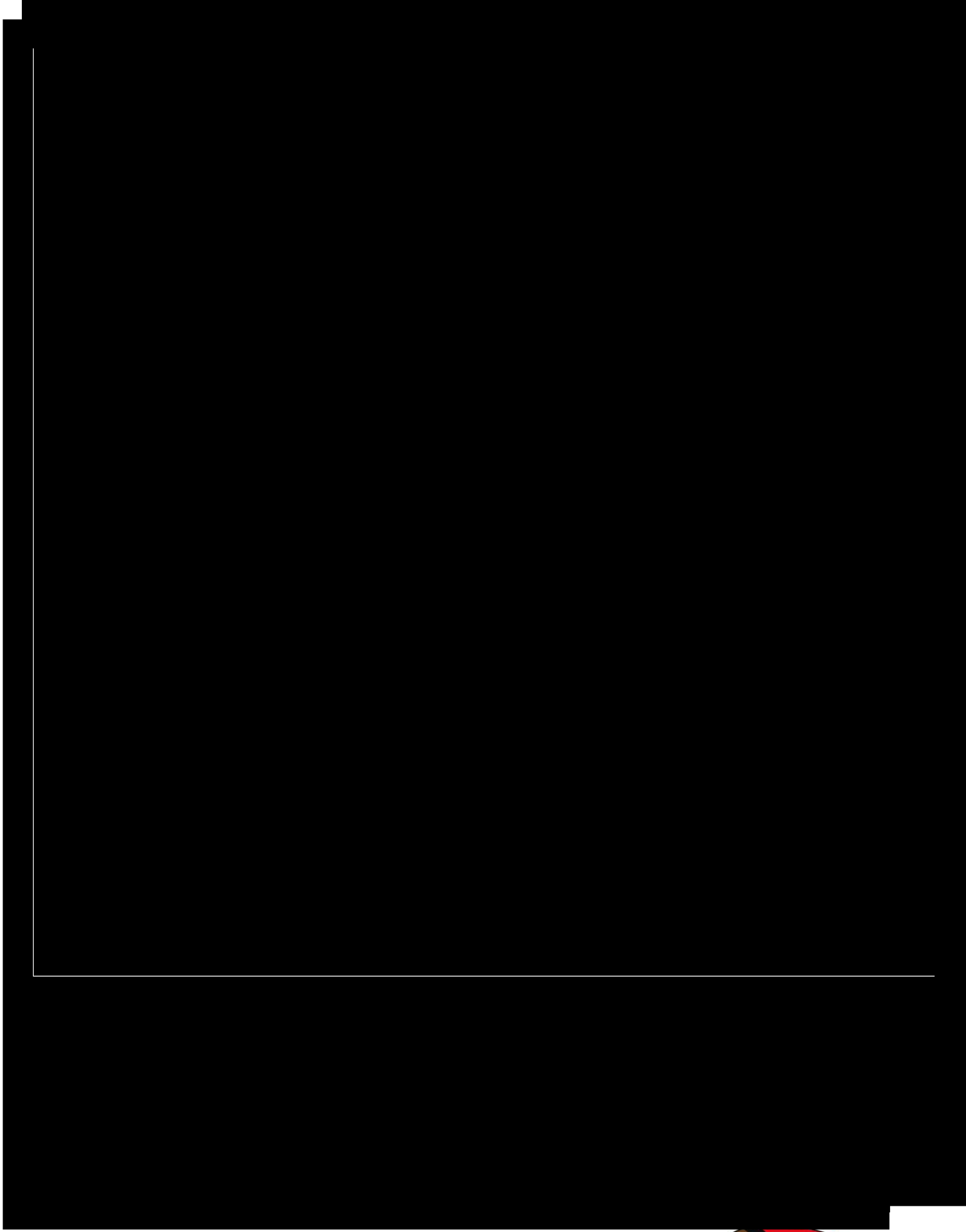
This was unscored and for information purposes only.





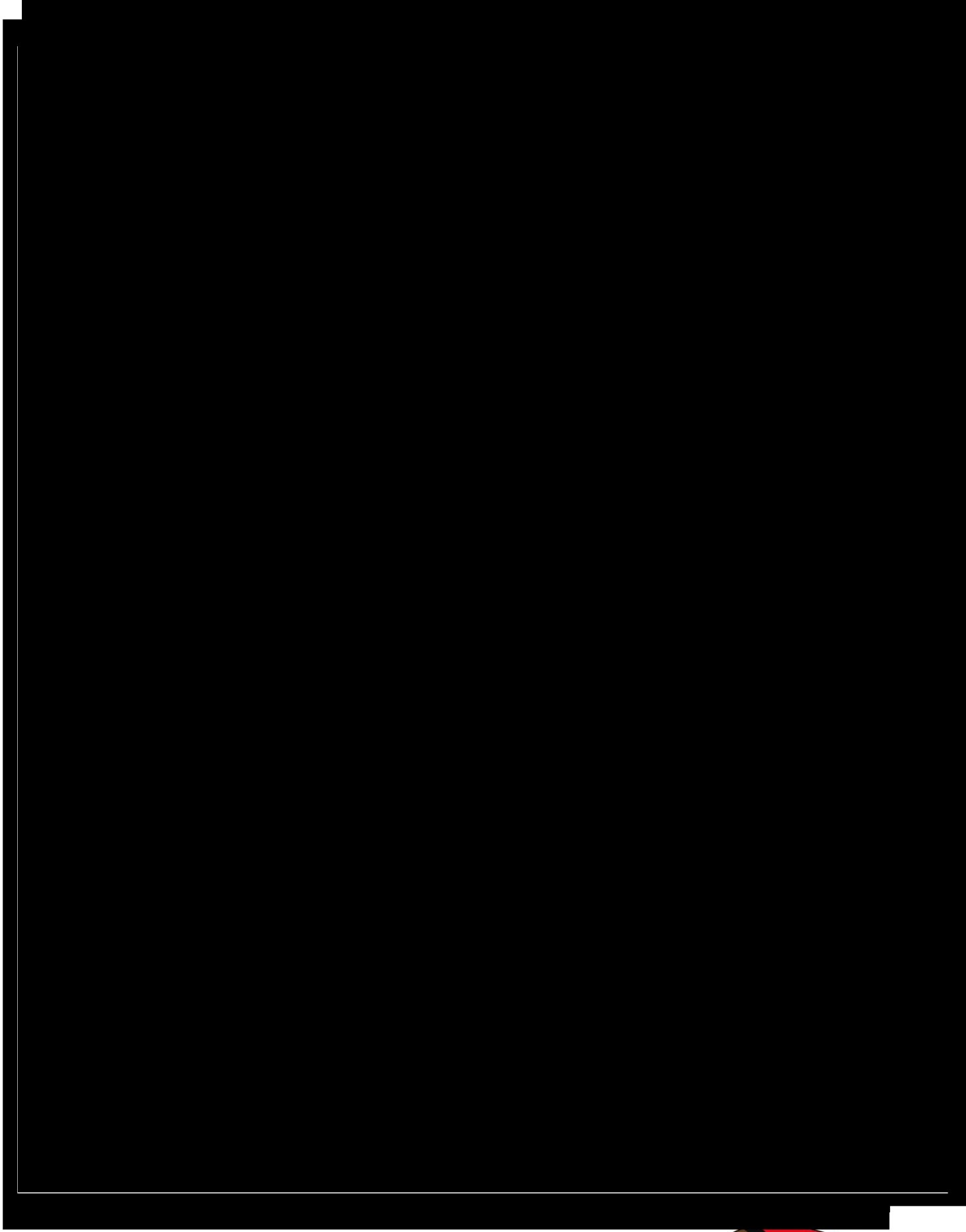
#NHSRainbowBadge





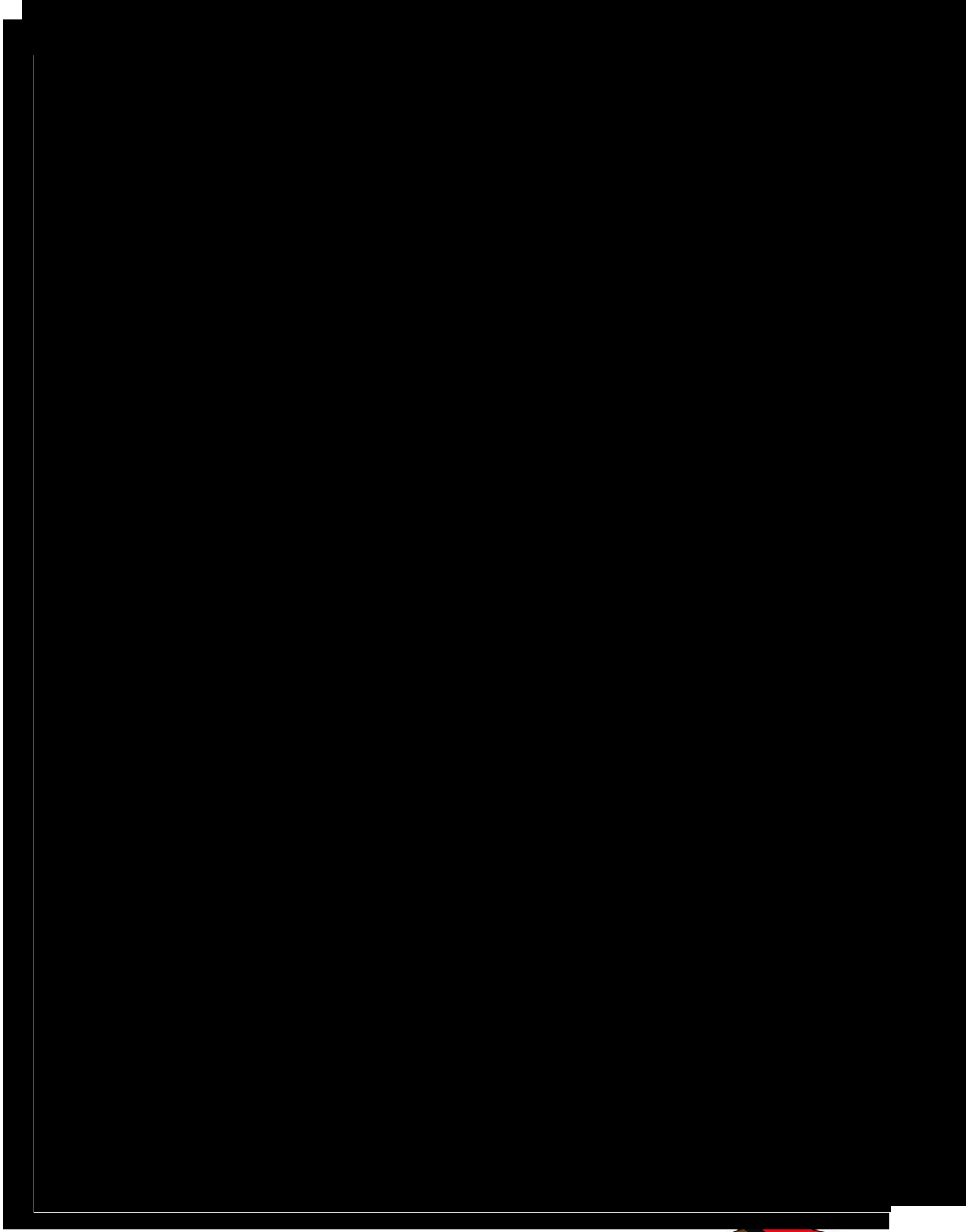
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Feedback report- Surveys

Patient responses

The Trust scored 0 points for this survey.

Please note that as there were only 30 responses to this survey, responses cannot give an accurate insight into what is happening at the Trust overall.

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.

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	
Yes- Gay	
Yes- Bi	
Yes- Trans	
Yes- Non-binary	
Yes- I identify in a different way	
No	



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?

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

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



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

Q4

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

Answer Choices

Yes posters

Yes other information

Not attended in person

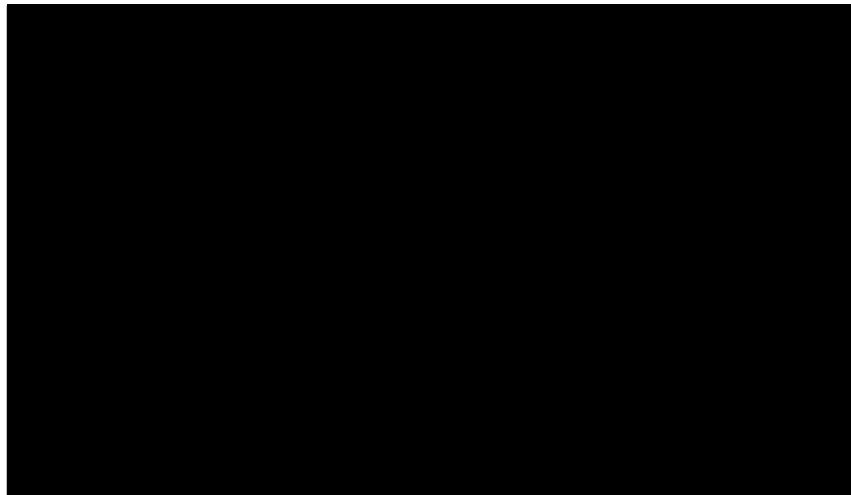
No

Answered: Skipped: 0

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)?

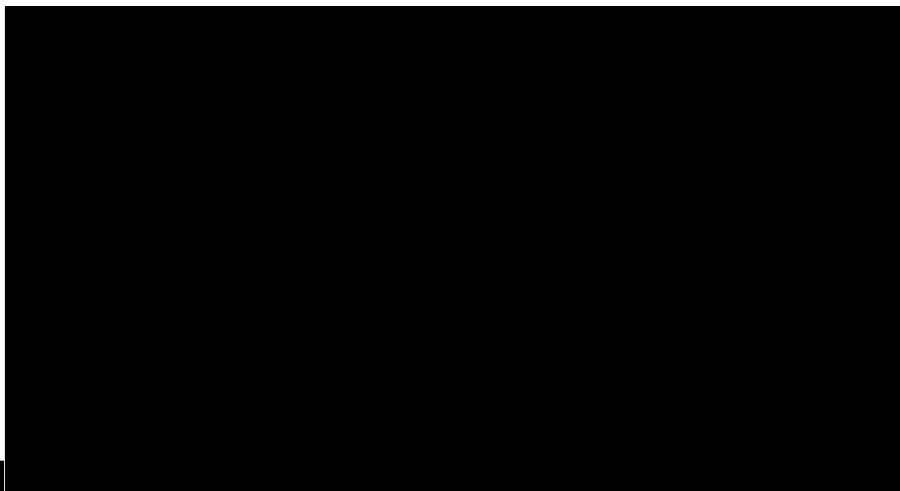
Responses



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)?

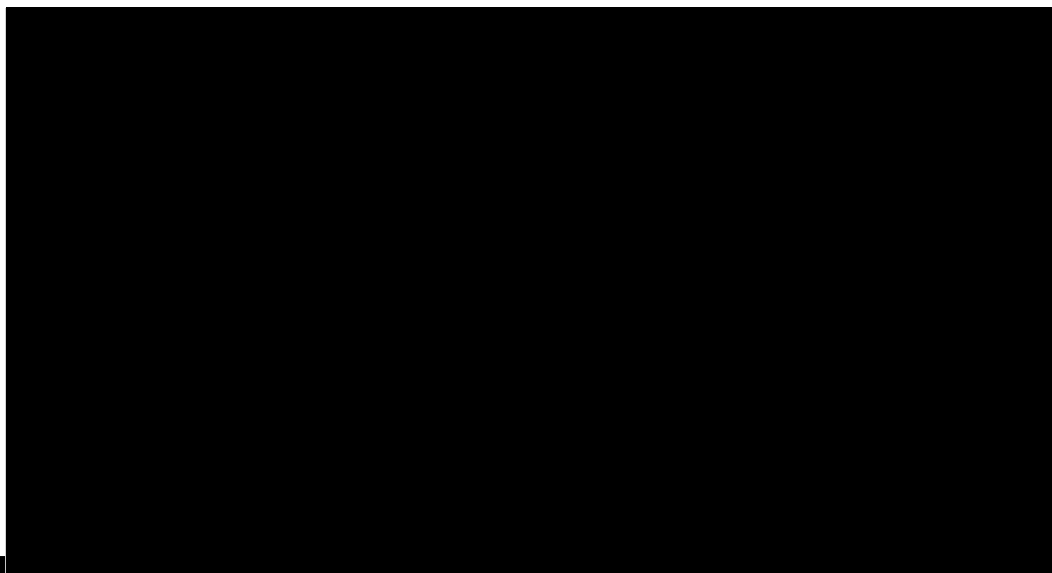
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To achieve a score for this question, the Trust must have 50% of responses indicating a Yes answer.

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

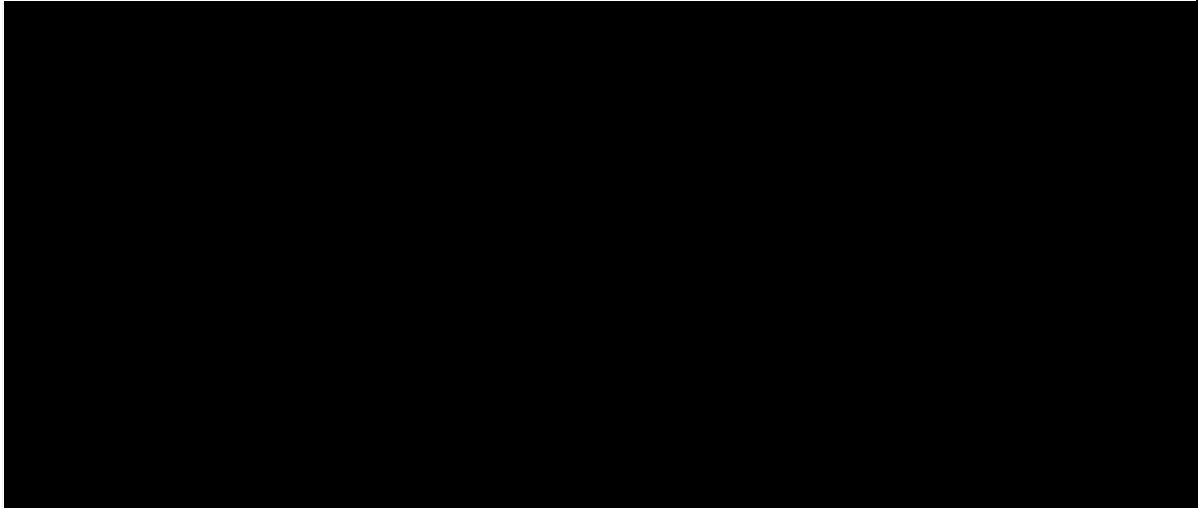
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To achieve a score for this question, the Trust must have 50% of responses indicating a Yes answer.

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

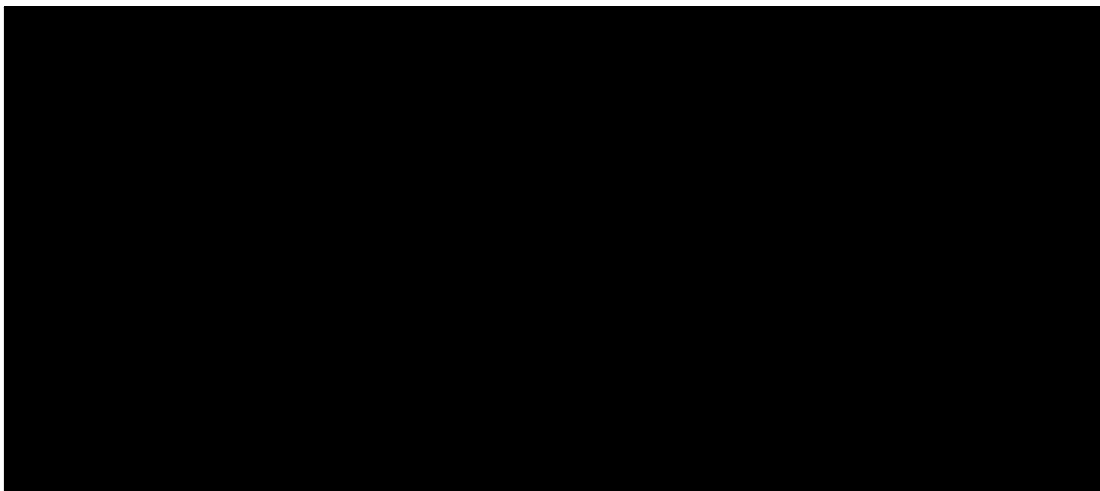
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To achieve a score for this question, the Trust must have 50% of responses indicating a Yes answer.

Have you been asked 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?

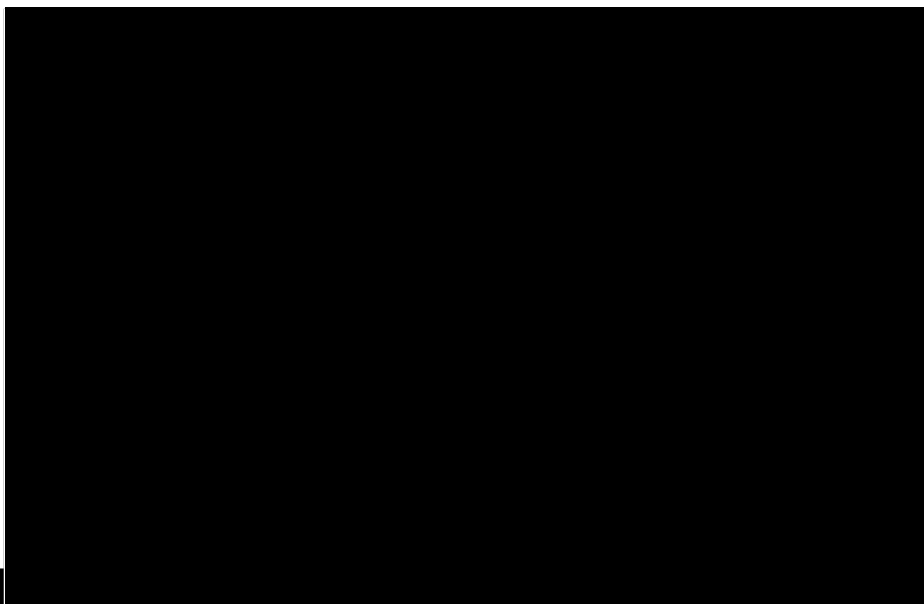
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To achieve a score for this question, the Trust must have 50% of responses indicating a Yes answer.

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

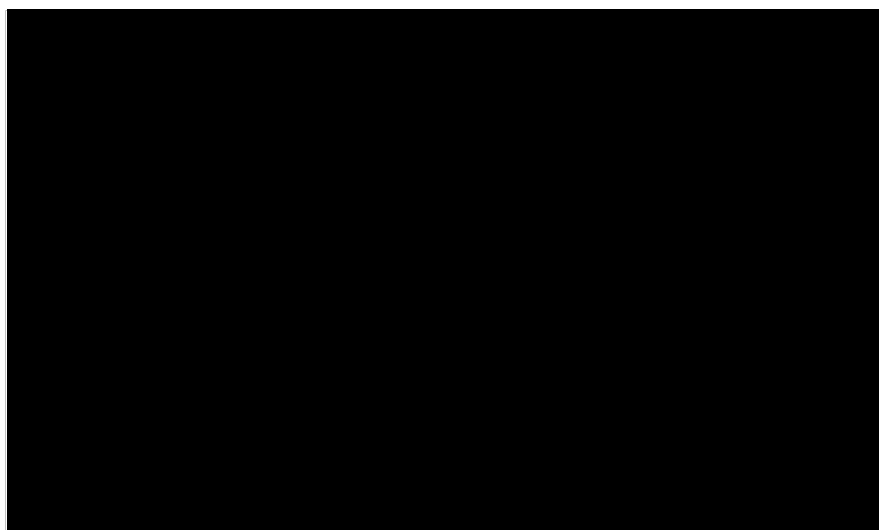
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The following are unscored question, asked for information gathering purposes only.

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.

██████████



Q13

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

Answer Choices	Responses
Homophobic behaviour	
Homophobic language	
Biphobic behaviour	
Biphobic language	
Transphobic behaviour	
Transphobic language	
Inappropriate questions about sexual orientation	
Inappropriate questions about gender reassignment	
Other	
Answered: <input type="checkbox"/> Skipped: <input type="checkbox"/>	

The Trust did not answer whether LGBT+ related complaints made by patients are systematically monitored. We highly recommend that the Trust puts a system in place that allows for systematic monitoring.



Feedback report- Services

The Trust received 13 points across the scoring for this survey.

A total of 16 services responded to this survey, including Oncology.

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



As this service did not respond to this survey, the Trust received 0 out of 3 available points.

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 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.

As this service did not respond to this survey, the Trust received 0 out of 3 available 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.



The Trust received 0 out of 1 available point.

The oncology service responded “No” to this question but indicated that they aim to offer a holistic service to all patients and accommodate individual needs regarding timing and place of appointments on an individual basis wherever possible. There are however no formal policies or guidance in place for how to engage with trans/non-binary patients.

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 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.

1.

2.

3.

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-gendered 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. We have selected an evidence rate of 25% for this project, therefore in some instances evidence was requested/required from multiple respondents.

Q25	
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	
There is an explicit statement about confidentiality (eg. only sharing sexuality or trans status information where relevant and in discussion with the patient?)	
Staff wear LGBTQ+ badges or 'my pronouns are' badges	
There are gender neutral toilet facilities within this service, separate to the accessible toilet facilities	
Sanitary bins are available in all toilet facilities irrespective of gender designation	
None of the above	
Not applicable- not patient facing service	
Other (please specify): Show	
<div style="background-color: black; width: 100px; height: 20px;"></div>	

The Trust received 1 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 staff wearing LGBT+ badges/lanyards, as evidence of this was provided.

No points could be awarded for posters/resources, confidentiality statements, toilets and sanitary bins, as the requested evidence was not provided. The Trust unfortunately missed out on 4 additional points due to 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 [resource pack](#).

Action: Ensure that there is an explicit statement about confidentiality for each service.

Action: Include sanitary bins in all toilets. Information about the '#in with the bins campaign' which supports this is provided in the [resource 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 2 out of 3 points available for this question.

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

Q26	
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	
Use of corporate background which includes an LGBTQ+ flag in design	
Consultation starts with a pronoun introduction	
None of the above	
Not applicable- Do not offer virtual appointments	
Other (please specify): Show	
<input type="text"/>	
Answered: <input type="checkbox"/> Skipped: <input type="checkbox"/>	Response Total: <input type="checkbox"/>

The Trust provided evidence of LGBTQ+ lanyards as well as a Teams background featuring the progress flag.

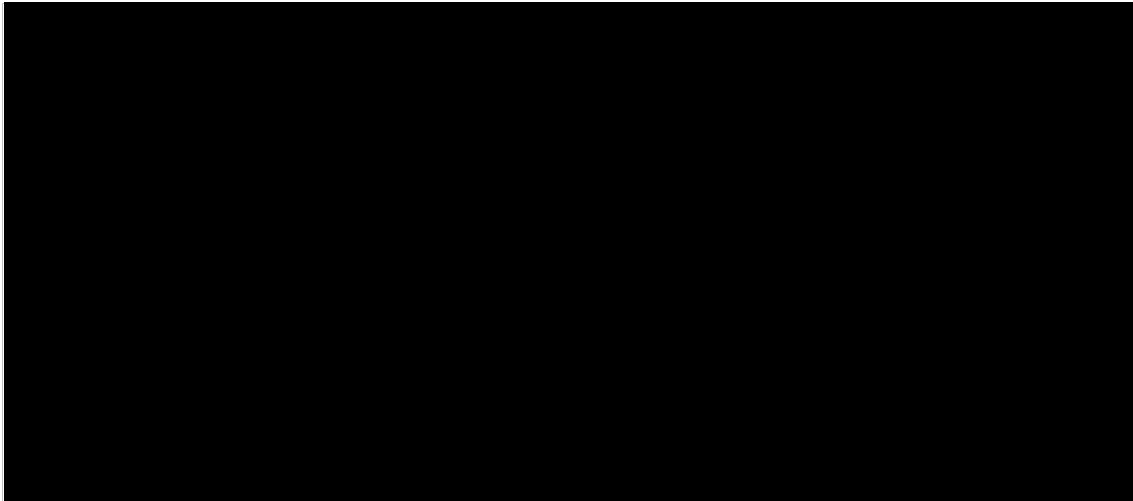
Action: Encourage staff to start consultations with a pronoun introduction, as this signals an inclusive and safe space for the patient as well as helping establish the use of the correct pronouns for staff.

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?



Evidence was provided of the Family History Form which has been reviewed to use gender neutral language, which was great to see.

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

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

Q29	
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	
Yes- Different languages	
Yes- Easy read	
No	
Answered: 16 Skipped: 0	

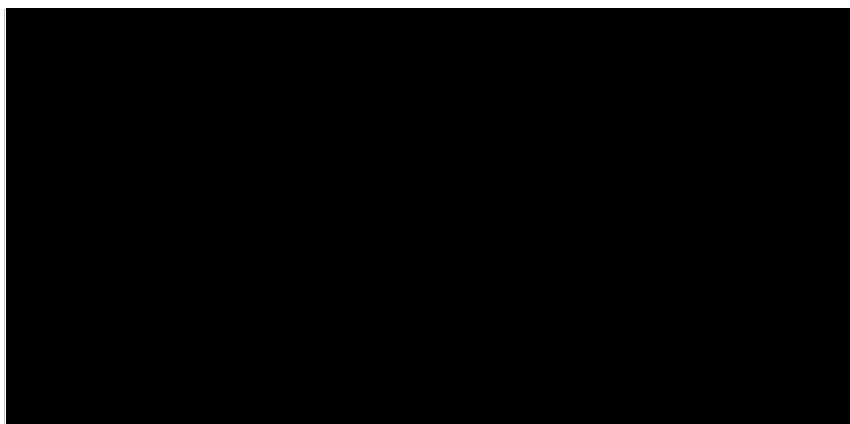
Ample evidence was provided of large print, Easy Read and translated versions of patient information. It was especially great to see that translated Easy Read patient information was available as well.



The Trust received 1 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?



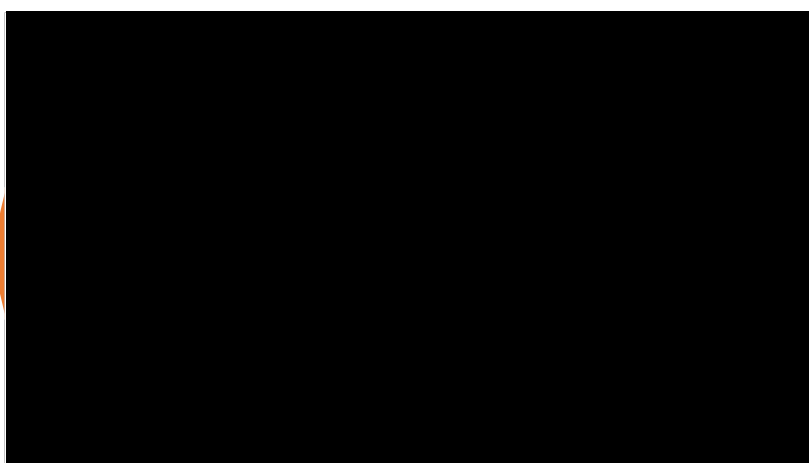
Evidence was provided in the form of the Family History Form which although it does not directly mention LGBT+ people, does mention the difference between gender and sex assigned at birth as well as the importance of respecting everyone's gender identity. Again, this was a very great document to see.

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)?



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

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.

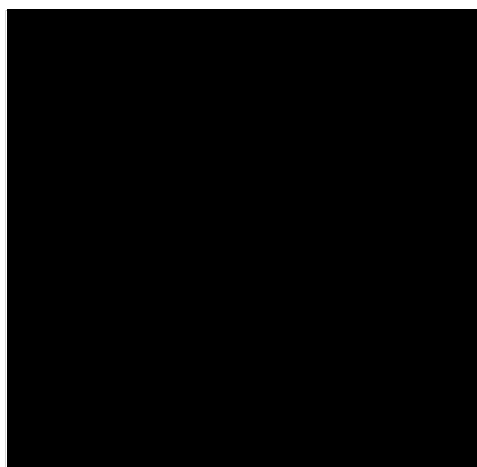
The Trust received 0 out of 3 points available for this question.

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?

Yes

No



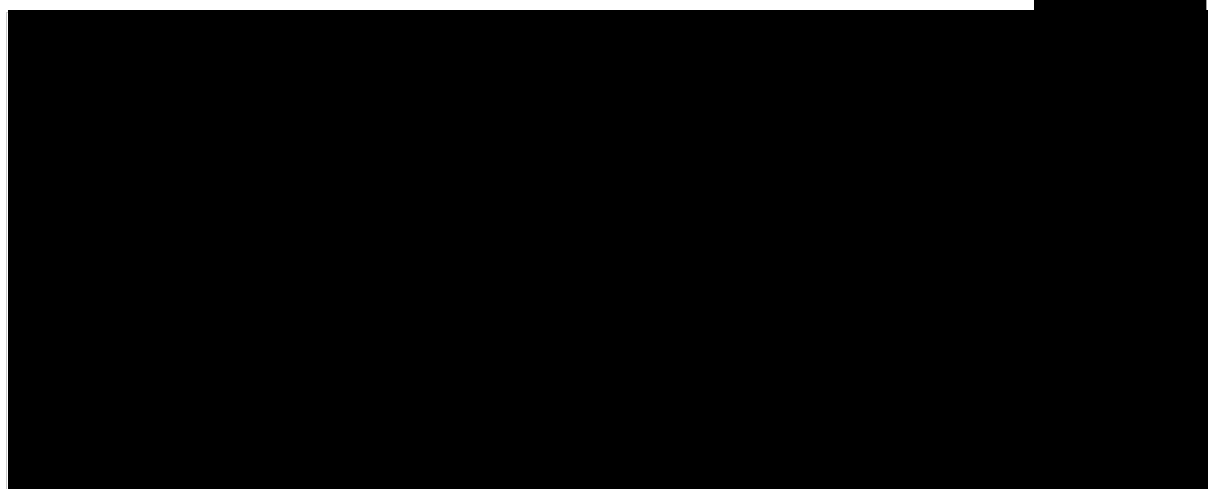
Although 50% of services had their own website, no services indicated that a patient would know by looking at the website that the service was LGBT+ inclusive.

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.

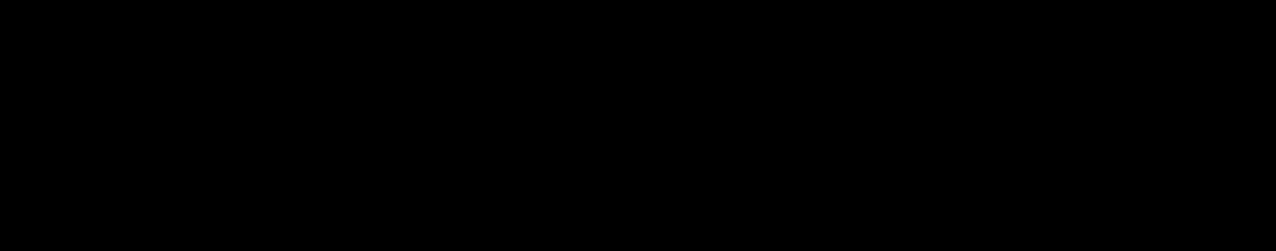


The Trust received the 0 out of 3 points available for this question.
Scoring for this question is similar to scoring for the above question.

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



As no evidence could be provided for this answer, the Trust unfortunately missed out on 2 potential point.



Action: Create a centralised list of general LGBTQ+ resources, local and national organisations where LGBTQ+ 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 LGBTQ+ 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 resource pack

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 pronoun information on patient notes.

Evidence of training for clinical record on EPIC was provided, which included various choices of pronouns, including they/them which was great to see.

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 1 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?



■ Yes

■ No

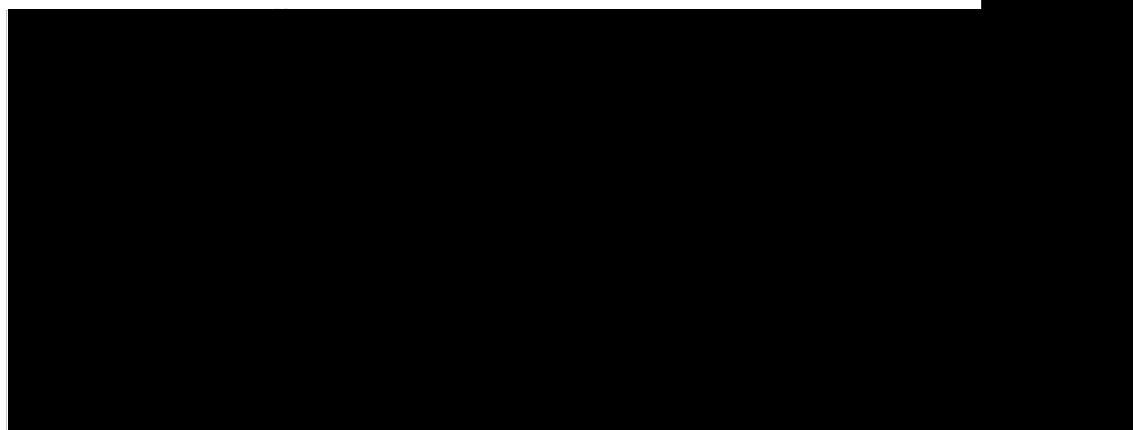
Evidence was provided of the training clinical record on EPIC, which had a gender category that included Male/Female/Transgender female/Transgender male/Other. When the "Other" option is selected choice, this can then be filled in as a free text response. There is also a separate category to select "sex assigned at birth".

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 – rather than assume heterosexual or binary-gender relationships?



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 0 out of 3 points available for this question.

1 point is available for each of the three "Yes" options, if at least one service selects them.

Q40	
Does your service run patient surveys, feedback, focus groups? Select all that apply	
Answer Choices	Responses
Yes- and we ask about sexual orientation	
Yes- and we ask about gender identity	
Yes- and we ask about trans status	
No	
Answered:	Skipped:
Response Total:	

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

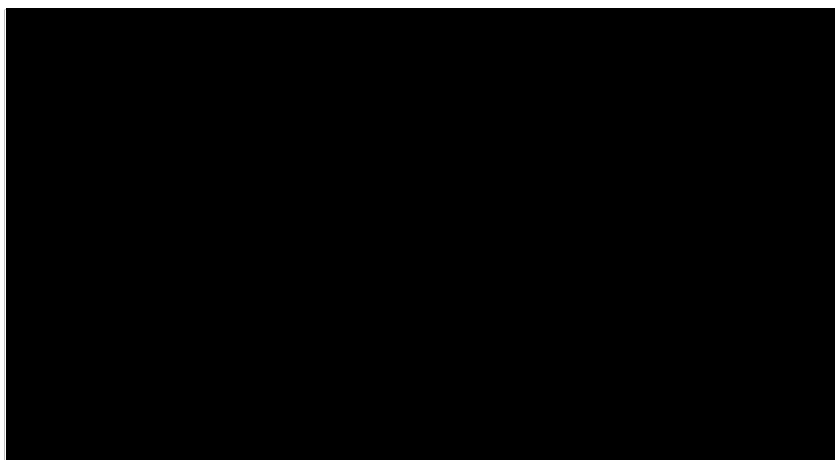


Action: On patient feedback forms, we would advise that one question be asked to confirm someone's gender identity (man, woman, non-binary, other), with a further question around trans status, in addition to sexual orientation. This can be done through asking "do you identify with the gender you were 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?



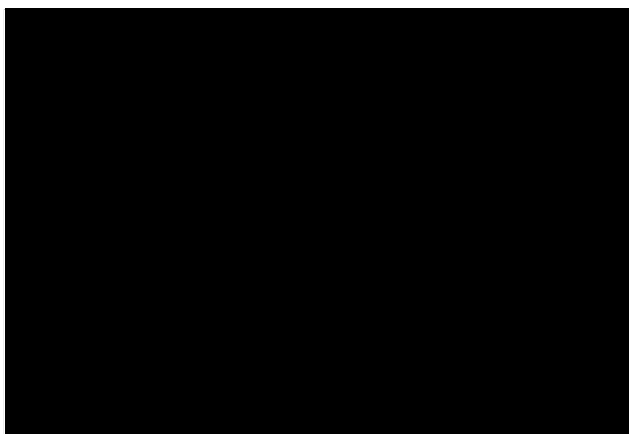
Action: When examining patient journeys, consult with LGBT+ patients to ensure there are no barriers to accessing services.

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?



■ Yes

■ No

As no further details were provided on what content is included in the general equality and diversity training, we were unable to award any points for this.

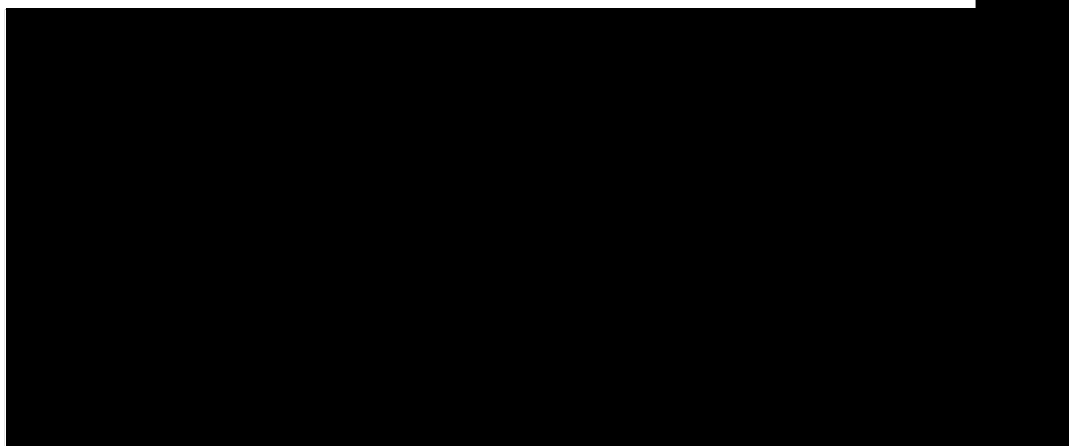
Action: Review the centrally delivered EDI training for its suitability and LGBTQ+ information. Link to organisations that can provide additional training in the needs of LGBTQ+ staff and patients have been included in [the resource pack](#).

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?



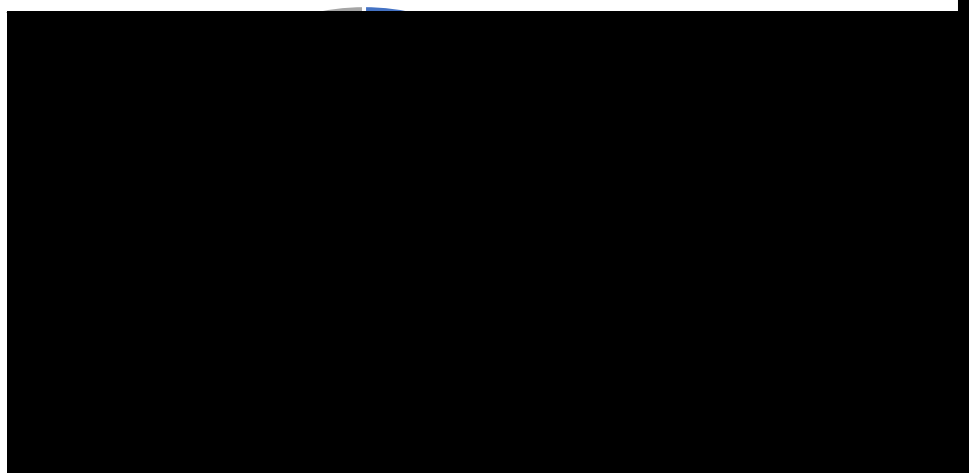
... were classed as N/A and was excluded from scoring.

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.

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



As the Trust was unable to provide evidence for this question, we could unfortunately not award the potential 2 points.

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

(unscored)

[Empty text box for response]



Feedback report- Workforce Assessment

The Trust received 2 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.

B. Include a statement around valuing diversity, explicitly inclusive of LGBT+ people, in all job packs and pages

3 points available and 0 received.

As no evidence was provided for B, we were unable to award any points. The Trust advised that information around the staff networks is only provided for senior and executive appointments.

Action: Ensure that recruitment activity includes LGBT+ specific websites/fairs or events are in all job packs and pages.

Action: Include a statement around valuing diversity which is explicitly inclusive of LGBT+ people, as well as information about the LGBT+ employee network group in all job packs and pages.

- 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.

As no evidence was provided for B, we were unable to award any points.



Action: Include an explicit message on the organisation's commitment to LGBT+ inclusion as well as information on relevant policies within induction.

Action: Include information on the LGBT+ employee network within induction.

A. Employees are able to update pronouns on email signatures

3 points available and 1 received.

The Trust evidenced pronouns within email signatures throughout communications as part of this assessment.

Action: Ensure that staff are encouraged to use pronoun introductions within internal meetings. 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.

- 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

4 points available and 0 received.

As no evidence was provided, we were unable to award any points.

Action: Share information around the importance of pronouns and pronoun introductions in internal communications.

Action: Share information around LGBT+ identities and experiences, as well as information about the LGBT+ employee network group and LGBT+ inclusive policies in internal communications to all employees.



Yes

1 point available and 0 received.

The Trust only advised that the process for exit interviews is currently being revised and centralised to ensure a more systemic and strategic approach.

Action: Ensure that the Trust is able to identify and act on LGBT+ inclusion issues raised at exit interviews or on exit surveys.

A. Communicated a strong message on LGBT+ 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

7 points available and 0 received.

As no evidence was provided, we were unable to award any points.

Action: 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 [resource pack](#).

Action: Ensure that senior management engages with LGBT+ inclusion strategies as well as LGBT+ monitoring reports, as this increases awareness on an upper level around which areas of inclusivity need to be improved.

Action: Ensure that senior management meets periodically with the LGBT+ employee network group and speaks at internal LGBT+ events.



Yes

1 point available and 0 received.

As no evidence was provided, we were unable to award a point.

Action: Ensure that the Trust require all senior leaders and line managers to meet an inclusion-based competency on recruitment.

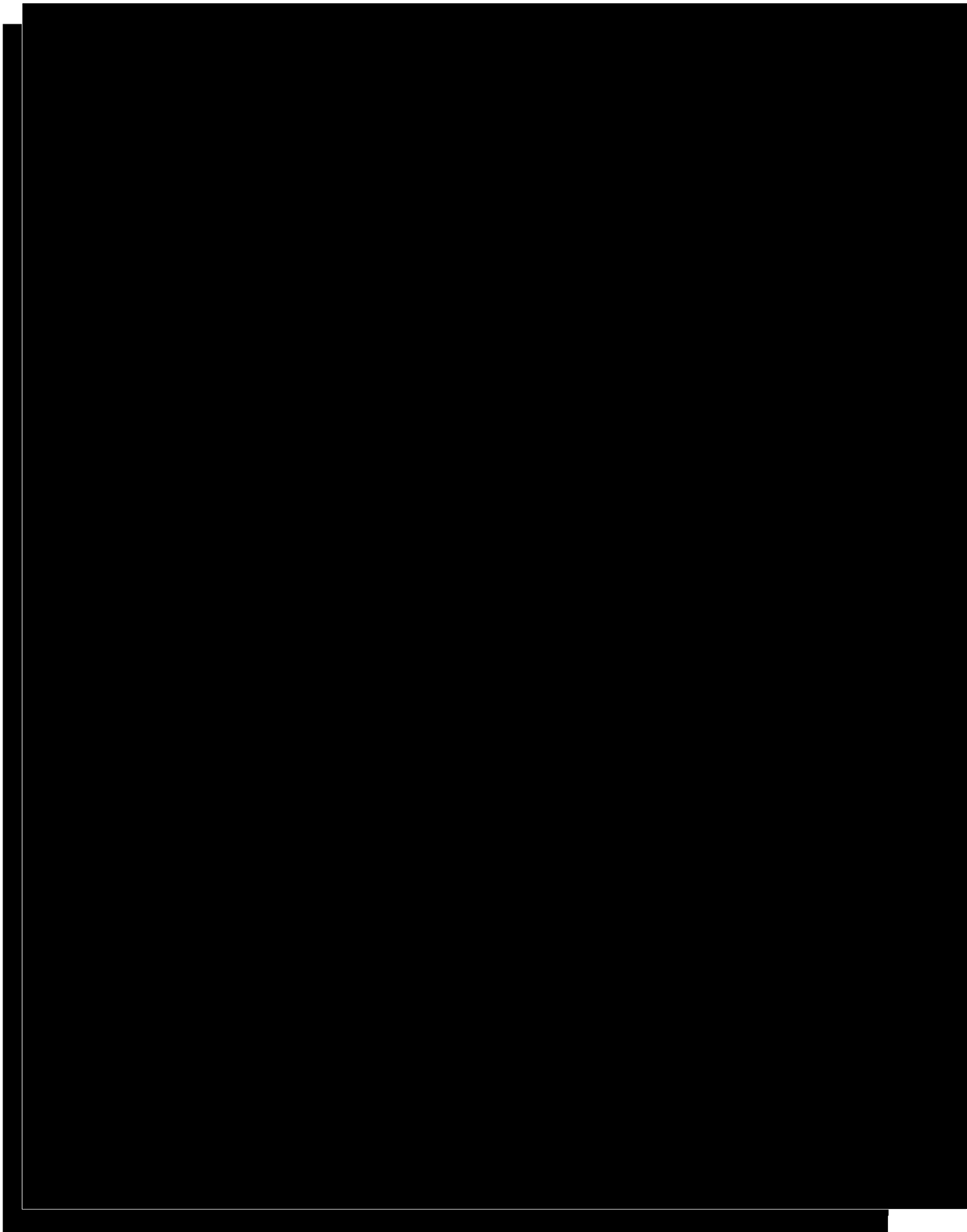
No

1 point available and 0 received.

Action: Ensure that the Trust require all senior leaders and line managers to have an inclusion-based objective.

These are unscored questions, asked for information gathering purposes only. Data is based on the Trust's 2022 NHS Staff Survey Results.





#NHSRainbowBadge



The Trust indicated that they are currently working on an action plan. We were therefore not able to comment on how well the action plan addresses and takes into consideration the negative experiences of LGBT+ staff as they relate to discrimination, bullying, harassment and abuse.

1 point available and 0 received.

The Trust did not provide an answer for this question and no point was awarded.

Action: Ensure that there is a robust and systematic process in place to identify and monitor LGBT+ complaints made by patients.

A. Yes, with a defined role and terms of reference

3 points available and 0 received.

As no evidence was provided, we were unable to award any points.



Action: Ensure the Trust has an LGBT+ employee network group with a defined role and terms of reference.

Yes

1 point available and 1 received.

The Trust described that 15 hours per week are available which are divided between chair and committee members.

- 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

5 points available and 0 received.

As no evidence was provided, we were unable to award any points.

Action: Provide a formal budget and a formal senior champion for the LGBT+ employee network group.

Action: Facilitate skills and leadership training, as well as professional development opportunities for staff network members. Also ensure that network members are able to participate in LGBT+ specific seminars and conferences.

- 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



2 points available and 0 received.

As no evidence was submitted for A or B, we were unable to award any points for this question.

Action: Ensure that the LGBT+ staff network promotes itself as being open to all and inclusive of any underrepresented LGBT+ groups. Also provide signposting to specific spaces for marginalised and underrepresented LGBT+ groups.



Action Plan

Policies:

1. Add examples of what constitutes BHD based on trans status to the Prevention of Harassment and Bullying Policy.
2. All family leave policies could benefit from an inclusive statement under eligibility to make clear that it applies to all irrespective of gender/gender of partner etc.
3. Amend all family leave policies so that, unless relevant to preserve access to legal rights and pay, the language used is gender neutral.
4. Implement a staff trans inclusion policy.

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 tougher consequences for homophobic/biphobic/transphobic incidences along with clearer reporting routes for staff.
4. Increase visibility of the LGBT+ staff network.
5. Establish a system for systematic monitoring of LGBT+ related complaints made by patients.

Services Survey:

Maternity:

1. Review all the systems and paperwork within maternity/perinatal to 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 pack 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 resource pack to support the trust with developing such guidance.



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.

Laboratory/Pathology:

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.

Oncology

1. 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 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.

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:

1. Increase the posters and resources available to services that support LGBT+ people. Links to LGBT+ posters and resources have been included in the resource pack.
2. Ensure that there is an explicit statement about confidentiality for each service.
3. Include sanitary bins in all toilets. Information about the ‘#in with the bins campaign’ which supports this is provided in the [resource pack](#). Where possible designate single stall toilets as gender neutral, this should be in addition to the accessible facilities.
4. 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.
5. Ensure healthcare professionals wear LGBT+ or “my pronouns are” badges during consult.
6. 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.
7. Review standard patient letters to ensure language is gender neutral or gender inclusive.
8. 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.
9. 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.
10. 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.
11. 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.
12. 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 resource pack](#).
13. 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.
14. 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.

15. When examining patient journeys, consult with LGBT+ patients to ensure there are no barriers to accessing services.
16. 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 pack.
17. 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.
18. Introduce an LGBT+ champion for staff and patients per service and ensure this information is available to both staff and patients.

Workforce Assessment:

1. Ensure that recruitment activity includes LGBT+ specific websites/fairs or events are in all job packs and pages.
2. Include a statement around valuing diversity which is explicitly inclusive of LGBT+ people, as well as information about the LGBT+ employee network group in all job packs and pages.
3. Include an explicit message on the organisation’s commitment to LGBT+ inclusion as well as information on relevant policies within induction.
4. Include information on the LGBT+ employee network within induction.
5. Ensure that staff are encouraged to use pronoun introductions within internal meetings. 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.
6. Share information around the importance of pronouns and pronoun introductions in internal communications.
7. Share information around LGBT+ identities and experiences, as well as information about the LGBT+ employee network group and LGBT+ inclusive policies in internal communications to all employees.
8. Ensure that the Trust is able to identify and act on LGBT+ inclusion issues raised at exit interviews or on exit surveys.
9. 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 resource pack.
10. Ensure that senior management engages with LGBT+ inclusion strategies as well as LGBT+ monitoring reports, as this increases awareness on an upper level around which areas of inclusivity need to be improved.



11. Ensure that senior management meets periodically with the LGBT+ employee network group and speaks at internal LGBT+ events.
12. Ensure that the Trust require all senior leaders and line managers to meet an inclusion-based competency on recruitment.
13. Ensure that there is a robust and systematic process in place to identify and monitor LGBT+ complaints made by patients.
14. Ensure the Trust has an LGBT+ employee network group with a defined role and terms of reference.
15. Provide a formal budget and a formal senior champion for the LGBT+ employee network group.
16. Facilitate skills and leadership training, as well as professional development opportunities for staff network members. Also ensure that network members are able to participate in LGBT+ specific seminars and conferences.
17. Ensure that the LGBT+ staff network promotes itself as being open to all and inclusive of any underrepresented LGBT+ groups. Also provide signposting 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

