

Routing question Section 9

Section 9: Clients, Customers and Service Users

This section comprises of between 3-5 questions and examines how the organisation engages with clients, customers, services users or partners. This section is worth 8.5% of your total score.

In order to begin this section, choose which sector best describes the organisation below.

Please choose the option that best describes your organisation: A. Public or third sector with service users

Clients, Customers and Service Users: PS SU P1

Public or third sector with service users

9A.1 In the past 3 years, has the organisation examined the service user journey to ensure there are no barriers to access for LGBT people? Yes

GUIDANCE: This should be a formal mapping process of the touch points of the service user and the service.

Describe the process by which you examined the service user journey. Please include specific dates or time periods.

We continue to consult with local LGBT+ groups, particularly on a service level to discuss needs of the local LGBT population. For example attending local LGB and T groups to discuss how to ensure that people are aware of who needs to attend for breast, cervical or bowel screening, and to identify and tackle barriers to attending for those services

Describe the outcome and impact. Please include specific dates or time periods.

We have developed a Palliative and End of Life Care for LGBT+ patients leaflet. Our screening services have developed a trans and non-binary leaflet about accessing breast, bowel and cervical screening.

9A.2 Does the organisation collect LGBT monitoring information for service users to allow for the following analysis? Tick all that apply.

Tick all that apply

GUIDANCE: You should demonstrate how you collect the data and how it is analysed.

C. None of the above

Clients, Customers and Service Users: PS SU P2

9A.3 Has the organisation consulted with LGBT service users in the past 3 years to tailor the services to their needs? Yes

GUIDANCE: The consultation should have involved all LGBT identities.

Complete the following. Please include specific dates or time periods.

A. Describe the consultation process:

Throughout 2018-19 our healthcare screening leads have continued to engage with the Trans and non-binary community at local community events. They have attended a monthly LGBT meeting at Hanley Fire Station where they were invited to deliver a presentation specifically aimed at encouraging the members to attend for screening.

The Chair of this group attended the Bowel Cancer Screening Programme 10th Anniversary celebrations in September 2018 and were also involved in the consultations around the new bowel screening test kits and patient information leaflet.

A trans and non-binary information leaflet, which covers the Aortic Aneurism, Breast, Cervical and Bowel screening services has been developed and shared at all local community events attended by the Trust screening teams. They are also shared at Prison events and with our GP Practices.

Our breast screening leads have presented a breast screening and breast awareness session at an Older LGBT group. This was held 19th March 2018. Additionally they supported LBT women's health week during March 2018 and 2019 (this consisted of a number of information stands out in the community).

the team has also worked with Macmillan's local LGBT inclusion team until the project was discontinued at the end of 2018.

In relation to supporting the trans community, our breast screening leads attended a Trans event at Staffs University (information stand plus one to one discussions with attendees) 15/06/18 We continue to work with key members of trans Staffordshire and have produced a blog with one of the members discussing her attendance at the breast screening clinic and having a mammogram.

Upon attending GP visits to discuss breast screening for that GP practice, the health improvement team take along the Public Health England trans screening leaflet and will discuss who is eligible for breast screening and what to do if a trans person who is still registered on the computer system as male/female and should/shouldn't come along for breast screening.

Screening Leads have also attended Pride Stoke on Trent in June 2018 and 2019 with an information stand and one to one discussions with attendees.

B. Describe the outcome and how services were tailored to the needs of LGBT people:

Production of a blog about a trans service user experiences of attending the breast screening clinic to have a mammogram.

Developed a trans and non-binary leaflet that covers a range of our screening services.

Produced a leaflet for LGBT+ end of life and palliative care patients.

9A.4 What percentage of frontline employees have been trained on reducing bias and discrimination towards LGBT service users?

Select the completion rate for the training

GUIDANCE: The training should reach as many frontline employees as possible. Training content should explicitly mention examples of discrimination and bias towards LGBT service users. Content should also include the steps frontline employees can take in eliminating this discrimination and bias. Examples of content you could upload are case studies, e-learning screenshots or powerpoint presentations.

A. 76 - 100 per cent

Describe how you estimate completion rates:

All staff are required to complete the Equality and Diversity Training included as part of our Statutory and Mandatory training package and Induction. This training is then recorded on the Electronic Staff Record to enable reliable training completion rates. Our latest data of June 2019 indicates that nearly 94% of our workforce hold up to date training. A small proportion of our LGBT Staff Network, Workforce Equality and Patient Experience team have undertaken the GIRES on-line training in Gender Variance, and this is available on ESR for all staff to access and signposted as suggested training in our Trans Policy.

Describe the format of the training and the content you have uploaded:

The statutory and mandatory training (online and face to face) in Equality and Diversity, the learning outcomes of the training include:

To understand what is meant by the terms Equality & Diversity

To be aware of the relevant legislation, NHS Drivers and Trust Policies etc.

To understand the importance of having a positive approach to Equality & Diversity

To understand the importance of treating everyone with dignity, courtesy and respect

Recognise behaviours that undermine equality and inclusion

To know what to do to raise concerns .

Staff members are required to take a short quiz at the end of the training to demonstrate they have understood the content. The second training is a certificate to show that the GIRES training has been completed by a member of staff.

Upload training content:

please be aware only **one** file is allowed per answer

<https://stonewallsubmit.fluidreview.com/resp/111493149/uOUgV0USmS/>

Upload training content:

please be aware only **one** file is allowed per answer

<https://stonewallsubmit.fluidreview.com/resp/111493149/J7|EaRR0Li/>

9A.5 In the past year, has the organisation communicated or promoted its services as being explicitly LGBT inclusive? Yes

GUIDANCE: The communication can be digital or physical.

Describe the reach of the communication. Please include specific dates or time periods.

In September 2019 UHNM will be launching the Rainbow Badge Project, as a whole organisation approach. Our UHNM Charity has funded purchase of 3,000 badges and staff leaflets and posters. Our LGBT+ and Patient Experience teams have led the project. We aim for a minimum of 25% of our workforce to sign the pledge to gain their badge.

We will be using our social media platforms and engagement with local media to promote the Rainbow Badge Project and raise awareness in the local community. We will also promote with our LGBT+ community groups. We have shared the fact that our badges have arrived on our facebook and twitter accounts on 22.8.19

Upload an example communication:

please be aware only **one** file is allowed per answer

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