

# Implementing the Health and Care LGBTQ+ Inclusion Framework at UHNM



University Hospitals  
of North Midlands

NHS Trust

**The Health and Care LGBTQ+ Inclusion Framework** comprises six key pillars of inclusivity that NHS organisations should aim to achieve to create and maintain inclusive cultures:

- 1** We have **visible leadership and confident staff**
- 2** We have a **strong knowledge base**
- 3** We are **non-heteronormative and non-cisnormative in everything we do**
- 4** We take responsibility for **collecting and reporting data**
- 5** We **listen to our service users**
- 6** We proactively **seek out partners to co-deliver services**



# Introduction

The LGBTQ+ population in the UK experiences significant physical and mental health inequalities compared to the general population. These inequalities extend from increased risk factors for ill health and barriers to accessing healthcare and support, to discrimination against LGBTQ+ staff within the workplace. The NHS Confederation Health and Care LGBTQ+ Inclusion Framework comprises six key pillars of inclusivity that NHS organisations should aim to achieve to create and maintain inclusive cultures. Read this update to find out how we are doing this at UHNM.

## A note on language

- **Heteronormative:** the assumption that heterosexuality is the only normal and natural expression of sexuality.
- **Cisnormative:** the assumption that all people have a gender identity that is the same as the sex the person was identified as having at birth
- **Cisgender (or cis):** of, relating to, or being a person whose gender identity corresponds with the sex the person was identified as having at birth.

*“Empowering diversity and inclusion is not just a responsibility, but a privilege. As the proud sponsor of our LGBTQ+ staff network, let's embrace the kaleidoscope of identities within our organisation. Together, we create a workplace where authenticity thrives, fostering innovation, collaboration, and a culture of true belonging. Stand with pride, sponsor with purpose, and let our unity be the catalyst for positive change”.*

**Lisa Thomson**  
**Director of Communications & Charity**  
**and Executive Sponsor of the UHNM LGBTQ+**  
**Staff Network**



# Pillar 1 - We have visible leadership and confident staff

## How this is demonstrated:

- 1.1 LGBTQ+ leaders are visible and can bring their whole selves to work.
- 1.2 LGBTQ+ staff network has been developed, is connected to decision-making and informs service delivery and training.
- 1.3 LGBTQ+ staff are supported when faced with conflict arising from their sexual orientation and gender identity.
- 1.4 Non-LGBTQ+ leaders model good allyship.

## At UHNM we:

- ✓ Share the lived experience of LGBTQ+ leaders through platforms such as webinars, blogs and our LGBTQ+ staff network meetings.
- ✓ Each of our staff networks have an executive sponsor to support activities and feedback to our Trust Board. Our LGBTQ+ Network Executive Sponsor is Lisa Thomson, Director of Communications and Charity who is an active champion of LGBTQ+ inclusivity.
- ✓ Make staff support, such as freedom to speak up guardians highly visible so colleagues know where to turn for help.
- ✓ Encourage non-LGBTQ+ leadership to visibly engage in organisational activities that support LGBTQ+ staff, such as our NHS Rainbow Badge programme.



# Pillar 2 - We have a strong knowledge base

## How this is demonstrated:

2.1 Staff understand the specific needs of LGBTQ+ people and the health inequalities they face.

2.2 A safe space has been created for staff to learn and ask questions.

2.3 Our organisation is learning and using appropriate language.

- ✓ The Accessible Information Standard and gender-neutral language are considered during our policy and patient leaflet approval processes.

## At UHNM we:

- ✓ Created our Rainbow Badge programme to raise awareness of the specific needs, barriers and inequalities faced by LGBTQ+ people accessing or working in healthcare.
- ✓ Our Staff Networks have protected confidential safe space time for LGBTQ+ colleagues to discuss concerns or challenges
- ✓ We Include lived experience of LGBTQ+ patients and colleagues in our awareness campaigns.
- ✓ We have worked with our LGBTQ+ staff network and local LGBTQ+ charities and leaders to create tailored training.
- ✓ Our LGBTQ+ staff network and Hospital User Group have worked with us in the creation of our transgender & non-binary policies.



# Pillar 3 - We are non-heteronormative and non-cisnormative in everything we do

## How this is demonstrated:

1. Services are addressing the specific needs of LGBTQ+ people.
2. Gender identity and sexual orientation are not assumed, heterosexuality and cisgender are not considered the default.

## At UHNM we:

- ✓ Ensure equality impact assessments are being considered during the creation or review of policies and service development, not after.
- ✓ We review policy documents, service literature and consent forms to ensure they are appropriate for gender non-conforming or trans service users.
- ✓ Make pronouns as visible as possible, encouraging colleagues to use them in email signatures, Teams meetings etc.
- ✓ Colleagues wear rainbow badges to indicate that they have signed the NHS Rainbow Badge Pledge to give a visible commitment to LGBTQ inclusivity and that they are a confidential listening ear for LGBTQ+ colleagues and patients.



# Pillar 4 - We take responsibility for collecting and reporting data

## How this is demonstrated:

4.1 Gender identity and sexual orientation information are being proactively sought from all staff and service users.

4.2 Staff are confident and competent in collecting data.

4.3 L, G, B, T, and Q data is reviewed separately and acted on accordingly.

## At UHNM we:

- ✓ We collect workforce and patient demographics to better understand our patient and workforce needs.
- ✓ We record and monitor LGBTQ+ service user information in line with the NHS Sexual Orientation Monitoring Standard
- ✓ We encourage colleagues to share their LGBTQ+ status on ESR and assure colleagues of confidentiality.
- ✓ Colleagues can use ESR Self-Serve to update their information at any time
- ✓ We recognise that colleagues may feel more comfortable sharing LGBTQ+ status in the anonymous National NHS Staff Survey and we use this data to help identify the things that we need to improve upon at work.



# Pillar 5 - We listen to our service users

## How this is demonstrated:

- 5.1 LGBTQ+ voices are included in co-production.
- 5.2 The needs of LGBTQ+ children and young people are being considered.
- 5.3 Action is being taken to create targeted interventions with the insight gathered.

## At UHNM we:

- ✓ We engage with our LGBTQ+ service users in the development and review of services via our Hospital User Group.
- ✓ Our LGBTQ+ staff network review policies and procedures and contribute to LGBTQ+ inclusive patient experience.
- ✓ We analyse our patient experience data by sexual orientation (in line with the Sexual Orientation Monitoring Standard) to identify areas for improvement.
- ✓ We invite LGBTQ+ service users to share stories at Trust Board and development events for colleagues to help us improve.



# Pillar 6 - We proactively seek out partners to co-deliver services

## How this is demonstrated:

6.1 The knowledge and reach of third sector and community organisations are being used to design or commission services.

6.2 Lasting and meaningful relationships with local LGBTQ+ organisations are being fostered.

## At UHNM we:

- ✓ We consider partnership opportunities at the national, regional and local level, particularly working with our system partners (and this includes system wide staff networks and peer review of services through the Equality Delivery System).
- ✓ Use the integrated care system population health focus for engagement and co-development with partners outside the health service on tackling health inequalities.
- ✓ Co-ordinate our presence at Stoke Pride, engaging with our local population about their experiences of local NHS services and what may be needed to ensure they are LGBTQ+ inclusive.



# Our Next Steps:



- 1 We have **visible leadership and confident staff**
- 2 We have a **strong knowledge base**
- 3 We are **non-heteronormative and non-cisnormative in everything we do**
- 4 We take responsibility for **collecting and reporting data**
- 5 We **listen to our service users**
- 6 We proactively **seek out partners to co-deliver services**

**Continue to implement the recommendations of our Rainbow Badge Accreditation Report**

**Analyse our Staff Survey results by sexual orientation and gender identity to identify priority areas of work**

**Launch our updated Transgender & Non-Binary Patient and Employee Policies**

**Update our LGBTQ+ training offerings and raise the profile of our LGBTQ+ Staff Network**

**Continue our health inequalities programme and status as an Anchor Institution**



For more information on the LGBTQ Inclusion Framework visit: <https://www.nhsconfed.org/publications/health-and-care-lgbtq-inclusion-framework>

