

## READING HEALTH AND WELLBEING BOARD

<b>DATE OF MEETING:</b>	12 JULY 2019		
<b>REPORT TITLE:</b>	RESPONSE TO THE HEALTHWATCH READING REPORT ' LGBT+ Your experiences as Lesbian, Gay, Bisexual, Transgender people accessing Health & Social Care Services in Reading'		
<b>REPORT AUTHOR:</b>	CLARE MUIR/DEBBIE SIMMONS	<b>TEL:</b>	0118 937 2119 /
<b>JOB TITLE:</b>	POLICY AND VOLUNTARY SECTOR MANAGER/ NURSE DIRECTOR BERKSHIRE WEST CCG	<b>E-MAIL:</b>	clare.muir@reading.gov.uk/ debbie.simmons2@nhs.net
<b>ORGANISATION:</b>	READING BOROUGH COUNCIL / BERKSHIRE WEST CLINICAL COMMISSIONING GROUP		

### 1. PURPOSE OF REPORT AND EXECUTIVE SUMMARY

- 1.1 This is the joint response of the local authority, Reading Borough Council (RBC), and the local clinical commissioning group (Berkshire West CCG) to a report 'LGBT+ Your experiences as Lesbian, Gay, Bisexual, Transgender people accessing Health & Social Care Services in Reading', presented by Healthwatch Reading to the October 2018 meeting of the Reading Health and Wellbeing Board.

### 2. RECOMMENDED ACTION

- 2.1 That the Health and Wellbeing Board notes this joint response and asks Healthwatch Reading to share it with Support U and others who contributed to the report.

### 3. POLICY CONTEXT

- 3.1 The Health and Social Care Act 2012 requires local authorities to establish a Local Healthwatch in their areas as a consumer champion for healthcare and social care services. Healthwatch Reading is commissioned to deliver this service for the Reading locality, which includes promoting and supporting the involvement of local people in the commissioning, provision and scrutiny of local health and social care services.
- 3.2 Healthwatch Reading prepared a report which was the outcome of an online survey undertaken in partnership with Support U a charity providing a resource service for those needing help with Lesbian, Gay, Bisexual and Transgender issues, based in the Thames Valley. The survey aimed to collect the views and experiences of Reading people who are Lesbian, Gay, Bisexual, Transgender, and other people identifying as

members of this community (LGBT+) accessing health and social care services in Reading.

- 3.3 It should be noted that the report is based on the replies of 35 people who responded to the survey.

#### **4. REPORT RECOMMENDATIONS**

##### **4.1 Healthwatch Reading and SupportU made 4 recommendations:**

1. NHS and social care services should ensure that the training of their staff is up to date regarding the health needs of LGBT+ people and working with diverse groups. It should take account of the advice given which includes:
  - Do not make judgemental comments
  - Do not ask questions about gender and sexual orientation beyond what they need to know to provide care or help
  - Do not make assumptions about the relationship between any person and the person(s) accompanying them
1. 2. NHS and social care services should take steps to be more clearly welcoming to and respectful of diversity e.g. using posters, LGBT+ pins on their lanyards - and ensure greater ease of access to LGBT+ related information and points of contact for any LGBT+ concerns or issues patients/service users may wish to raise
3. Reading Borough Council should explore supporting social care provision that is sensitive to the needs of LGBT+ people
4. Local commissioners and providers should ensure that they use 'Out Loud: LGBT Voices in Health and Social Care' a national resource, published in 2016 by The National LGBT Partnership and based on the views of more than 200 people identifying as LGBT+ ; 'Sexual Orientation, a guide and toolkit for the NHS' from Stonewall; the Healthwatch Reading report and other resources mentioned in the discussion section of the report, to inform the commissioning of LGBT+ inclusive local health and social care services, and staff training in these services.

#### **5. JOINT RESPONSE TO THE RECOMMENDATIONS**

- 5.1 Berkshire West CCG (Clinical Commissioning Group) and Reading Borough Council welcome the report and have had positive discussions regarding the benefits of joint working and sharing of learning for patients and clients locally. In response the Berkshire West CCG has set up an ICS (Integrated Care System) Equality and Diversity Committee to bring together the Equality and Diversity leads from the local system to ensure a consistent approach.

Attendees include Equality and Diversity leads from:

- Berkshire West CCG
- Berkshire Healthcare NHS Foundation Trust
- Royal Berkshire NHS Foundation Trust
- South Central Ambulance Service NHS Foundation Trust
- Reading Borough Council
- West Berkshire Council
- Wokingham Borough Council
- Healthwatch Reading

The initial meeting was held in January 2019 at which the Healthwatch LGBT+ report was discussed.

The Terms of Reference for the Committee were agreed at its meeting April. The Committee will monitor, discuss and collectively take action to drive improvements in ensuring and promoting Equality and Diversity across the Berkshire West ICS. The aims of the Committee are as follows:

- Support partners in having due regard to the Public Sector Equality Duty
- Embed the use of Equality Impact Assessments in all decisions and policies
- Receive assurance on the use of the NHS Equality Delivery System (EDS2), and NHS Workforce Race Equality Standards (WRES,) along with any associated action plans
- Drive closer partnership working on Equality and Diversity
- and meetings are being held on a quarterly basis.

## **5.2 Recommendation 1 - Training**

All providers currently require all staff to undertake Equality and Diversity training which includes elements relating to LGBT+ clients/patients. There was agreement that both the content of the training and the provider of the training could be reviewed as part of the future work of the committee. It was also agreed that consideration would be given to using patient story videos as these can be more relatable and memorable for staff. A Task & Finish Group has been set up to explore best practice with engaging and supporting the bisexual and transgender elements of the LGBT+ community.

## **5.3 Recommendation 2 - Welcoming**

All providers will explore the ways in which services can be seen as more clearly welcoming to LGBT+ patients and service users. SupportU and Healthwatch Reading will support by providing posters and information to be used on the screens within GP practices; a short article will also be provided to be included within the newsletter sent to all GP Practices in Berkshire West.

## **5.4 Recommendation 3 - Sensitive Social Care**

Reading Borough Council supports social care provision that is sensitive to the needs of LGBT+ people by providing all staff, on induction, with Equality and Diversity training and a further specific Trans Awareness - E-Learning course. This is supplemented by an e-link to further resources such as information from the JSNA. This has recently been augmented by the addition of the resources in para 5.5.

## **5.5 Recommendation 4 - Use of National Guidance**

The resources 'Out Loud: LGBT Voices in Health and Social Care'; 'Sexual Orientation, a guide and toolkit for the NHS' from Stonewall and the Healthwatch Reading report have been added to Reading Borough Council's Equality and Diversity training module.

## **6. CONTRIBUTION TO READING'S HEALTH AND WELLBEING STRATEGIC AIMS**

- 6.1 The issues raised in the report are relevant across the priorities from the Reading Health and Wellbeing Strategy 2017-20 and particularly relate to the building blocks of the strategy to safeguarding vulnerable adults and children.

## **7. COMMUNITY & STAKEHOLDER ENGAGEMENT**

- 7.1 The report outlines that Healthwatch Reading partnered with local charity SupportU and created an online survey, which was promoted on Twitter and on Facebook. The project ran from 27th February to 3rd April. Healthwatch Reading also contacted large local businesses and other local organisations to share the survey link. Paper copies of the survey were available to attendees at an event in Reading Central Library during LGBT+ Awareness Week in February 2018 and were also available at SupportU events during the survey period. SupportU circulated the survey link to a wide range of LGBT+ groups, including Reading Pride and MyUmbrella, and to other local groups including ACRE.

## **8. EQUALITY IMPACT ASSESSMENT**

- 8.1 Under the Equality Act 2010, Section 149, a public body must, in the exercise of its functions, have due regard to the need to—
- eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under this Act;
  - advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it;
  - foster good relations between persons who share a relevant protected characteristic and persons who do not share it.
- 8.2 The findings and recommendations of the Healthwatch Reading Report contribute to positive equality impact.

## **9. LEGAL IMPLICATIONS**

- 9.1 There are no direct legal implications arising from this report.

## **10. FINANCIAL IMPLICATIONS**

- 10.1 There are no direct financial implications arising from this report.

## **11. BACKGROUND PAPERS**

- 11.1 HEALTHWATCH READING REPORT ‘ LGBT+ Your experiences as Lesbian, Gay, Bisexual, Transgender people accessing Health & Social Care Services in Reading, 2018