



PRIDE IN PRACTICE

Excellence in lesbian, gay, bisexual and trans healthcare



LGBT
foundation

Name of GP Practice : The Village Practice

Date of Recommendations: 23/09/19

Account Manager: Gretel My

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Policies:

✓ What you are doing well:

The Village Practice is clearly using policies to support a thoughtful and thorough approach to providing excellent care to LGBT patients. As well as having a Zero Tolerance Policy, an Equality and Diversity Policy and a detailed Confidentiality Policy, the practice has a specific policy which details information regarding the care and support of trans patients at the practice. Additionally, there is a policy regarding the confidentiality of young patients; this means that young patients at the practice are better able and confident to disclose information regarding their gender and sexuality knowing that this cannot be accessed by parents or carers.

The Village Practice updates their policies regularly and staff keep a close eye on relevant legislative changes and best practice in the field; meaning their policies are up to date and set a brilliant example of how practices can effectively use policies to provide exemplary care and support to their patients and staff including the active use of the equality and diversity policy in any hiring/recruitment that takes place.

✓ Our recommendations:

Only very slight changes need to be made for the policies to become even better examples of best possible practice, these were discussed and the practice is confident that these changes can be made with ease and then quickly put into active use; some changes were even made during the initial meeting. **Minor changes could be made** to the **Confidentiality Policy** to include a **shortened, clear statement and commitment** in regards to the GRA and support of trans patients. The **Zero Tolerance Policy** could have minor changes so that it explicitly includes a statement of zero tolerance in regards to homophobia, biphobia and transphobia whether directed at patients, staff or visitors.

✓ How we can support/ relevant resources:

The account manager will send over text for amendments to policies, as well as looking through the new patient form and the website to suggest any improvements that could be made in these areas; the practice is keen to do as much as they possibly can and to continue to lead the way in LGBT healthcare equity.



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Reception Environment

✓ What you are doing well:

The practice clearly signals LGBT inclusivity both via the website (where they clearly and visibly link to LGBT Foundation, and are excited to state their Pride in Practice status when awarded) and the reception environment, where they display an LGBT Foundation poster. There are inclusive processes at each stage of a patient's experience with the practice; confidentiality statements are included on both the website and the patient form, and the new patient form also highlights the annual equality and diversity training undertaken by staff and the annual review of policies. The ongoing learning, general practice approach and prior work supporting LGBT patients has ensured that staff understand that not all patients will feel confident to correct an incorrect assumption regarding their sexuality and/or gender; and this understanding means that staff are active in not making assumptions and in making sure patients and visitors are welcomed and given space to share information as and when they wish to. Staff are quick to pick up learning, inclusive processes, language and ways to further develop the excellent care they give to their patients.

✓ Our recommendations:

We discussed the importance of 'signalling' inclusion to communities who may have experience of discrimination in healthcare, and that this also functions to celebrate the practice's work with LGBT patients. This is something the practice already does successfully but is keen to expand on by displaying their Pride in Practice plaque on site as well as online when awarded. The practice may also wish to **display a range of digital or print information/flyers** regarding LGBT specific services or containing LGBT relevant health information. Staff may also choose to wear pronoun badges or rainbow lanyards should they wish to. These would help let LGBT patients clearly identify the amazing healthcare support that is available to them at the practice, as well as making it more likely that they feel confident to share information, seek appropriate healthcare, and to know the stance of the practice should there ever be a need for them to feedback on treatment or improvements that could be made.



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✓ How we can support/relevant resources:

Your Account Manager has given you our poster and has agreed to send you 15 more, and will endeavor to send through a variety of printed material/leaflets and rainbow lanyards. They will also send a short statement that may help reception staff when challenging behavior. Additionally, they will provide a social prescribing directory to help with any signposting that is needed and to raise awareness of different services that are available.

Medical Consultations

✓ What you are doing well:

Clinical staff show exemplary knowledge in the areas recommended by Pride in Practice, these include:

- Knowledge of the prevalence and impact of conditions that particularly affect lesbian, gay, bisexual and trans communities (in addition to HIV and sexual health)
- Knowledge of evidence relating to the health of minority groups within lesbian, gay, bisexual and trans communities (e.g. Black, Asian and Minority Ethnic LGBT people, disabled people).
- Knowledge of the latest prevalence rate of HIV in the area
- Knowledge of PEP and PrEP

This knowledge, and more, helps staff at The Village Practice conduct excellent medical consultations with patients; the practice are constantly expanding their learning and have key staff that lead this in many areas, particularly in regards to PEP and PrEP (there is specialist ongoing work in this area). The engagement and knowledge levels demonstrated by staff during the training session was some of the highest I've encountered at a GP practice, and this is clearly reflected by the increasing numbers of LGBT patients that actively seek out care at this practice.

It's important to note that this knowledge is also very actively put in place in regards to processes and development of projects. There are quality improvement projects to ensure a higher engagement of lesbian and bisexual women with cervical smears, which are also actively offered to trans patients who have cervixes. Patients who may be 'high risk' of acquiring HIV are provided with specific support, including drug monitoring and methadone prescribing for patients injecting recreational drugs, and



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patients who have more than one sexual partner or whose partner's HIV status is unknown are positively encouraged to have HIV tests at least once a year. Tests are done on site, they used to be offered at intake, though systems changes (registering online) have affected this; the practice is looking at implementing full health checks for new patients so that HIV tests at intake are re-established.

Assumptions are not made about patients sexuality and/or gender (or that of their partner/s), and they are asked necessary questions in a confident and appropriate manner leading to excellent health care provision in regards to sexual health and contraceptive advice.

HRT prescription and monitoring is carried out for trans patients under the recommendation of a gender specialists, and bridging prescriptions are offered on a case by case basis via a nominated lead in this area within the clinical team.

✓ Our recommendations:

My only recommendations are that you continue your brilliant work and make use of the Pride in Practice team as and when you need us! This is the highest standard of LGBT patient care that I have encountered within a practice thus far, and I strongly believe you will continue to advance the level of knowledge and care that you provide and to lead the way in LGBT healthcare equity. Well done!

✓ How we can support/relevant resources:

Clinicians and clinical staff can access their Account Manager with clinical or non-clinical questions at any time. We are also happy to share any current learning we receive in the area of LGBT healthcare and to share the results of our nationwide LGBT patient survey.

Legislations/ Legal Rights

✓ What you are doing well:

There was a clear understanding of equality in legislation around LGBT couples in civil partnerships, fertility and parenting options for LGBT people as well as legal rights of same-sex couples regarding children of both or either partner, and trans patients who wish to change their name and details. Staff may not always know the answer to legislative questions, but do know where to find further information/ who to ask and more information is always welcome and put to use.



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The practice ensures a huge amount of knowledge and information is stored within practice files, and that staff feel confident and able to go to each other when seeking further advice or support or to share learning. The practice is a learning environment, with a commitment for ongoing learning, improvement and engagement with changes and progress within both the medical field and within the communities they serve in the area and beyond. The practice keeps up to date with legal changes and developments and incorporates any relevant changes successfully into their processes and patient care.

Equitable processes were also in place when changes needed to be made to patient records e.g. not asking for more evidence of name changes from trans patients than cis patients, and trans patients were not required to provide 'proof' of their trans status but were able to self-determine.

✓ Our recommendations:

The practice welcomes any information that can be shared in this area; included in this was information about the legal frameworks for LGBT couples when it comes to family planning and parenting. [See here](#) for more information.

✓ How we can support/relevant resources:

All staff can access their Account Manager with clinical or non-clinical questions at any time, and the practice will be sent any information that may be useful to them in the future whenever it becomes available or is requested.

Patient Voice

✓ What you are doing well:

The practice has been active in listening to its LGBT patients and staff in the past and continue to ensure they display openness and willingness to receive feedback from both groups.

The practice actively develops their services based on feedback received, and whilst taking time to listen and validate patient experience and voice, staff at this practice also seek to actively educate themselves about LGBT healthcare so the burden of education is not placed on the patient. The practice is grateful to the LGBT patients who have helped them learn in the past, and are passionate about continuously improving their services. The practice as a whole also takes steps to understand the communities they serve, and how to ensure all communities are represented by their services.



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✓ Our recommendations:

We recommend **explicitly inviting LGBT patients for feedback** as part of your pride in practice PR and communications. This could be via a flyer, part of your waiting room screen slideshow, or even during a consultation if it is appropriate to do so.

✓ How we can support/relevant resources:

Pride in Practice can share local and national data and new research with any interested staff members, as well as the voices of local LGBT people where possible. We can also provide you with a digital display image asking for patient/community input, and try to connect you to local community groups where possible, and we can share the results of our nationwide LGBT patient experience healthcare survey which takes place later this year.

Signposting and Referrals

✓ What you are doing well:

The practice is already providing a range of proper referrals and the wealth of knowledge they share both digitally and amongst the staff team are a huge help in this regard. Staff are aware of referral pathways and waiting times for gender identity services, and the difficulties that this causes and the importance of having various options for ongoing support. It was understood that LGBT people may not feel confident to access mainstream services and so it can be powerful to offer a choice of services.

✓ Our recommendations:

We encourage **all staff to familiarise themselves with the key services in the Pride in Practice social prescribing directory** and to look to recommend these as an alternative option to mainstream services for LGBT patients. It is best practice to offer patients a choice of mainstream and relevant specialised services. See this [interactive LGBT service directory](#) for services and groups near you. Due to the problematic waiting times for gender identity services, community based services can be a vital resource.

✓ How we can support/relevant resources:

The Pride in Practice Account Manager will be supplying the practice with our social prescribing directory and print resources, including posters for the LGBT Foundation helpline number. It is often a good idea to display the posters in public areas as well as more private ones (like toilets) so that patients who do not want others to know they are taking down the number are able to do so in private.



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Sexual Orientation, gender identity, and trans status monitoring

✓ What you are doing well:

The team have thought carefully about asking these questions, demonstrating an understanding of why/when they may be sensitive, and how the information can be used. They are currently monitoring both sexual orientation and trans status. Village Practice is developing a gold standard of care around SOM and TSM and looking at ways to better code the data and use it.

✓ Our recommendations:

Continue to develop your excellent monitoring practices, perhaps look into Ardens; an EMIS add on package that provides better coding options regarding LGBT patient data.

✓ How we can support/relevant resources:

Your account manager can provide you with wording and text for any forms/documents you create in the future as well as recommended format for questions as well as a number of practical examples of ways you can use monitoring data (such as can be found in the relevant slide of the initial training powerpoint).

Notes

- ✓ The Village Practice is an incredible example of excellence in LGBT healthcare
- ✓ The Account Manager will continue to support the practice in a detailed review of practice documents and the website with an LGBT lens and make any suggestions that help convey the practice's brilliant LGBT patient support
- ✓ Some changes were made on the day of training and these are reflected in the current scoring and are thus not written down in the recommendations; it should however be noted as a mark of excellence that the practice was able and willing to make on the spot changes, making them eligible for a gold award already, and also making the best possible use of their time with their Account Manager

Recommendations Checklist:

Currently your score is 33- **Gold Award (32-35 Points)** achieved!

Remaining actions:

- Add a sentence to your Zero-Tolerance Policy that also acknowledges patients and make minor wording changes for consistency of terms**
- Add the amended text regarding the Gender Recognition Act to your Confidentiality policy**