

Report sponsor: Sue Cowlshaw, Chair,
Healthwatch Derby

Report author: James Moore, CEO,
Healthwatch Derby

Healthwatch Derby Health and Social Care Experiences of the LGBTQ+ community - 2022

Purpose

- 1.1 The purpose of this report is to provide the Health and Wellbeing Board (HWB) with an overview of the Healthwatch Derby Health and Social Care Experiences of the LGBTQ+ community – 2022.

Recommendation

- 2.1 To consider and note the contents of this report.

Reason

- 3.1 To ensure that the HWB is aware of the report and its findings which supports the HWB in its role in improving the health and wellbeing of the local population and reducing health inequalities.

Supporting information

- 4.1 An estimated 3.1% of the UK population aged 16 or over identified as Lesbian, Gay or Bisexual in 2020, which is an increase from 2.7% in 2019 and almost double the percentage from 2014 (1.6%). (ONS, Sexual Orientation 2020).
- 4.2 “Nearly half of trans people (45%) said that their GP did not have a good understanding of their needs as a trans person, rising to over half of non-binary people (55%)” and “almost one in four LGBT people (23%) have witnessed discriminatory or negative remarks against LGBT people by healthcare staff. (Stonewall)
- 4.3 Key themes identified were:
 - Access to
 - GP Surgery,
 - Mental Health services,
 - Hospital services (planned admissions, outpatient and urgent/emergency)
 - Sexual Health services.
 - Support and lack of communication
 - poor support from their GP when asked for help

- Referral to GIC
 - poor or lack of communication from the GIC whilst waiting for an initial appointment.
 - Lack of understanding
 - 32% felt that their identity was not respected and understood by healthcare professionals.
 - 31% stated that their identity was brought up when seeking support for an unrelated health issue.
 - 43% felt that their identity has been a barrier to accessing a health and social care service. Hate Crime, poor experiences and discrimination
 - 36% have experienced a poor or discriminatory healthcare experience based on their identity. •
 - The most mentioned themes around poor experiences were deadnaming, incorrect usage of pronouns/titles, poor Trans healthcare, inappropriate comments around Sex/Marriage (Gay Man), inappropriate comments around Sex/Pregnancy (Gay Woman) and the most suggestions on what could be improved were staff awareness and knowledge of LGBTQ+ issues, staff attitudes and behaviour around making assumptions or allowing their own personal bias to affect a patient's treatment, and access and waiting times for Gender Identity Clinics.
- 4.4 Our survey was open between November and December 2022 and we received a total of 105 responses.
- 4.5 Outcomes
- The report has been shared with the wider Health and Social care system to raise awareness
- 4.6 Derby and Derbyshire LMC responded to the report recognising the positives and the negatives and welcome the report and the work of Healthwatch Derby to capture the experience of the LGBTQ+ community when accessing care Health Care. There was recognition that there is still work to be done and committed that the DDLMC will continue to work with GP Practices and the LGBTQ+ community to improve the experience of General Practice and wherever possible the wider healthcare system in Derby and Derbyshire

Public/stakeholder engagement

- 5.1 Healthwatch Derby Healthwatch developed a survey open between November and December 2022 and received a total of 105 responses.

Other options

- 6.1 None considered.

Financial and value for money issues

7.1 None.

Legal implications

8.1 None.

Climate implications

9.1 None.

Other significant implications

10.1 None.

This report has been approved by the following people:

Role	Name	Date of sign-off
Legal Finance Service Director(s) Report sponsor(s) Other(s)	James Moore, CEO/ Sue Cowlshaw, Chair, Healthwatch Derby	01/03/2023
Background papers:	Healthwatch Derby - Report (attached)	
List of appendices:	Health and Social Care Experiences of the LGBTQ+ community - 2022	