

# **PUBLIC HEALTH ENGLAND BEING YOUNG AND LGBTQ+ WEBINAR**

**Improving access to GP Practices for LGBTQ+ young people**

**Kate Bell**

**Lydia Pignataro**

**Alexis Ritchie**



# BACKGROUND

**Equality Delivery System** – Community engagement

**Awareness Training** – Barnardo's Positive Identities provided training to a number of GPs across Calderdale. It was apparent through research that there was little by way of voice of LGBTQ young people.

**Equality Objective** – Improve access to GP Practices for the LGBT+ community and young people

**Worked in partnership** – established a multi-agency steering group to oversee delivery

**Steering Group** – CCG and key stakeholders including local authority, GP Practice Managers, VCS representing LGBTQ+ communities

# APPROACH

CCG engagement worker [linked with local third sector organisations](#) – Barnardo's Positive Identities Service who worked with LGBTQ+ CYP

CCG Engagement worker [joined the local Calderdale LGBTQ Network](#) to extend reach across all services who linked with LGBTQ CYP

Targeted [young people aged 12-25](#) years in schools and across community

[Co-designed survey](#) and [tested it with a sample](#) before going live with young people

Ensured it was appealing so [used emojis and graphics in the design, QR code and online link](#), advertised in schools/community – public and voluntary services, social media channels

Made sure the [language was accessible and easy to understand for all ages](#)

Ran [engagement from 29 April to 17 June 2019](#) – extended due to bank holidays and half term

# TOOLS PRODUCED

A [co-designed young person friendly survey](#) which used appropriate language, emojis, graphics and had an extensive inclusive monitoring form.

A [report of findings](#) that analysed all the engagement work conducted and survey findings.

[Recorded the voices of CYP](#) from across Calderdale.

[Co-designed a Lego Stop Motion](#) film to highlight good/poor practice.

[Co-designed an infographic poster](#) to highlight report findings on one page.

[YP shared artwork produced for Pride week](#) to share their feelings about their identity and the challenges they face. One of the pieces of art was included on the infographic poster.

# SNAPSHOT OF SURVEY RESULTS

- 225 responses, 34.6% identified as LGBTQ
  - If worried about their health: 62.9% discuss with family, 37.1% ring GP, 31.2% Google it.
  - 68.3% stated they have never been offered an appointment alone.
  - 45% rated their overall experience as good, with 80% saying they understood the language the GP used.
  - 67.2% felt their needs were understood and 63.6% felt they could ask questions.
- 24.5% were worried that the GP would discuss their personal issues with the family/carer.
  - 66.4% said they were not sure that the GP had a good understanding of LGBTQ needs, 45.2% said they were not sure that the GP has a good understanding of gender/sexual identity and 56.6% felt they were not sure that the staff at the surgery were welcoming to LGBTQ people.
  - 30.1% stated it was very important to have gender neutral toilets.

# IMPROVEMENT AREAS

The four main areas that could make people feel more supported were:

1. **Communication** - To use more child friendly language and inform of all choices. Talk to the young person not the parent/carer.
2. **Appointments** - To have a more flexible, easy to use booking system for appointments with quicker access and shorter waits to be seen.
3. **Gender Support** - For practices to have more gender awareness of current issues and appropriate support. To use pronouns, plus demonstrate inclusiveness in the waiting area e.g. leaflets, posters. Consider changing toilets to gender neutral toilets.
4. **Service** - To increase support for mental health and autism. Provide continuity of care and trust. Be more supportive and treat equally. To have increased funding for more services.

# QUOTES FROM SURVEY

*'The ability to book appointments later in the evening, as it is hard to make the large majority of the appointments if at school/work.'*

*'Great appointment and felt listened to, just had to wait for 5 weeks for the initial appointment, then a further 6 weeks for the follow up (still pending).'*

*'Once we could get an appointment, the doctor was extremely helpful and lovely. He explained everything very clearly, making it easy to understand. He fully informed me of all available options.'*

*'I've been waiting since September for a CAMHS service. I have been off school with anxiety. Nobody has given me any help to get back to school.'*

*'Have a section for preferred names on GP forms and preferred pronouns.'*

*'My last GP appointment was excellent - she asked what I wanted to do and concurred it is what she thought we should do. I left with the right referrals and tests to find out what was wrong, as well as feeling considered.'*

*'Very accepting and happy to aid me in my transition.'*

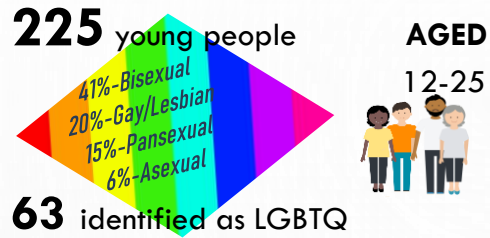
# OUTCOMES AND NEXT STEPS

- Increased influence and leverage with GP Practices
- Shared survey findings shared with all GP Practices in Calderdale
- Pride in Practice (PiP) offer – national benchmark for excellence in LGBT healthcare
- 6 GP Practices engaged with PiP – all 6 received training from LGBT Foundation
- 2 PiP awards – 1 Gold and 1 silver
- Mystery shopper exercise to review access for LGBTQ+ community in primary care
- Landscape has changed since we carried out this work



# Children and Young People's experience of their local GP practice

We spoke to a diverse group of Young People



**Positive** 🤔

- 67% felt that their GP understood their needs
- 63% felt they could ask their GP questions

**Negatives** 🙄

- Communication
- Appointment availability
- Lack of gender support

💡 **Where GP practices can improve**

**Communication** Use more child friendly language and talk through every choice.

**Appointments** A quicker, more flexible booking system. Quicker waiting times and open availability.

**Gender Support** Have a more open understanding of current issues. Keeping a wide range of contact with different gender clinics. Use of correct name and pronoun without questioning, helping to create a more comfortable and inclusive environment.

**Service** Increase support for mental health and people with learning difficulties. Be supportive toward any social group. More funding for services overall.

**Appointments** 🏠

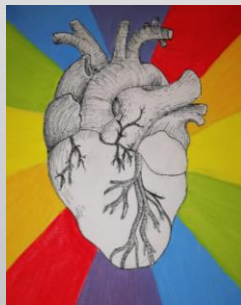
- 166 Parent/carer books their appointment
- 167 Parent/carer came to their appointment
- 48 Young people go on their own
- 151 Have never been offered an appointment without a family member

**What do young people do when they feel ill** 🤒

- 139 Discuss their issue with their family
- 82 Ring the GP practice
- 69 Google their problem

Use of pronouns and gender neutral toilets are important  
Half of the young people felt unsure that GP staff are welcoming to LGBTQ patients

These words are important to us



**Overall experience at GPs**

- 45% Good ✓
- 28% Ok

❤️ Thank you for your involvement and feedback.  
For the full report and to see what we will do next go to:  
[www.calderdaleccg.nhs.uk/get\\_involved/](http://www.calderdaleccg.nhs.uk/get_involved/)

Codesign Work

CCG Engagement worker supported a Young Person to review the report of findings and co-design this one page infographic to highlight information in a different way to peers.

The young person came to work at the CCG to complete this.

# LEGO STOP MOTION FILM

[DR NOGOOD/DR DOGOOD: A NON-BINARY EXPERIENCE AT THE GP SURGERY – YOUTUBE](#)



co-design work

## REAL TALK

**Phoebe**

- Young person's reflection on how they were involved in the project and what it was like then for them gaining support from a GP
- Young person's view on how things are now during the pandemic when accessing support from a GP and what the future concerns are post pandemic