

TOWER HAMLETS LGBT COMMUNITY FORUM



elop
promoting health and wellbeing

A little bit about ELOP



- In our 21st year of working in East London
- Recognising diversity of the LGBT community in East London: from those newly arriving and seeking asylum to those working in large financial institutions who feel that the difficulties facing the community are a thing of the past
- Provide a range of services: counselling, information line, social and support groups, youth support, family support, LGBT asylum support, LGBT hate crime support, schools work, training, consultation and representation

Key aims



- The forum aims to engage with a wide range of LGBT community members who live, work or study in the borough
- Inform local services providers how to best meet need and extend good practice
- The forum aims to be a representative group through which policy making, commissioning and service delivery can be influenced and improved to better meet the needs of LGBT community

Key areas of focus



- Four key areas of focus until Oct 2016
 - mental health and sexual health
 - housing and social care
 - homophobia in education and the work place
 - domestic violence

Vision



To be a collaborative partnership that includes:

- LGBT community members (those that live, work or study in LBTH)
- Allies of LGBT people
- Those working in LGBT specific services
- Those working in mainstream services that can influence change

Out Loud: LGBT Voices in Health and Social Care



- Insights into designing and providing care and support that meets the needs of LGBT people.
- Written by
- Sarah Humphreys (ELOP & Harri Weeks, National LGB&T Partnership)

The members of the National LGB&T Partnership are:

LGBT Foundation; Birmingham LGBT; BiUK; Consortium of LGBT Voluntary and Community Organisations; ELOP; GADD; GIRES; GMFA; London Friend; METRO; Stonewall Housing; and Yorkshire MESMAC.



Out Loud

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The National
LGB&T Partnership

Out Loud
LGBT Voices in
Health & Social Care
A narrative account of
LGBT Needs



May 2016

Out Loud: A narrative for LGBT people in health and social care services

The 'I Statements':

Confidentiality - My
information about me
belongs to me

*I am not outed to others
without my consent.*

Support - See me for who I am

*Health care support is matched to my needs and
takes account of my sexual orientation and/or
gender identity where relevant.*

Equality - don't make judgements or
assumptions

*Health care providers do not make
assumptions or judgements about my
body, identity or relationships.*

Out Loud - I am who I am

...a narrative for LGBT people in health and social care services

Acceptance - show me that I am welcome

*I know that services are welcoming to and
informed about LGBT people and communities*

Respect and Dignity - treat
me well

*I am seen as a whole
person with a wide
collection of identities and
needs*

Understanding - show me that you understand me

*Health and care staff providing my care are well informed
and trained about gender identity and sexual orientation
issues and do not expect me to educate them.*

Statements fell into six areas, with an example of each provided here.
The full collection of statements follows.

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Out Loud



- Survey and discussion groups with over 200 members of our communities
- Open questions allowing for opinions & experiences to be shared
- Collected and acted on demographic data to try and ensure representation from a broad diversity of LGBT people
- Undertook outreach to groups (eg. Youth, MH, Disability, Parents) to include less-heard voices
- Developed aspirational present-tense statements from the responses
- Tested these statements with LGBT community representatives

Statements



- **Equality - don't make judgements or assumptions**
 - People providing my care act in a professional and non-discriminatory way
- **Respect and Dignity – treat me well**
 - I am seen as a whole person with a wide collection of identities and needs
- **Acceptance – show me that I am welcome**
 - Services use inclusive language and I see images of LGBT people in publicity
- **Understanding - show me that you understand me**
 - Health and care staff know what to do if I want support about my gender identity
- **Confidentiality – my information about me belongs to me**
 - I am not outed to others without my consent
- **Support - see me for who I am**
 - I have access to services specifically for LGBT people

Participant experiences

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"Both our midwives asked about the father which was quite hard and even did this in front of both of us (two women) together - we would have preferred 'Is there a father or is there a donor?'"

"I was asked "if I'd had the downstairs surgery" after someone discovering I was trans - I was there about seizures. This isn't the only time that question has been asked. Being asked "what it felt like to transition" by a well-meaning doctor - I was there about sleeplessness."

Participant experiences

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"I recently gave up smoking and was getting support from a healthcare assistant at my GP practice. During a smoking cessation appointment, she once asked me what my old name was, and when I didn't tell her, she made up a girl's name to call me. She also said 'I am confused about your gender', even though my gender was correctly displayed right there on the screen of her computer, which I pointed out to her. I stopped accessing this service because her questions and comments made me too uncomfortable."

"An x-ray person made me come out to her because she didn't believe that because I was sexually active and not using contraception that I couldn't be pregnant. I had to come out as gay to a group of 2nd year medical students."

Key Points



- **Nothing about us without us**
 - Involve at all levels in the commissioning, design, delivery and monitoring of services as active participants
- **Training**
 - Relevant knowledge and reflexive training that explores attitudes, SOM
- **Commissioning**
 - Consider the specific and distinct needs of LGB&T communities
- **Visibility**
 - Reflection in the surroundings in spaces in which services are delivered
- **Changing attitudes**
 - Actively combat ongoing stigma and discrimination
- **Monitoring**
 - Establish a clear picture of LGB&T needs at a service & local area level
- **Complaints**
 - Responding to, and using learning from, complaints builds trust

Questions to consider



- What are the gaps in your knowledge about LGBT people and how could you fill them?
- What can you do to involve LGBT people in the development, design and delivery of your work?
- What quick changes can you make to ensure that LGBT people are visible in your literature, publicity and visual environments?
- Do you know what local LGBT organisations and provisions exist?
- Can you identify good practice in your service around changing attitudes towards or about LGBT people?
- What today was surprising? What wasn't surprising? What will you share?