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Quality Team
UH Bristol
Trust Headquarters
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4th October 2018

Dear Eileen,

UH Bristol response to The Diversity Trust and local Healthwatch report, Trans health, care and well-being report April 2018

Thank you for sharing The Diversity Trust and local Healthwatch report, “Trans health, care and well-being” April 2018.

The Trust welcomes the report and acknowledges the extensive work undertaken by The Diversity Trust and local Healthwatch organisations to identify the health, care and wellbeing needs of Trans and Non-Binary people. The report’s focus on health inequalities and discrimination, with the aim of improving access to health, care and wellbeing for local Trans and Non-Binary people and communities, reflects our own commitment to continually improve access to our services and offer a fair and safe working environment for all.

To that end, we recognise the report’s conclusion that Trans people face a significant amount of hostility in society and that, as a major health care provider, we have a responsibility to respect everyone and continually challenge discriminatory behaviour.

We have circulated the report to the Heads of Nursing and other senior representatives from our clinical divisions so that they are able to share the insight and learning with colleagues. In addition, the Trust’s Equality and Diversity Group, Patient Inclusion and Diversity Group, Education Group, and our People Committee are sighted on the report and this response.

Our response to the specific recommendations is as follows:

Recommendation 1:

Training

- Training on equality, diversity and inclusion should be mandatory for all staff working in health, care and wellbeing services
- Equality, diversity and inclusion training should include transgender awareness and be provided both online, and offline, through classroom based and e-learning
- All training providers should review their training courses and materials to ensure they are Trans and Non-Binary inclusive
- Trans awareness training should become part of all health, care and wellbeing professionals Continuing Professional Development (CPD)

Response

Equality, Diversity and Human Rights training is mandatory for all staff in our Trust. On-going training is also part of the Trust's on-going Essential Training programme. We have asked our Equality and Diversity Officer to review the content of this training in the light of this report. This review will conclude by March 2019.

Recommendation 2:

Policy Development

- All health, care and wellbeing service providers should develop policies on challenging transphobic bullying, harassment, victimisation and discrimination in line with the Equality Act (2010) and the Public Sector Equality Duty (2011)
- All health, care and wellbeing service providers should develop a Trans Inclusion Policy, involving and consulting with trans staff and patients, on best practice in supporting trans colleagues and patients through their transition. The policy should address confidentiality, dress codes, and the use of facilities

Response:

In June 2018, the Trust published its new Equality, Diversity and Human Rights Policy. The policy sets out the Trust's commitments to equality, diversity and human rights and its obligations under equalities legislation (Equality Act 2010) and the Human Rights Act 1998. It also describes the roles and responsibilities of individuals and groups in ensuring the Trust fulfils its commitments and obligations to develop and enhance a diverse and inclusive culture. In light of this recommendation, the Trust's Equality and Diversity Group will be asked to review relevant policies and guidance including our "Guidance for HR and managers on Gender Reassignment" and the "UH Bristol Equality and Diversity Briefing: Transgender People and Healthcare." In addition, we will ask the group to review the University Hospitals Morecambe Bay Transgender Care Policy¹ and to consider whether a similar policy would bring added value to our Trust.

Recommendation 3:

Specialist Support

- Development of specialist trans support organisations including drug and alcohol services and mental health services
- Specialist support can be provided by external organisations. Trans people may be reluctant to go to a general drug support service for fear of discrimination by staff or by other service users
- Audit of healthcare services to find out how much they know about trans care

Response:

UH Bristol does not offer specialist drug and alcohol services. However, the Trust hosts Unity Sexual Health which offers an inclusive range of specialist sexual health services that cater to everybody, regardless of sex, age, gender or sexual orientation. The service has extensive links with LGBT and other partner organisations in the Bristol, North Somerset and South Gloucestershire region and offers a welcoming, understanding and confidential service with the aim of giving the best possible provision to service users. Colleagues at Unity Sexual Health have also recommended that the report is shared by the Author's with Developing Health and Independence, a local charity that helps people out of the cycle of homelessness, social isolation and drug or alcohol abuse.

In addition, the Trust's Lesbian, Gay, Bisexual & Transgender (LGBT) Forum is a safe space for Lesbian, Gay, Bisexual and Transgender members of Trust staff and supporters within UH Bristol to discuss LGBT

related issues within the organisation. The Forum works closely with Human Resources on issues that affect our LGBT staff as well as working to promote equality within the Trust. The Forum works with the Trust's Equality & Diversity Group to support staff across the Trust and promote a greater understanding of the issues faced by LGBT patients. Through the Forum, the Trust will consider the use of an audit tool to test the impact of any developments in Trans training and awareness amongst staff.

Recommendation 4:

Pronouns

- If unsure how to identify a person in relation to their gender identity, or sexual orientation, it is acceptable to ask which term they would prefer you to use to describe them
- Respect people's pronouns and use correct pronouns
- Do not intentionally mis-gender or dead-name trans or non-binary people

Response:

We recognise that the correct use of pronouns is important in reflecting a degree of respect to the individual. We will assign a particular focus to the correct use of pronouns in the developments to our workforce training and awareness as outlined in recommendation 1.

Recommendation 5:

Challenging Transphobia

- Challenging all forms of bigotry against Trans and Non-Binary people including bullying, harassment, hate crime and discrimination

Response:

UH Bristol is committed to tackling bullying and harassment in the workplace. This commitment is supported by a Freedom to Speak Up policy. Our Trust's on-going approach to addressing all aspects of bullying and harassment is led by the Trust's Head of Organisational Development and the Divisional Director for Women's and Children's Services, with oversight through the Trust's People Committee. We will ask this committee to consider how potential negative attitudes, feelings or actions towards Trans people can be addressed as part of this work.

Thank you again for sharing this report with us.

Yours sincerely,



Sam Chapman
Chair – Trust Equality and Diversity Group



Hayley Long
Chair – Patient Inclusion and Diversity Group

Copy to: Berkeley Wilde, The Diversity Trust

ⁱ This document is a guide for University Hospitals of Morecambe Bay NHS FT staff to support trans people and transgender questioning children and young persons who access clinical services. It is also designed to support transgender staff including those including those who are non-binary in the workplace.