



# Pride in Practice Charter Mark and benchmarking process

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# Aim & Objectives

- Undertook 'Pride in Practice' benchmarking process
- Identifies GP Practices fully committed to ensuring LGB(T) patients are treated fairly and are able to discuss their issues openly with their clinicians
- Helps the Health Centre meet its legal duties under the Equality Act, 2010





# King's College NHS Health Centre

- Current population of 9373 patients (staff and students of the University only)
- 2.2% of people identify as gay/lesbian or bisexual in London (ONS, 2010)
- Gay, bisexual and other men who have sex with men (MSM) constitute an estimated 5.5% of the UK male population. (PHE, 2014)
- 283 LGBT patients registered (2.9% of patients)

# Some stats and, the way we were...

- One in eight (12 per cent) young gay people aged 18 to 24 expect to be treated worse than heterosexual people by their GP. (*Gay in Britain, Stonewall 2013*)
- Lesbian, gay and bisexual patients are twice as likely to report they have no trust or confidence in their GP. (*National GP Survey 2012*)
- LGB(T) patients were not formally recognised nor represented at the Health Centre before *Pride in Practice* benchmarking process
- 62.4% of our patients now have sexual orientation/ gender identity recorded



# Health Needs of LGB(T) Patients

Higher rates of ...

- mental ill health
- smoking
- drug use
- drinking



# Sexual Health Needs

- Approx. half of LB women and quarter of GB never tested for an STI (Prescription for Change, 2008 & BASHH, 2013)
- 1/6 GB men with HIV are undiagnosed (THT, 2013)
- Twice as many LB women never had smear test as women in general population





# Commitment

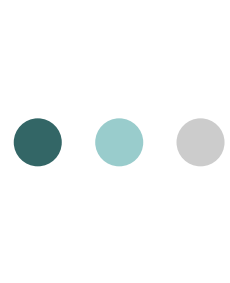
- Recognise and respect LGB(T) patients
- Understand the issues facing LGB(T) patients
- Respond to the specific health needs of LGB(T) patients
- Provide an accessible and appropriate service and offer referrals where appropriate and desired



# Process

- Step 1: Registration
- Step 2: Self-assessment
- Step 3: Delivering change
- Step 4: Review and submission
- Step 5: Recognition
- ...
- Step 6: Re-evaluation



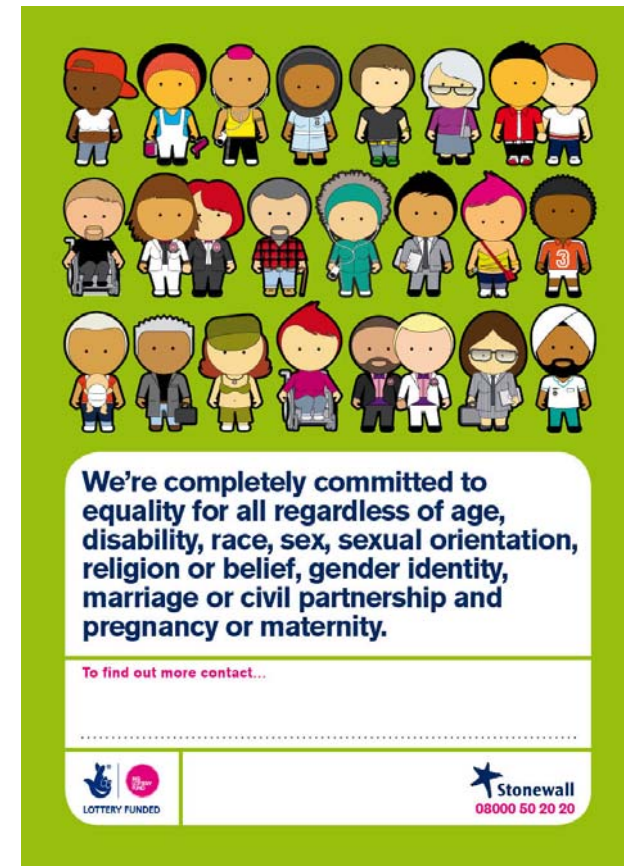


# Self-assessment

- Creating a welcoming environment
- The patient intake process
- The clinician-patient consultation
- Staff awareness and training
- Health Promotion

# Creating a Welcoming Environment

Health Centre  
now displays an  
anti-discrimination  
policy with a  
positive  
statement of  
equal care



# Creating a Welcoming Environment (continued)



LGB posters  
included in all  
health  
promotion  
displays

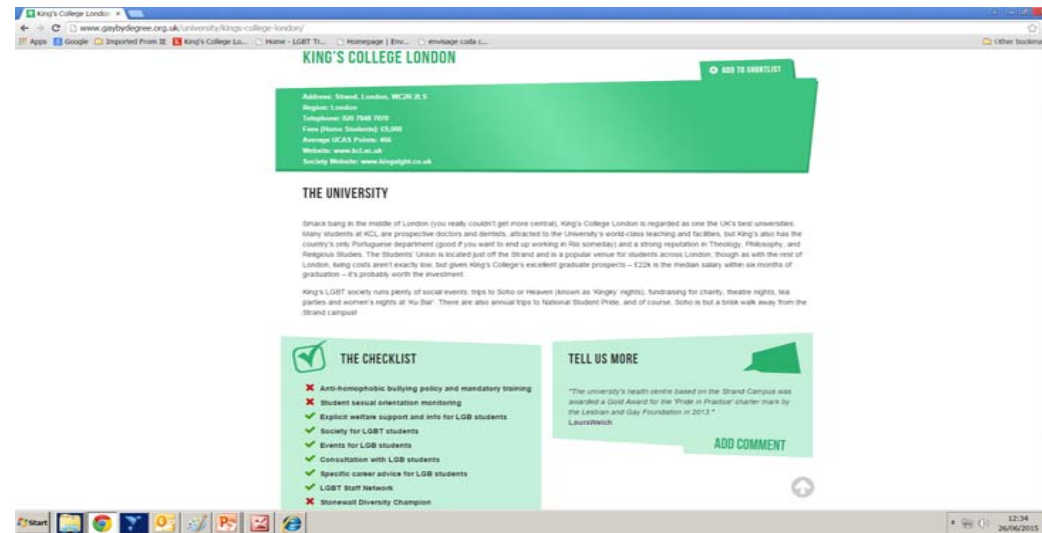
# Creating a Welcoming Environment (continued)

LGB(T)  
leaflets and  
posters are in  
Sexual Health  
display



# Creating a Welcoming Environment (continued)

- King's College Health Centre mentioned on Stonewall's *Gay by Degree* website





# The Intake Process

- The Health Centre now monitors sexual orientation (and gender identity), as well as disability, ethnicity and religion as part of the patient registration (but not marital/CP status)
- Information from the New Patient Questionnaire is read-coded on the care record so it can be searched on for specific health campaigns and visible via specific templates

# The Intake Process: EMIS Web template

The screenshot displays the EMIS Web template interface for a patient named DUMMY PATIENT, Dummy (M). The patient's date of birth is 01-Jan-1901 (112y), and their gender is Male. The patient is currently inactive. The form is titled 'Admin registration template' and includes the following sections:

- Demographic Details:**
  - Consent to be contacted/hemended by (M): No previous entry
  - Consent to be emailed?: No previous entry
  - International student: 17-Apr-2013
  - University academic staff: 17-Apr-2013
  - Need for Interpreter: No previous entry
  - Disability?: No previous entry
  - Aids required: 17-Apr-2013 [v]Dependen...
  - Religion: 17-Apr-2013 Buddhist
  - Sexual Orientation Monitoring: No previous entry
- Sexual Orientation Monitoring:**
  - A. Heterosexual
  - B. Bisexual
  - C. Lesbian
  - D. Male homosexual
  - E. Sexual orientation unknown
  - F. Sexual orientation not given - patient refused

The bottom of the screen shows the Windows taskbar with the start button and several open applications, including 'Clinical Practitioner', 'WebCLIN, Laura (PH)', 'King's College Health Centre', 'Presentation2', and 'Sexuality.jpg'.

# The Intake Process: SystemOne template

The screenshot displays the SystemOne GP software interface. The main window is titled 'Admin Reg Template - Kings'. The patient information at the top right reads: 'MOUSE-TESTPATIENT, Mickey (Mr) 01 Jan 1975 (40 y) M', '01 Strand, London WC2R 2LS', 'Home (preferred): 125485666777 Mobile: 07502 392820', and 'Test Patient'. The left sidebar shows a navigation tree with categories like 'Patient Home', 'Summary - clinical', 'Major Active Problems (4)', 'Minor Active Problems (5)', 'Inactive Problems', 'Summary & Family History (56)', 'Sensitivities & Allergies (3)', 'Quick Glance', 'New Journal', 'Tabbed Journal', 'Read Code Journal (118)', 'Medication (1)', 'Repeat Templates (2)', 'Prescription History (52)', 'ETP Details', 'Pathology & Radiology', 'ECG/Echo results', 'Numeric Results', 'Vaccinations (21)', 'Communications & Letters (43)', 'Referrals', 'MED3 Statements', 'Record Attachments (2)', 'SMS Messages (48)', 'Recalls (2)', 'Reminders (6)', 'Record Sharing', 'Summary Care Record', 'Degraded GP2GP Data', 'Clinical', 'Medical Drawings (2)', 'Medical Certification - NWL CCGs', 'Core GPs', and 'Safeguarding Child Information'. The main form area contains several fields: 'Consent to text message', 'Consent to emails', 'View patient questionnaire completed' (with a red 'X' icon), 'Staff or Student?', 'Type of Student', 'Interpreter needed' (with a red 'X' icon), 'Disability', 'Sexual Orientation' (with a dropdown menu showing options: Heterosexual (X766q), Bisexual (X766r), Female homosexual (E2201), Male homosexual (E2200), Sexual orientation unknown (XaPO2), Sexual orientation not given - patient refused (XaVBA)), 'WPG response', and 'Named GP' (with a dropdown menu showing options: Blomer (XacVQ2), Jacksoner (Xab9Q)). The bottom of the form has buttons for 'Information', 'Print', 'Suspend', 'OK', and 'Cancel'. The Windows taskbar at the bottom shows the Start button, several application icons, and the system clock displaying '13:34 26/06/2015'.



# ● ● ● | The Consultation

- Clinicians use gender-neutral questions to ask about relationships and sexual behaviour
- If a patient's same-sex partner accompanies them, the partner is acknowledged and included in the same way a heterosexual partner would be



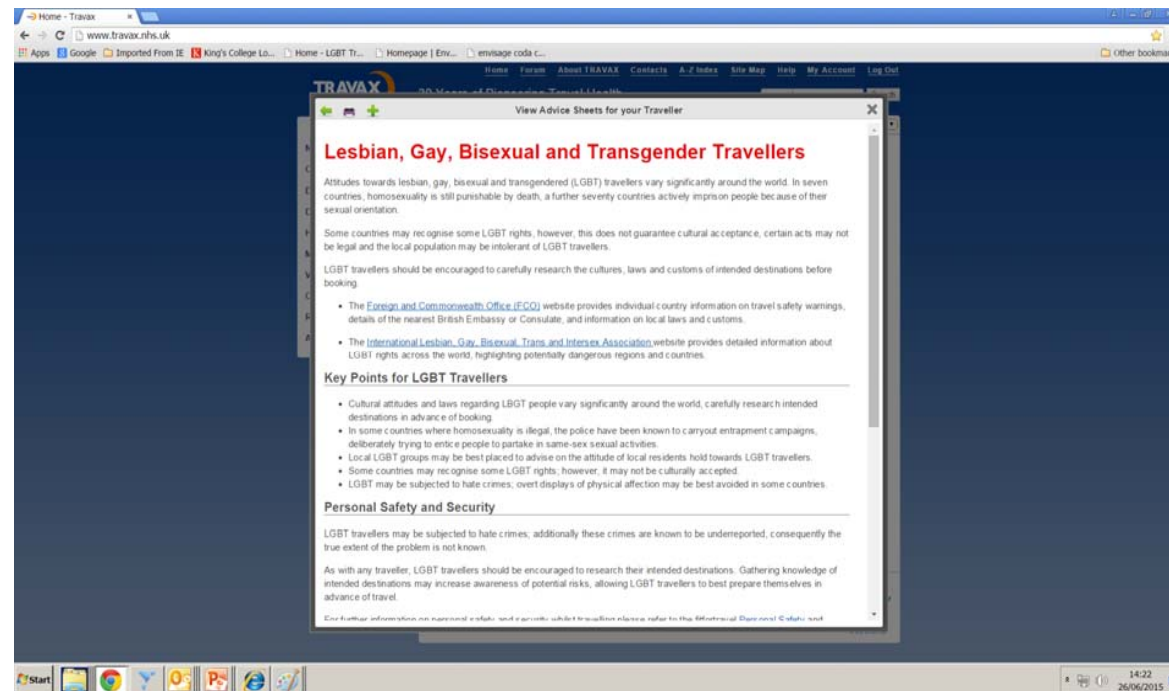


## The consultation (continued)

- When a student has consented for parents to be involved in their health care and has same-sex parents there is the option for both to be included in discussions
- When a patient discloses their sexual orientation or gender identity they are assured of confidentiality and provided with a supportive response

# The Consultation (continued)

LGBT info incorporated into standard templates for sexual health, travel health, mental health...





# Staff Training

The Health Centre  
has a written  
**Dignity at Work  
Policy** for staff, with  
specific reference to  
sexual orientation  
and gender identity





## Staff Training (continued)

- All staff have received training to identify and address basic health issues that may particularly affect LGB(T) patients
- No longer a *Health Officer* at Stonewall to provide updated training – THT, Switchboard contacted to provide this
- University *Human Resources* Department provide general updates on *Equality & Diversity*



# ● ● ● | Health Promotion & Outreach



- The Health Centre is now able to refer LGB(T) patients to LGB(T)-friendly specialist services and resources
- Continual updating of LGBT services database at Health Centre

# Health Promotion & Outreach (continued)

The Health Centre has links to other agencies that can provide services and support to LGB patients

The screenshot displays a web browser window with the URL [www.kcl.ac.uk/campuslife/services/health/a-z/sexuality.aspx](http://www.kcl.ac.uk/campuslife/services/health/a-z/sexuality.aspx). The page is titled "A-Z HEALTH INDEX" and "Sexuality". The left sidebar contains a navigation menu with links: ABOUT US, OPENING TIMES, APPOINTMENTS, REGISTER, SERVICES, A-Z HEALTH INDEX, DATA SHARING AND SUMMARY CARE RECORD, FREQUENTLY ASKED QUESTIONS, INTERNATIONAL STUDENTS, NHS KNOW HOW, FEEDBACK, and CONTACT US. The main content area, titled "Sexuality", provides information about the health center's commitment to LGB patients and lists various support organizations. The bottom of the page shows a Windows taskbar with the Start button and several application icons, including Internet Explorer, Google Chrome, and Microsoft Office. The system clock indicates the date is 26/06/2015 and the time is 15:16.

**King's College London**

INTERNAL

PROSPECTIVE STUDENTS | CAMPUS LIFE | RESEARCH & INNOVATION | FACULTIES | GIVING TO KING'S | ALUMNI ONLINE | ABOUT KING'S

Home | Campus Life | Student Services | King's College NHS Health Centre | Sexuality

## A-Z HEALTH INDEX

**ABOUT US**

**Sexuality**

University is often a time when lesbian and gay students feel safe "coming out". They are away from home, newly independent and surrounded by a diverse population. We know that many lesbian and gay patients do not "come out" to staff at their General Practice (Health Centre). We aim to provide a non-judgemental and supportive environment should you choose to do so.

Here are some links to some websites you may find useful:

- [Freedom's](#) - a charity promoting sexual health within the gay community.
- [London Friend](#) - LGBT Health and Wellbeing
- [Gay Health](#) - Live Well NHS Choices
- [Centred](#) - Inner London LGBT Community Organisation
- [King's LGBT](#) - KCL LGBT Society
- [GLADD](#) - Gay and Lesbian Association of Doctors and Dentists: Students
- [Health with Pride](#) - NHS site
- [NUS Connect](#) - National Union of Student LGBT page
- [Stonewall](#) - The Lesbian, Gay and Bisexual Charity
- [THT](#) - Sexual Health Charity
- [Gay by Degrees](#) - Stonewall University Guide
- [LGBT Advisory Group](#) - Group advising on LGBT issues to Metropolitan Police
- [Broken Rainbow](#) - For LGBT people experiencing Domestic Violence
- [Camden LGBT Forum](#) - Inner London LGBT group
- [BLGF](#) - Outer London Lesbian and Gay Centre
- [Equal Love](#) - Campaign for equality in civil partnership and marriage
- [CAGS](#) - Outer London Society for Lesbians and Gay men
- [Cosmos](#) - Outer London LGBT Network (South)
- [Enfield LGBT Network](#) - Outer London LGBT Network (South)
- [Daboo](#) - making life safe, just and fair for LGBT people
- [Gay's the Word](#) - Inner London Lesbian and Gay bookshop
- [Irish LGBT](#) - Human rights and LGBT issues
- [Jubilee](#) - Support for young LGBT people who are Homeless or having trouble at home
- [Lesbian & Gay Christian Movement](#) - Challenging Homophobia, creating an inclusive Church
- [London Lesbian and Gay Switchboard](#) - calm words when you need them most
- [Mosaic](#) - Inner London LGBT Youth Centre
- [PAWS](#) - For Lesbians experiencing Domestic Violence
- [QIRES](#) - Information for Trans people, their families and the professionals who care for them
- [SMFSA](#) - The Gay Men's Health Charity
- [Imaan](#) - LGBT Muslim support group

15:16  
26/06/2015



# Health Promotion & Outreach (continued)

King's College Counselling Service has LGBT trained counsellors. They also run workshops and support groups for LGBT students. Contact details as per KCL website.

<http://www.pinktherapy.com/> the UK's largest independent therapy organisation working with gender and sexual diversity clients.

<http://www.tht.org.uk/our-charity/Resources/Connect-lowcost-counselling> Like everyone, gay and bisexual men have difficulties and challenges in their lives. Many find that talking to someone about their lives helps them to make positive changes.

<http://www.pacehealth.org.uk/> PACE is the LGBT+ mental health charity promoting the emotional well-being of the lesbian, gay, bisexual and trans\* community. PACE offer a range of services both face to face and online. These include; counselling, advocacy, workshops and a youth group. We also conduct research and deliver training to professionals on LGBT+ issues.

<http://www.llgs.org.uk/helpline.html> open between 10am and 11pm every day of the week, 365 days a year.

## Trans

<http://www.wlmht.nhs.uk/gi/gender-identity-clinic/> The Gender Identity Clinic (GIC) in Hammersmith (sometimes known as the Charing Cross GIC) is the largest gender identity clinic in the world. We deal with a wide variety of people who have issues around their gender. Not everybody who sees us wants or needs to transition to another gender. We accept appropriate referrals before a person has transitioned as we make no assumptions about the best course of action for any given individual. There is no expectation that a person will transition after they've been referred to us. Support around transition, hormones, surgery etc are all possibilities that can be discussed when you see us.

We accept referrals from all over the UK.

Email: [gic.administration@nhs.net](mailto:gic.administration@nhs.net) [Referral form](#)

<http://cliniq.org.uk/> cliniQ is a holistic sexual health and well-being service for all trans\* people, partners and friends. There is a trans-led team, who offer a safe, confidential space for those who may not feel comfortable accessing standard health and well-being services. In recognition for their unique approach to services, they received the Nursing Times award for 'Enhancing Patient Dignity'. Open every Wednesday, from 5:30 to 7:30pm at 56 Dean Street in Soho.



# Health Promotion & Outreach (continued)

- The Health Centre has supported the KCLSU LGBT\* Society at their events
- Provision of leaflets and posters for use by LGBT\* Society at Freshers' Fairs
- Support of KCLSU LGBT Officer with motion passed by SU
- We have collaborated with Counselling Service outreach re: *Peer Support* for students & *Mental Health First Aid* training for staff and students



# Health Promotion & Outreach (continued)

**HOOKING UP ONLINE**

FUN?  
CHEMS?  
BB?

**Are you getting what you want from using apps?**

56 Dean Street and GMFA are hosting a series of workshops around hooking up online.

- Share your experiences
- Develop boundaries
- Build your confidence
- Communicate better

**GMFA** the gay men's health charity

**56 DEAN STREET**

**DEAN STREET express**

When: 26 April 2014  
Where: 56 Dean Street, Soho  
Time: 11am to 12.30pm

For more information or to book  
Email: David.Stuart@chelwest.nhs.uk

Photo: © Chris Jopson, www.chrisjopson.com

Arranged a very well-attended workshop by David Stuart of Dean Street Clinic around the issues of ChemSex and online app use for LGBT History Month



# Health Promotion & Outreach (continued)

- The Health Centre proposed that the LGBT\* Society *Welfare Officer* has an official role to feedback on services, at our **Patient Participation Group**, on behalf of LGBT\* students and this was agreed at their AGM.
- This role has since passed to the Students' Union LGBT Officer with greater success





# Past, present & future

- Self-assessment showed that we weren't inclusive
- Benchmarking process has helped us achieve a better service
- Gold Award now on display to patients
- Re-evaluation due, now LGBT inclusive
- Plan to use the same structure of the benchmarking process for our International Students 2015-16

● ● ● | Thank you for listening!

○ Any questions?

