

# National Ambulance LGBT Network



## Conference Programme 2018

# Friday

# 24

10:00 to 17:30

# August

**Manchester  
Metropolitan University**

# 2018

**Brooks Building**

**53 Bonsall Street  
Manchester  
M15 6GX**

**#NALGBT18**

## Introduction

A warm welcome to our third conference and this year we hope to build on the previous two to bring you an even more focussed learning event.

Back in January we asked Chief Executives to nominate ten people from each Trust and this should be split between members at staff networks and influential people who can help to develop the LGBT agenda in each service.

You will note that the programme of workshops is split into practical solutions for ambulance staff and some aimed at managers and people with influence in our services. We encourage you have a look at the programme in advance and select the workshops that interest you.

The overall theme of our third conference is to explore how we can change the culture of our Trusts to make them inclusive for all.

We are delighted to say we have teamed up with the company CPDme to bring you a more interactive development experience. Our aim is to record all the workshops and you will have access to them afterwards.

We also aim to bring you a few surprises during the day so have a read through our programme and we look forward to sharing an exciting day with you.

With best wishes

*Alistair and Kirsten*

Contact Information:

- Alistair Gunn  
alistair.gunn@nhs.net
- Kirsten Willis  
kirsten.willis@scas.nhs.uk



To access wifi in the conference venue find the network [\\_BTWi-fi\\_ManMet](#) and simply click 'get online' in your browser. Don't forget to Tweet your thoughts and photos including [@NatAmbLGBTUK](#) and [#NALGBT18](#).

## The Important Stuff

If you don't read the rest of this programme, please take note of the following points:

- *If you normally wear a uniform at work, you should wear it for the conference. If not, the dress code is smart casual.*
- **You must bring your work identification badge with you for the conference. You will need this to register at the start of the day.**
- Once again we have a packed programme and so we ask you to be punctual and ensure you arrive at workshops on time.
- *Have a look at the programme and workshops and decide which ones you would like to do. This will save you some time during registration.*
- **We have hired a photographer to record the event and we ask you to remove yourself from shots if you would prefer not to be included. Note that at lunchtime we encourage people from each Trust to get together for group photos.**
- The National Ambulance LGBT Network will have some merchandise available to buy at the conference and we will only be able to accept cash payments.

## North West Welcomes You!

This is our first conference in the North of England and we extend a warm northern welcome to all our delegates and guests. The National Ambulance LGBT Network have been working with North West Ambulance Service to make sure the conference goes well.

You will not miss North West Ambulance Service staff who will be present in the reception area sporting brand new rainbow t-shirts. You will not miss them!

Make sure you pick up a North West Ambulance Service goody bag at registration and take a few minutes to visit the displays and stalls in the market place. You will learn more about famous LGBT people who originate from the North West and might even be tempted to visit the recruitment stand.



## Photography and Filming

Please note that we have a photographer attending the conference and the plenary sessions and some of the workshops will be recorded by CPDme for future professional development resources.

Your image may be used in connection with the advertising and promotion of the National Ambulance LGBT Network, and may feature in videos for professional development purposes.

## The Programme

09:15	Registration opens in the main reception area			
	Unless otherwise stated all events will take place in Lecture Theatre G29			
10:00	Introduction from Acting Chief Executive of North West Ambulance Service Michael Forrest			
10:10	National Ambulance LGBT Network Update Alistair Gunn and Kirsten Willis			
10:30	Keynote speaker: Changing the Culture of Organisations Helen Belcher			
11:15	Break			
	Seminar Room 2-16	Seminar Room 2-17	Seminar Room 2-18	Seminar Room 2-19
11:35	Establishing Staff Networks Ben Barber	Frailty and End of Life Management Julian Cavalier	Power Imbalance & Change Basics Alistair Gunn	Gender Intelligence Presentation: ‘Trans Awareness - The Basics’ Jason Barker
12:25	Supporting LGB Patients and Staff A Deakin / L Keyte	Better Care for Trans People Natasha Handley	PTSD: A Personal Experience Mike Taylor	
13:15	Lunch			
14:30	Celebrating the First Three Years Alistair Gunn and Kirsten Willis			
15:15	Supporting Trans Staff Steph Meech	Mental Health Support Jules Lockett	Making Every Contact Count Val Nash	Leading Cultural Change Helen Belcher
16:05	Break			
16:30	Product Launches Members of the National Ambulance LGBT Network Committee			
17:00	Round Up and Evaluation of Day Alistair Gunn and Kirsten Willis			
17:15	Closing Speech from Chair of the National Ambulance Diversity Forum Yvonne Ormston			
17:30	Close			

Full descriptions of each workshop are included on the following pages.

Key to workshops:

Practical solutions for ambulance staff
Management workshops

## Workshops in Detail

### Series 1 Workshops

11:35 to 12:25

#### Establishing Staff Networks

This workshop looks at some of the essential steps needed to set up and establish a staff network. This includes the ten-point plan and a number of useful tips from people who have already been involved in getting staff networks off the ground.

This workshop is ideal for:

- ✓ LGBT network members
- ✓ diversity and inclusion leads
- ✓ ambulance service managers

#### Frailty and End of Life Management

Ambulance clinicians are now discharging more patients at scene who are considered to be frail, than they admit to hospital. There is no cure for frailty and as such it is considered to be a palliative concept. In England it is the biggest cause of death.

This workshop is ideal for:

- ✓ operational ambulance staff
- ✓ LGBT network members

The burden on health and social care is very challenging; we are expected to reach peak levels of frailty by 2030. As emergency and urgent care providers, we must ensure all clinicians are providing safe, effective and evidenced-based care to this highly complex group.

This workshop explores three questions: What is frailty? What are the challenges? What will we do to meet the needs of people living with frailty?

#### Power Imbalance and Change Basics

Changing hearts and minds in organisations is not easy, especially when the balance of power is not equal. We can look at what history tells us and examine how much of human behaviour is predictable. This workshop will examine how we can make sustainable change to support people at the cutting edge of promoting equality.

This workshop is ideal for:

- ✓ LGBT network members
- ✓ diversity and inclusion leads
- ✓ ambulance service managers

### Gender Intelligence Presentation: 'Trans Awareness - The Basics'

**Please note:** This workshop will run from 11:35 until 13:15 with a short break in the middle. Attendees must stay for the complete workshop.

'Trans Awareness - The Basics' offers a short introduction to the key ideas all professionals need to know about trans-related matters. It will explain what trans means and describe the diversity of those who might use the term; introduce key concepts crucial to understanding trans people; outline the main legislation relating to trans identities and explore ways an organisation can work towards being trans-inclusive.

This workshop is ideal for:

- ✓ LGBT network members
- ✓ diversity and inclusion leads
- ✓ ambulance service managers

## Series 2 Workshops

12:25 to 13:15

### Supporting LGB Patients and Staff

With much focus on the 'T' part of LGBT, we shouldn't forget many people are not aware of the issues for LGB people. This includes the health inequalities and how best ambulance service staff can work to provide an excellent service to LGBT people.

This workshop is ideal for:

- ✓ operational ambulance staff
- ✓ LGBT network members
- ✓ diversity and inclusion leads

### Better Care to Trans Patients

This workshop will focus on general awareness of terminology and best practice when dealing with trans patients. It will also explore some of the clinical presentations linked specifically to trans patients.

This workshop is ideal for:

- ✓ operational ambulance staff
- ✓ LGBT network members
- ✓ diversity and inclusion leads

### PTSD: A Personal Experience

**Please note:** This workshop was delivered at our conference in 2017 and is repeated due to the excellent feedback. This is intended for delegates who didn't attend in 2017.

This workshop provides a very personal account of the onset and impact of Post-Traumatic Stress Disorder (PTSD). It will also consider how we can spot people at risk and help those who are impacted by it.

This workshop is ideal for:

- ✓ operational ambulance staff
- ✓ LGBT network members
- ✓ ambulance service managers



**Series 3 Workshops**

15:15 to 16:05

**Supporting Trans Staff**

How can ambulance services make themselves safe places for trans people to work? This workshop considers everything from recruitment to supporting people who are transitioning. It will look at examples of good practice from across our services.

This workshop is ideal for:

- ✓ operational ambulance staff
- ✓ LGBT network members
- ✓ diversity and inclusion leads

**Mental Health Support**

Ambulance personnel are at risk from mental health issues and LGBT people that cannot be themselves at work are at even more risk. This workshop considers how we can all work together to make supportive work environments for all our staff.

This workshop is ideal for:

- ✓ operational ambulance staff
- ✓ LGBT network members
- ✓ ambulance service managers

**Making Every Contact Count**

**Please note:** This workshop was delivered at our conference in 2017 and is repeated due to the excellent feedback. This is intended for delegates who didn't attend in 2017.

Making Every Contact Count is getting established in our services. If you are not aware of what it is, or the impact it can make, this workshop is a useful introduction.

This workshop is ideal for:

- ✓ operational ambulance staff
- ✓ LGBT network members
- ✓ diversity and inclusion leads
- ✓ ambulance service managers

**Leading Cultural Change**

Helen Belcher, who will deliver our keynote speech, will follow this with a workshop looking at leading cultural change. She will provide examples of when change has taken place, what led up to that, and looking at different ways to lead your organisations to change.

This workshop is ideal for:

- ✓ LGBT network members
- ✓ diversity and inclusion leads
- ✓ ambulance service managers

## Keynote Speaker

### **Helen Belcher**

Founder of Trans Media Watch

Helen was one of the founders of Trans Media Watch, a charity dedicated to improving the media representation of trans and intersex people. She has given evidence to the Leveson Inquiry into press ethics and standards, as well as to two parliamentary inquiries. She fought Chippenham for the Liberal Democrats in the 2017 General Election, coming second, and was reselected in April to fight the next General Election.

She now regularly briefs parliamentarians and civil servants on trans issues. She started her own software business when she transitioned in 2004, which is growing and now employs a few people from mainly across the Thames Valley. She has been happily married to her very patient wife for 24 years, and has two adult children.

She wishes she still had time to sing.



## Market Place Organisations

This year sees the introduction of a new feature at the conference, and this is a market place of organisations that support our work to make ambulance services inclusive places for LGBT people to work.



**National Ambulance  
LGBT Network**

**NHS**  
North West  
Ambulance Service  
NHS Trust



**CPDme**  
Development for Life



 **TASC**  
THE AMBULANCE STAFF CHARITY

 **mind**  
for better mental health

Freedom to  
**speak up**

 **COLLEGE OF  
paramedics**  
leading the development of the paramedic profession

 **UNISON**

 **NHS Employers**

## Supporting Organisations

### CPDme



CPDme provides an interactive and simple online portfolio building platform. You can easily build, capture and maintain a professional accurate record of your CPD via our website and mobile app.

In just a few simple clicks you can produce a complete portfolio, selecting what you would like to include within your printed version, alongside your CV and employment information.

Access a range of resources to support your CPD, including our free monthly webinars covering a wide range of subjects from leadership, trauma and mental health. Certificates issued from our webinars also drop automatically into the CPDme user's portfolio.

CPDme are proud to support the National Ambulance LGBT Network Conference 2018, issuing attendees with event badges and CPD certificates. Attendees will also have the opportunity to ask questions, download our app and discuss their professional development with some of our experts.

For more information visit [www.cpdme.com](http://www.cpdme.com) or download our mobile app. YouTube Link for the Mobile App <https://www.youtube.com/watch?v=e1ygnWCDNNs>

#CPDMADESIMPLE

### Gendered Intelligence



We are a not-for-profit, trans-led, community organisation, and we work directly with some 500 young trans and gender questioning people from diverse backgrounds across the course of a year, primarily through our youth groups and one-to-one mentoring services. Their experiences inform our wider work.

We train widely across all settings, and have worked, for example, in a variety of health and social care settings, local authority settings, educational settings including schools, colleges and universities, large international commercial organisations, arts organisations, small charities, foster care / children's home settings, CAMHS and secure mental health settings, residential clinics, as well as across the wider statutory, not-for-profit and commercial sectors.

All our trainers are professional trainers/facilitators who are also trans identified, and who have extensive grassroots trans-community backgrounds.

## Mind



Mind is delivering the Blue Light Programme to provide mental health support for emergency services staff and volunteers from ambulance, fire, police and search and rescue services across England and Wales. Come and speak to us to find out more and ask any questions if you are already involved.

## NHS Employers



NHS Employers keeps workforce leaders, human resource practitioners, equality and diversity leads and frontline NHS managers up to date with the latest workforce thinking and expert opinion. We provide guidance on a range of key issues to help them develop a sustainable workforce, improve staff experience and provide high quality care to patients. We represent the views of NHS organisations on equality and diversity issues and support organisations to break down the barriers that both employers and potential employees may face, creating an inclusive culture.

Visit our stand to find out more about our work, pick up our free resources and take our short LGBT survey.

<http://www.nhsemployers.org/diversity>

### SP Services



Steve Bray, Founder and Director of SP Services (UK) Ltd has been a keen supporter of the National Ambulance LGBT Network since its inception and we're pleased that he is once again attending our conference. Steve says; 'The work that National Ambulance LGBT Network does is very important and long overdue. Me and my colleagues back at Bastion House are very pleased to help support this year's conference and we hope that this co-operation will also extend to working together on many other national and regional projects throughout the year.'

'I came out as gay just over seven years ago and my experience has been very positive and I recognise I've been very fortunate in the support and friendship I have received. I'm now well aware that not everyone has such a supportive home or workplace and I intend to help and raise awareness where I can to improve life in general for others less fortunate than myself. If you're coming to the Manchester conference, do stop by our stand and say 'hello'.'

### The Ambulance Staff Charity



The Ambulance Staff Charity (TASC) is the leading UK charity providing support to all present and past ambulance staff and their families in time of need, both in the NHS and independent sector. Our services are independent and confidential, and include:

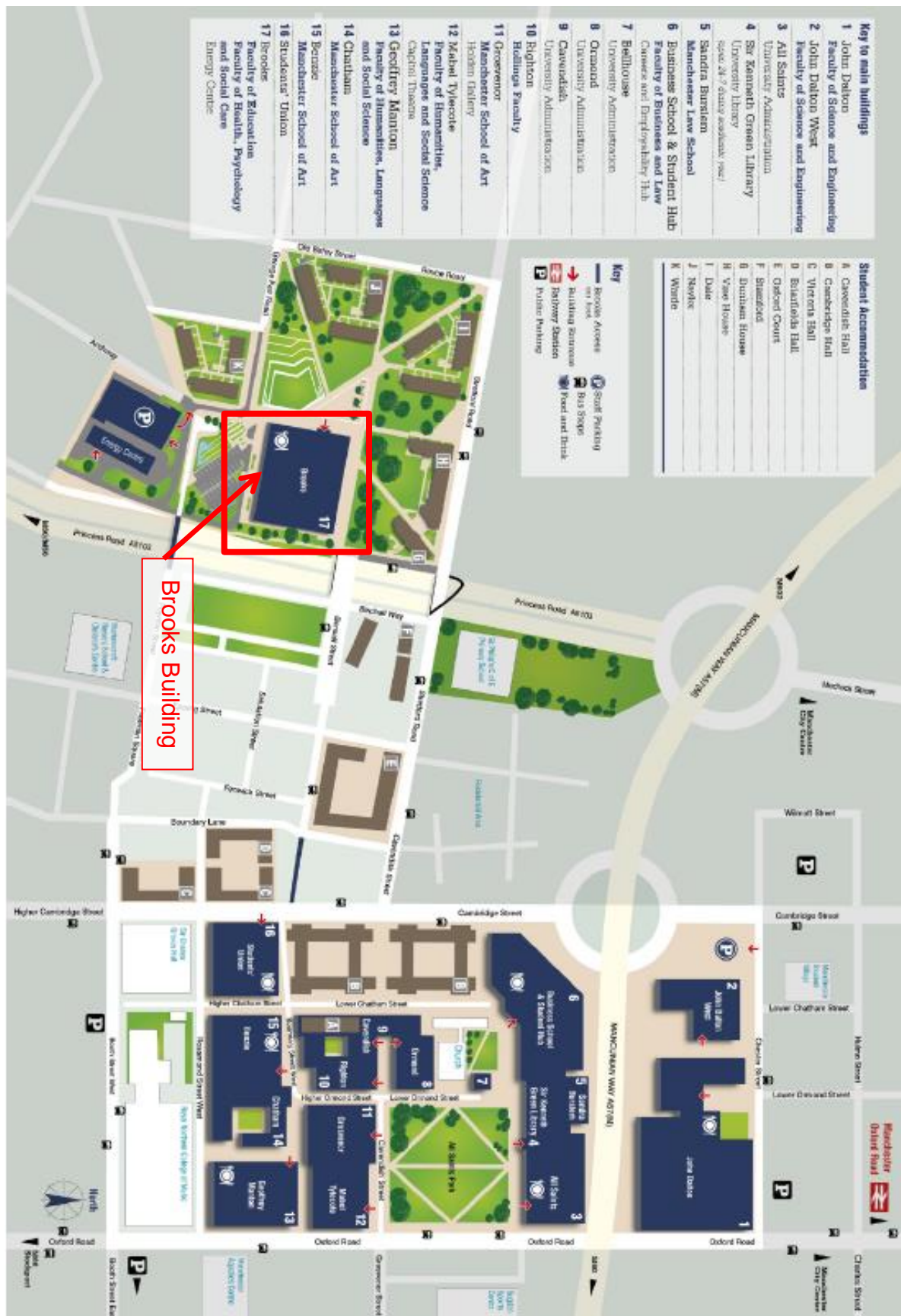
- Psychological rehabilitation and counselling including stress and PTSD support
- Physical rehabilitation
- Financial grants
- Debt advice
- Welfare and other support
- Bereavement support
- We also host the National Ambulance Memorial Service every two years

We are delighted to be working with the National Ambulance LGBT Network and to join in this year's conference. Please do come and see us in the market place where we'll be happy to share more information with you about the services we provide.

You can contact us on 0247 7987 922 / [enquiries@theasc.org.uk](mailto:enquiries@theasc.org.uk). For regular updates, follow us on Twitter (@TASCharity) and Facebook (@TASC The Ambulance Staff Charity).

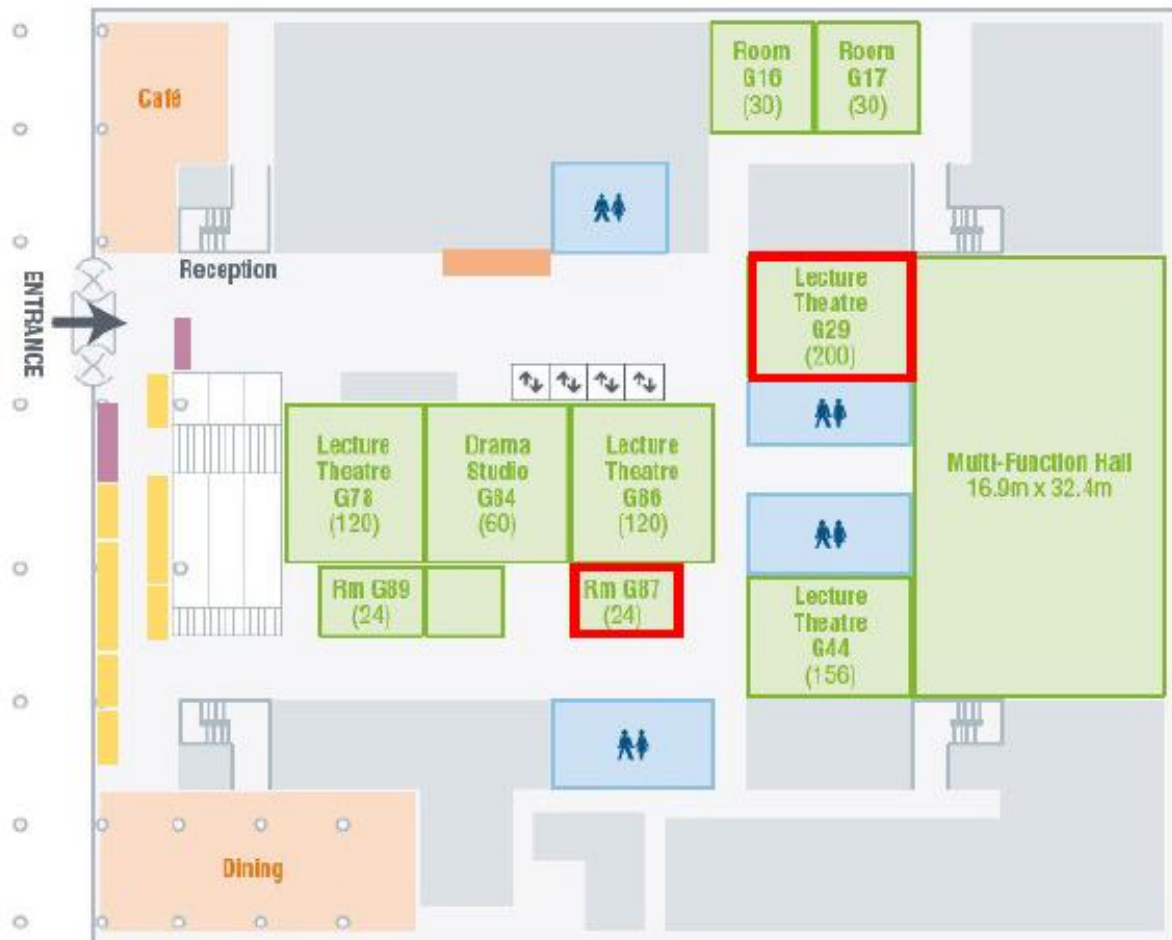


## Location of the Venue





## Brooks Building – Ground Floor



### Key



Stairs



Lift



Toilets - all toilets are accessible unless otherwise stated

### Meeting Rooms

Unless otherwise stated all meeting rooms are Cabaret layout

Room Number (capacity)

### KEY:



Catering service points



Marketplace stands



Registration / welcome desk



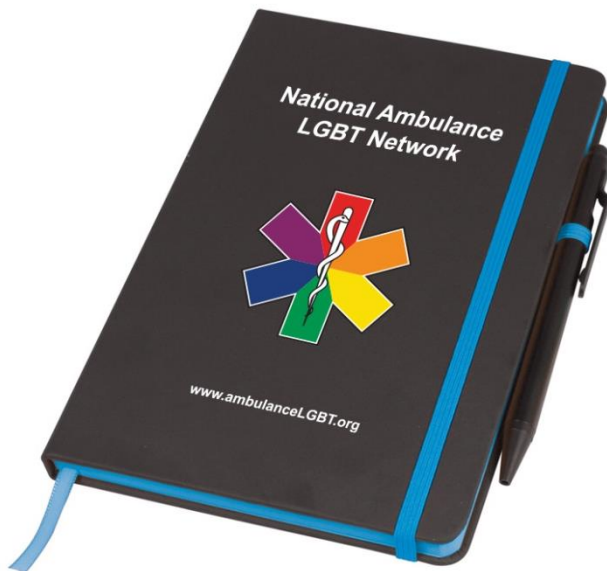
Rooms booked for conference

Brooks Building – First Floor



## Conference Merchandise

Check out our merchandise stall in the market place to find a range of branded items with the rainbow star of life included. We have worked with a range of suppliers to bring you some great quality products that we are sure you will like.



This year's merchandise includes notebook and pen, a key ring and car sticker, all incorporating the Network's rainbow star of life symbol



All profits from the sale of merchandise will support the development of the National Ambulance LGBT Network

**Please note:** We are not able to process card payments and our stall will only be able to accept cash.

## Staying Over and Other Events

### Accommodation

For those people who have booked accommodation in the Birley Halls of Residence, rooms will be available at 14:00 on the day of arrival. Head to the Accommodation Reception which is located on the corner of Vine Block on Stretford Road. Members of the National Ambulance LGBT Network will be on site from 14:00 to help you. Look out for the green uniforms!

The Accommodation Reception is manned 24/7 with security stationed overnight. Check out is by 10.00 on the day of departure. Please note there are no left luggage facilities available.

Breakfast will be served each morning in the dining room in the Brooks building.

- Friday: 07.00 to 09.00
- Saturday to Monday: 08.00 to 10.00

You will be asked to show a breakfast voucher each morning that will be given to you when you check into the accommodation.

Each self-contained flat has eight bedrooms with private bathroom (towels, bedding and toiletries are all provided) and a spacious communal area with tea and coffee making facilities.

### Evening Social Events

As we have a number of delegates who have never attended the conference before and are traveling some sizable distances we have organised two socials in order for people to get to know each other and put everyone at ease. The details are:

- **Thursday 23 August.** Meet outside Birley Hall at 19:30 and we will walk together to The Molly House, Richmond Street, M1 3NB. We are booked in to arrive approximately 20:00 where we will hopefully receive a welcome drink. Take this opportunity to get to know the other delegates prior to the start of the conference, don't have too much fun though as no one likes a hangover at a conference.
- **Friday 24 August.** Meeting outside Birley Hall at 19:45 and we will walk to Bar Revolution on Deansgate Locks, Manchester, M1 5LH. We have booked in to arrive at 20:00 with the promise of a welcome drink. This bar is approximately a ten minute walk to Canal Street should you wish to carry on the party.

## Manchester Pride Parade

All delegates who wish to participate in the Pride Parade on Saturday 25 August please register your interest with Adam Williams (email [Adam.williams2@nwas.nhs.uk](mailto:Adam.williams2@nwas.nhs.uk)).

### Meeting Point & Time

All participants should gather, in a group, on Liverpool Road, Manchester, M3 4GN from 11:00 to 11:30. Please note the North West Ambulance Service vehicle will normally be located in the vicinity of the Museum of Science and Industry.

### Participant Registration

We are required to complete an attendance register of all participants taking part in the parade by the Manchester Pride organisers. This register will be located on the North West Ambulance Service vehicle. Please ensure you sign this on your arrival.

### Dress Code

Please wear uniform, which should include your clinical grade epaulettes and respective organisation identity badge. Please do not be offended if you are asked to present it. Please feel free to decorate yourself with flags, lanyards, badges, etc. Colourful epaulettes may also be worn. You are not required to carry your personal protective equipment, however please be aware of the weather forecast and carry your outdoor coat if necessary.

### Conduct

Please remember you are representing the North West Ambulance Service and your respective organisation or university at all times whilst wearing uniform. You must not consume alcohol and be mindful of entering licensed premises whilst wearing uniform. It is recommended you change into civilian clothing soon after the parade.

### Refreshments, Facilities and Parking

Bottled water will be provided on the Ambulance. There are no toilet facilities provided however there are a number of coffee shops / cafés along the route. There is no on-site parking provision, please use local car-parks or public transport.

### Medical Emergencies

If you are notified of a medical emergency at any point during the parade it may be appropriate for staff to stop and render aid. The North West Ambulance Service vehicle will contain a full response bag, and defibrillator for use by clinical staff.

The senior officer attending will carry radios and liaise directly with the Emergency Operations Centre where required. There is on-site first aid. These can be contacted via an Event Steward. Please follow instructions from the North West Ambulance Service Group Leader, Festival Director, Chief Steward, Parade Manager and / or the Police.

### Security

As with all large events there is a risk to security. Please be aware of this at all times and report any suspicious activity to the North West Ambulance Service Group Leader, event steward and / or a Police Officer. Please be mindful of travelling to the event in uniform and consider wearing an overcoat or changing into civilian clothing. Please do not leave any uniform unattended.

### Media Enquiries

If the press or media approach you to provide a statement during the day please direct them to the North West Ambulance Service Group Leader who will have a press release prepared. You should not make any direct statements to the press/media.

### Pride Village Wrist Bands

Participants in the parade who wish to enter the Manchester Pride Village are required to purchase wristbands to enter the site. It is recommended that you purchase these in advance and ticket exchange booths will be open from midday Friday 24 August; tickets can be purchased online: <https://festival.manchesterpride.com>

### North West Ambulance Service Contacts

- Dom Gaffney  
07731 686475
- Adam Williams  
07786 175304



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## ASSOCIATION OF AMBULANCE CHIEF EXECUTIVES

We are very grateful to the Association of Ambulance Chief Executives who have provided valuable support to the National Ambulance LGBT Network.

This year's conference was funded entirely by our Chief Executives who continue to provide their full endorsement for our work.



A huge thank you to Andrew Ormerod and Domini Lawson from CPDme for assisting with the administration and recording of this year's conference.



We would like to acknowledge and thank Steve Bray and the team at SP Services for their continued support for the National Ambulance LGBT Network and for funding the production of this programme.