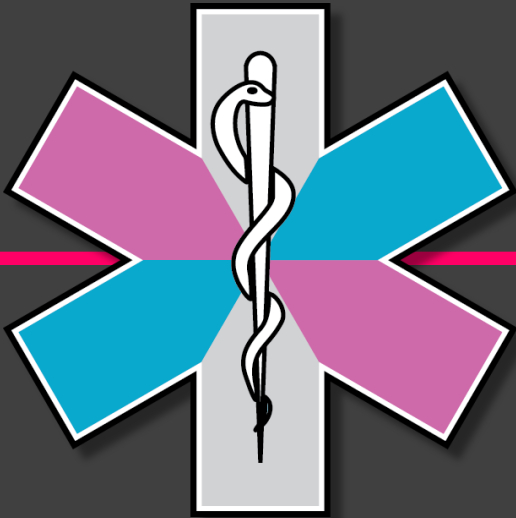


National Ambulance
LGBT Network



Transgender Awareness Event

Information and guidance for
Ambulance Services

Supporting Lesbian, Gay,
Bisexual, Trans staff, patients
and communities

A partnership of UK Ambulance
Services

Sally Abbott, Alistair Gunn
Kath Henwood and Jonny Holmes
13 February 2018



1. Introduction



LGBT



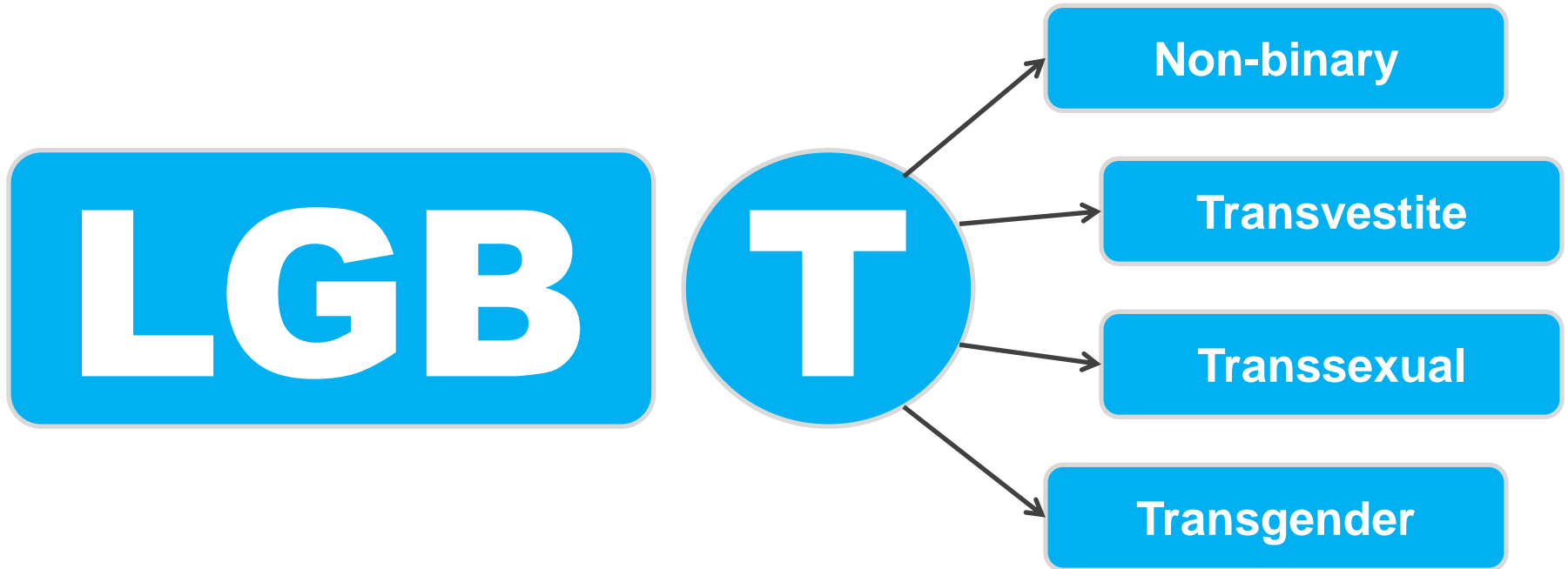
2. Introduction



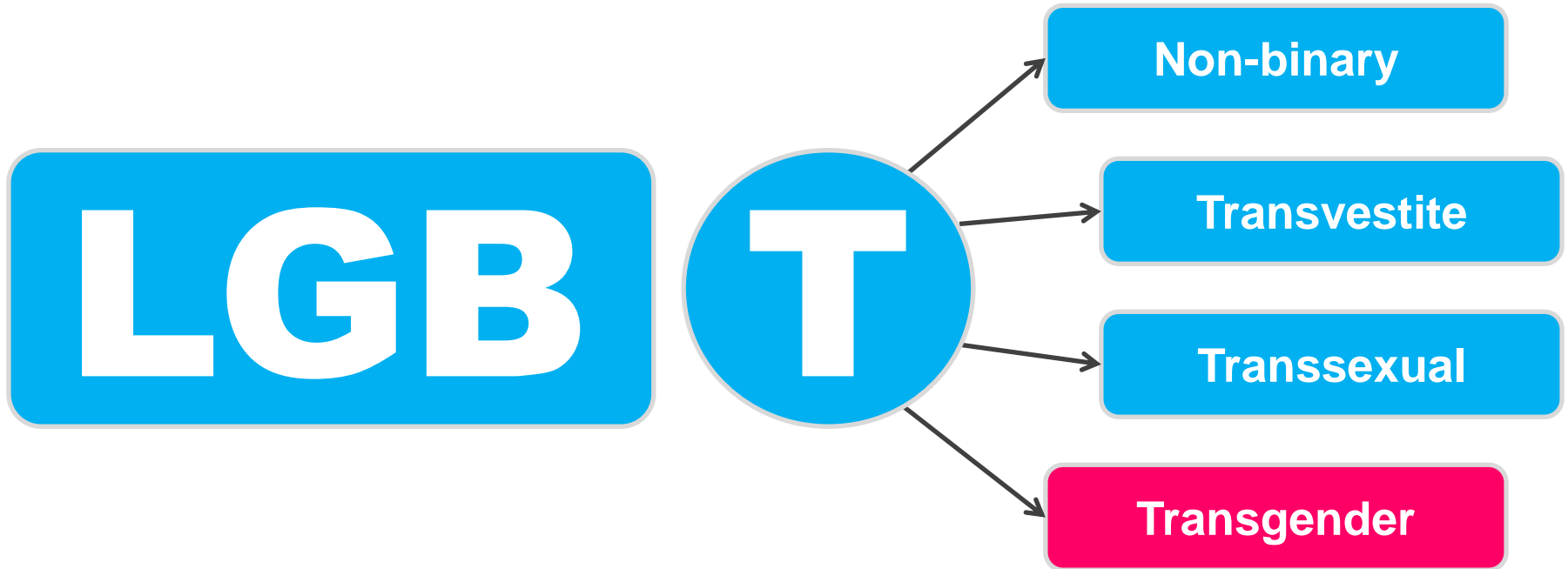
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3. Introduction



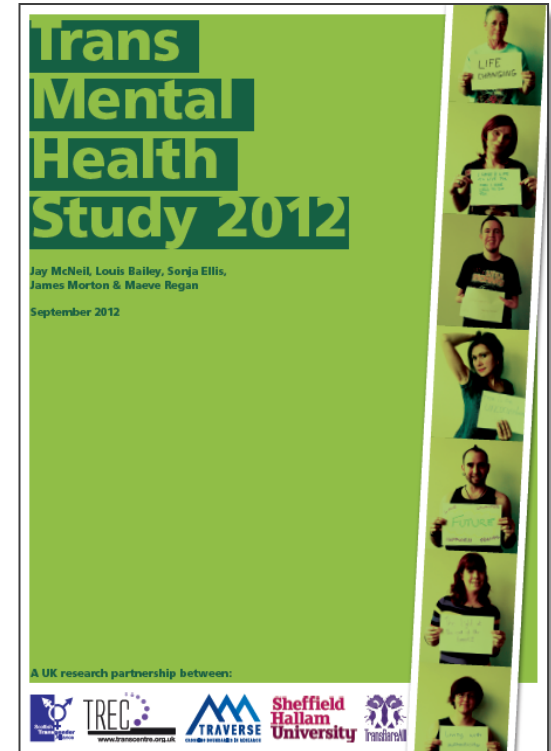
4. Introduction



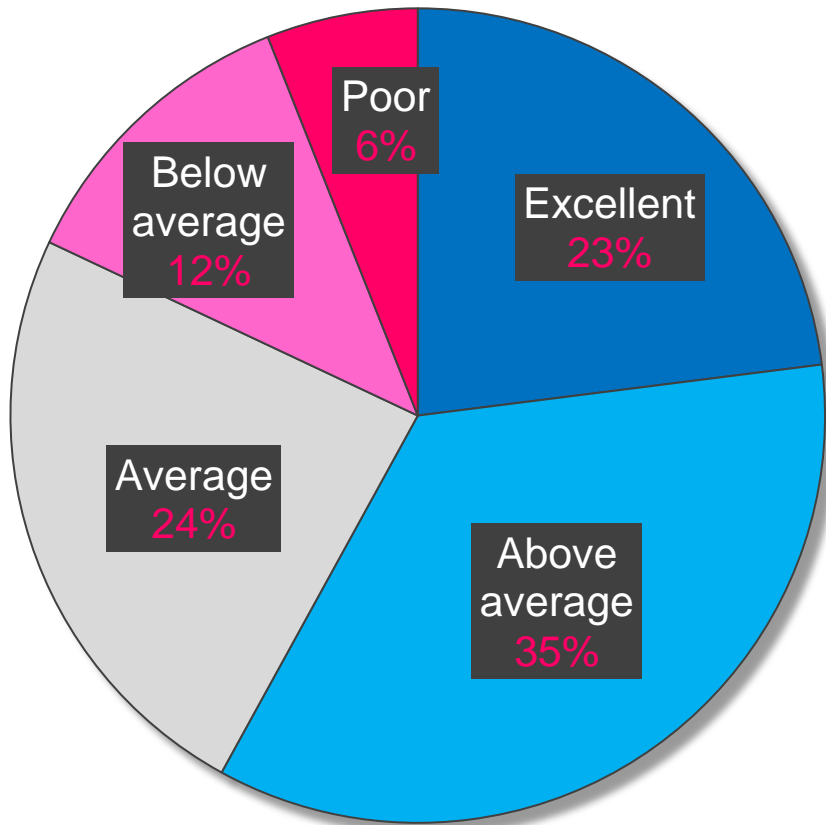
5. Health Inequalities



- ❖ Higher incidence of mental health issues in the trans community
- ❖ 84% have experienced suicidal ideas
- ❖ 48% have attempted suicide once
- ❖ 53% self-harmed and 36% experienced major depression
- ❖ 81% of people surveyed have suffered from 'silent harassment'



6. Research in Yorkshire



How trans patients rated their experience

This is from a study of 18 people who interacted with Yorkshire Ambulance Service

Kath Henwood, 2017

7. Positive Experiences



friendly

calm

professional

good experience

‘I was treated with dignity and respect and there were no issues’



8. Negative Experiences



distressing

completely unacceptable

intrusive questioning

awkward

‘Didn’t know much about my situation’



9. The Patient Journey



Calling
999

Crew
Arriving

Patient
Handover

The National Ambulance LGBT Network is currently working on building information packs to look at how the ambulance service can provide a better experience to trans patients and also support trans staff.



10. The Patient Journey



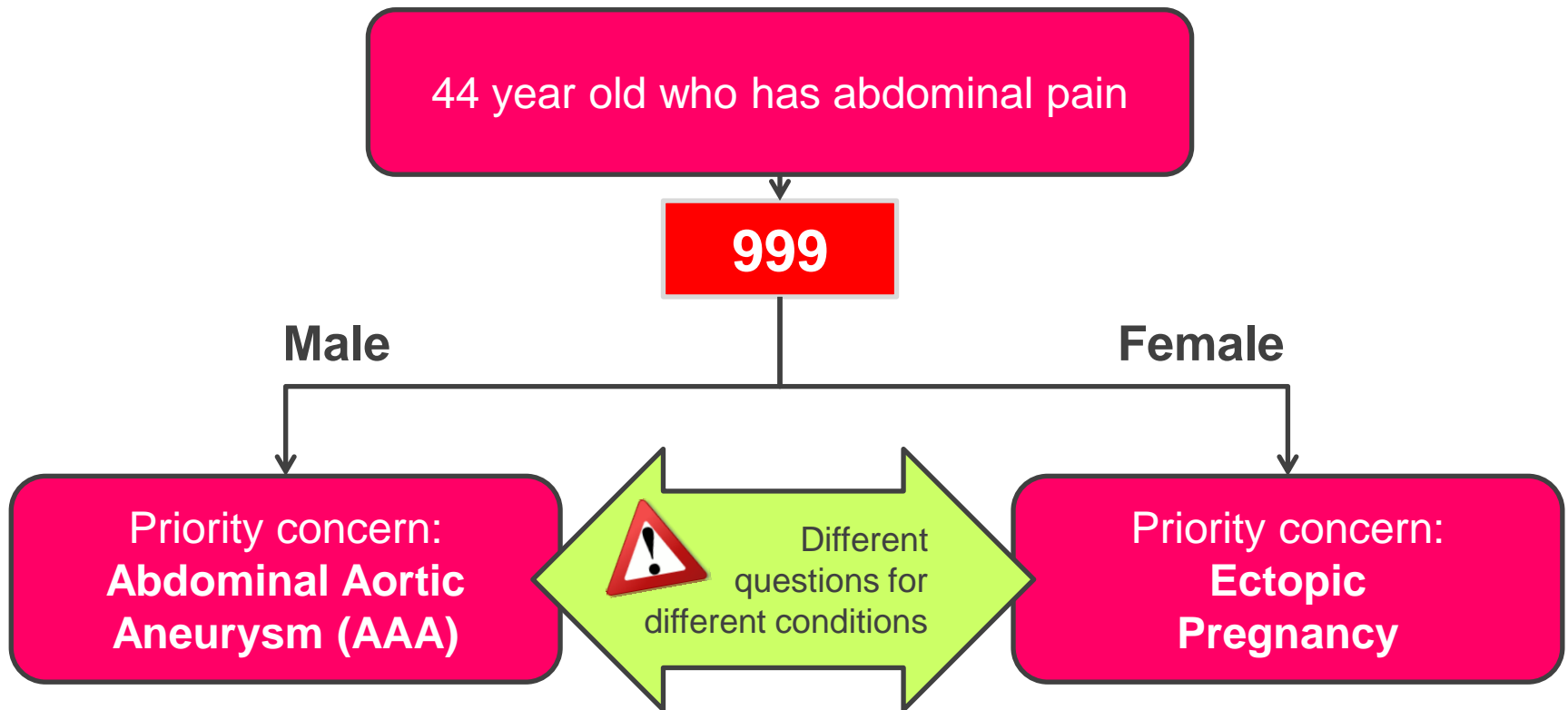
Calling 999

- ❖ Transgender people experience high levels of discrimination, prejudice and ignorance during their daily lives and telephone conversations can cause angst due to the higher likelihood of being misgendered.
- ❖ Tips for call handling in regards to gender identity:
 - Ensure privacy of gender identity at all times.
 - Ensure dignity and respect is maintained.
 - Try use neutral terms.
 - Do not act surprised.
 - Do not make assumptions.
 - Don't ask questions out of curiosity.

11. Example System Issue



The A&E dispatch system does not currently differentiate for non-binary or transgendered people. Here are some specific examples.



12. The Patient Journey



Crew Arriving

- ❖ Ambulance crews treat patients from many diverse backgrounds everyday and the principles of non-judgemental and neutral practice remain the same when treating patients who identify as trans.
- ❖ The principles remain the same from call handling with some additional specific medical needs that are unique to the trans community.
- ❖ Avoid intrusive questioning and make sure questions are appropriate. If someone breaks their arm, their gender is not an issue. If the person has abdominal pain, it may be!

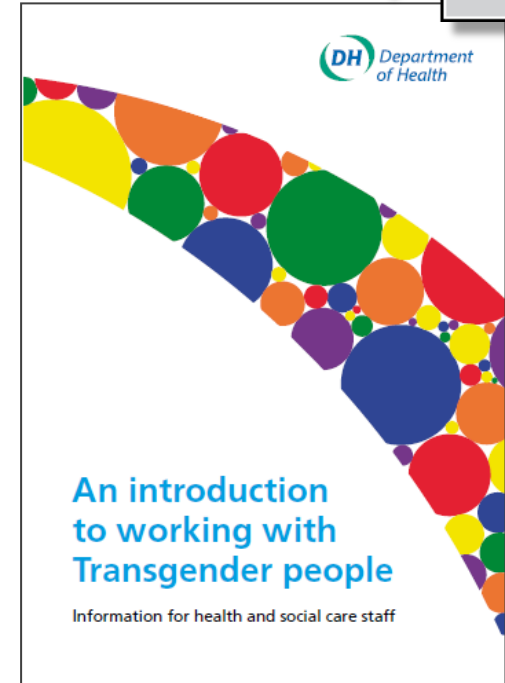
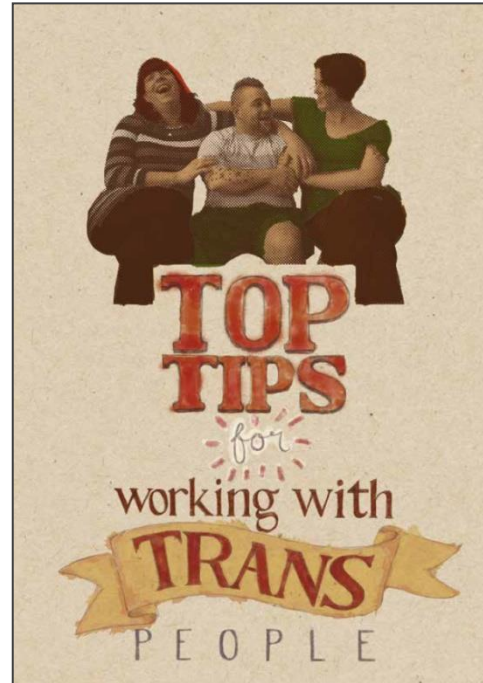
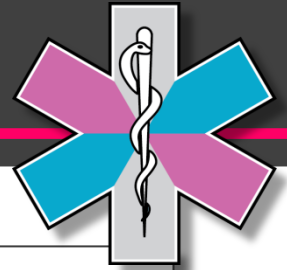
13. The Patient Journey



Patient Handover

- ❖ Be sensitive to a person's trans history and only share the information if relevant to their chief complaint or if it means being able to provide the correct service/treatment for them. Never reveal a person's Trans history without their prior permission.
- ❖ Be mindful of your surroundings, do not discuss confidential information in a public area or where it may be overheard by others.
- ❖ A trans person's experience should not differ from any one else, be mindful and respectful of their individual needs and preferences.

14. Keeping Informed



Some of the information available from NHS Wales,
'TransBareAll' and Department for Health



