



Call Taker Guidance for Transgender Callers

It is estimated that 1% of the population now identify themselves as 'trans'. The following guidance is designed to educate and assist you should there be an occasion when you are either unsure of a patient's gender or you mis-gender a patient.

Although a patient can obtain a Gender Recognition Certificate after they have lived as their preferred gender for two years, they do not require documentation to live as something other than their natal sex (their gender at birth). We must legally treat them, and acknowledge their gender, as they identify.

Best Practice

The Academy of Priority Dispatch Guidelines state that because there are some gender specific protocols / questions contained within the MPDs, and a patient's response can change dependant on their natal sex, that we should select their natal gender **if the information is offered** but then must address the patient by their preferred gender.

Do...

- Address the patient by either a neutral term or the gender they wish to be identified as.
- If a caller identifies as 'non-binary' select unknown at case entry.
- Ensure dignity and respect is maintained at all times.
- If in doubt, use gender neutral terms.
- Listen carefully to what the caller is telling you.

Don't...

- Act surprised.
- Be afraid to apologise and acknowledge if you have made a mistake. It is not impolite to ask someone's preferred pronouns.
- Ask if they have had surgery unless it is for a medical need. Many trans people will never have reassignment surgery.
- Make fun, or be unkind, about a patient's choices.

Legislation

'A person has the protected characteristic of gender reassignment if the person is proposing to undergo, is undergoing, or has undergone a process (or part of a process) for the purpose of reassigning the person's sex by changing physiological or other attributes of sex.'

Equality Act, 2010

The implementation of this Act means that gender reassignment is a protected characteristic and therefore protected from discrimination and is not confined to people with a Gender Recognition Certificate.