

National Ambulance
LGBT Network



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

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2018 Review of the Year

The 2018 catalogue of resources
created by the network and
collection of 'smile file' items

Alistair Gunn
12 December 2018



Introduction



What a year!

There is no doubt that 2018 has been an amazing year for the National Ambulance LGBT Network. Some of the highlights have included celebrating our third birthday, hosting our third conference in Manchester and taking part in more Pride events than ever before. At our conference we joked that, for the first time, we had to divide the committee between three events happening on the same day in July!

The year started with us presenting to the Association of Ambulance Chief Executives (AACE) back in January. We were really delighted with the reception and we couldn't have asked for more from individual Chief Executives and AACE in terms of support for the Network.

Over the year we have produced a massive amount of information and resource packs to help

ambulance services deliver better care to patients, support staff and establish their LGBT Networks. In this document you will find a full catalogue of all the resources created during the year.

Our 'smile file' contains examples of emails, letters, social media posts that remind us why we have been involved in developing Networks. There are so many great photographs we could have included too, and we have included just a handful in this report that reflect some of the key events and developments. If you want to see more, have a look at us on Facebook, Twitter and on the website we launched back in January.

We hope the content makes you smile as much as it has us.

Alistair and Kirsten

Chair and Deputy Chair of Network

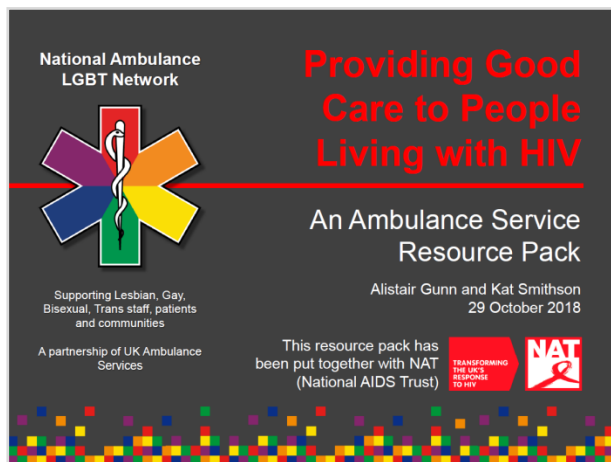




The 2018 Catalogue of Resources

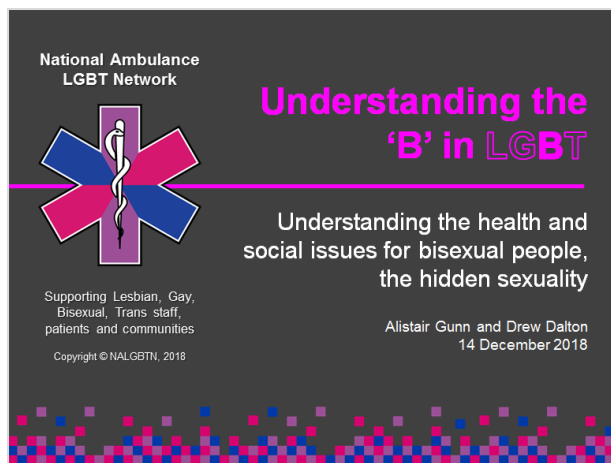


Improving Patient Experience



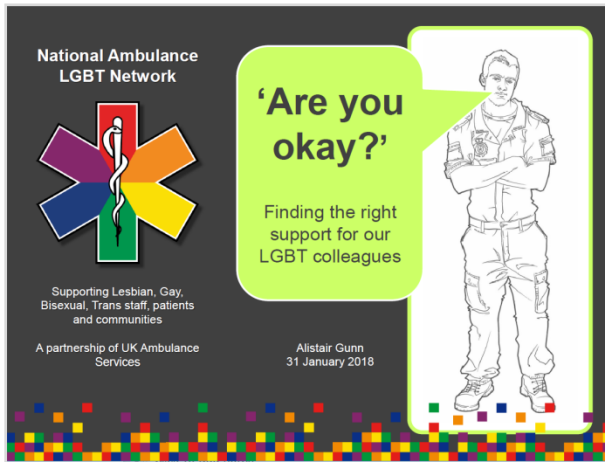
This year we have worked on a number of resources to support better patient care. A primary focus has been on getting support for trans patients at least equal to other areas.

Ready for World AIDS Day on 1 December we have produced a pack for ambulance staff to understand the current issues and treatment of patients living with HIV. Written in collaboration with the National AIDS Trust, this resource also considers the new prevention options currently being trialled in England.



A further issue we wanted to raise awareness of, is how bisexual people face additional layers of discrimination and often feel invisible. This pack explores the issues and assumptions surrounding bisexuality and how people can provide better support to patients and colleagues.

Supporting Staff



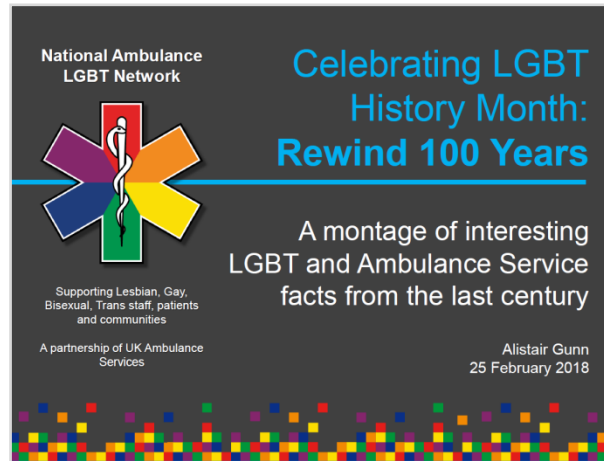
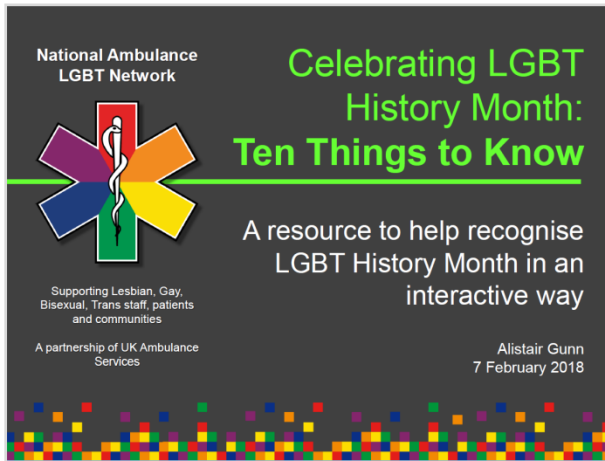
The first area we have been keen to look at is supporting the mental health needs of our staff.

The 'Are you okay?' resource looks at the excellent resources currently available from Mind, The Blue Light Programme and The Ambulance Staff Charity.

Launched at our conference in 2018 was a mental health support folder which contains information from all the above organisations and we are working towards collating links with all the developing health and wellbeing services currently being implemented.



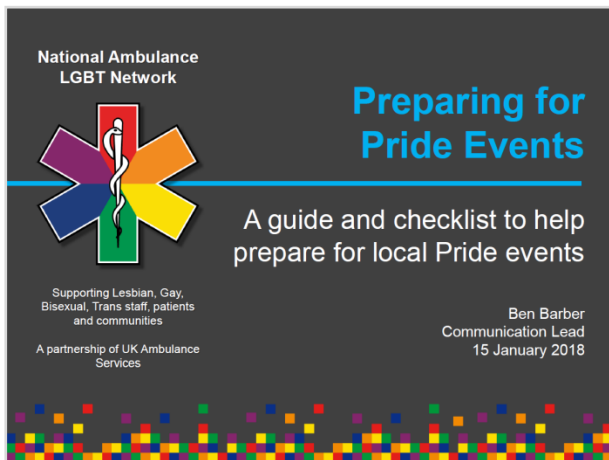
LGBT History Month Resources



Our trio of LGBT history month resources aims to help ambulance services facilitate events and raise awareness. One is designed to help article writing, one provides a quiz and the most developed is a presentation and guidance notes full of interesting facts from the last century.

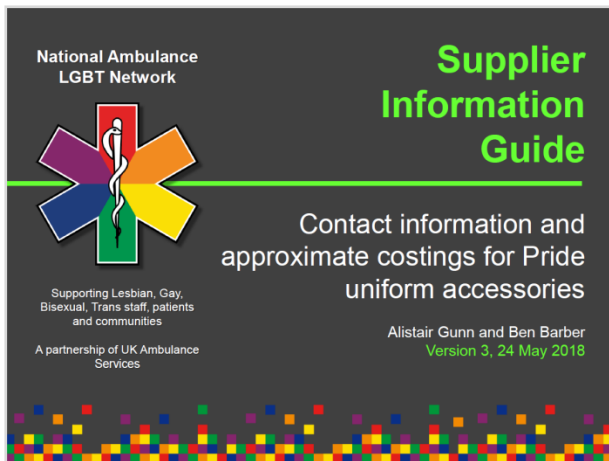
Further resources are due to be added at the start of 2019, ready for LGBT History Month in February.

Supporting Pride Events



Written by people who have experience of setting up and running a number of Pride events, this packs are designed to help people arrange events in their own Trusts.

The first pack provides an overview of the planning process with lots of useful guidance and tips. A number of check lists will help people cover everything needed.



Our Supplier Information Guide provides details of companies that manufacture all the consumables you need, from pens and give-aways, to vehicle liveries. This guide is updated regularly with current contact details and recommended companies.

On our website you will also find sample staff briefing documents and press releases together with useful security information.

Supporting Trans People



National Ambulance
LGBT Network



Transgender Awareness Event

Information and guidance for
Ambulance Services

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

Guidance
notes
available



NHS
Yorkshire
Ambulance Service
York Trust

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 assure you should there be an occasion when you are either unsure of a patient's gender or you are a transgender 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 legal sex (their gender at birth). We must simply 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 dependent on their role, we, that we should select their role 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.
 - Choose 'single' and respect it.
 - 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 possible 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 management surgery.
 - Make fun, or be unkind, about a patient's choices.

Legislation

A person has the protected characteristics 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.

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.

Call Taker Guidance for Transgender Callers Sally Smith, February 2018

Two additional documents have proved invaluable in helping ambulance staff deliver the best care to our patients. The z-cards leaflet contains terminology, best practice guidance and clinical presentations unique to trans people. Our aim is to get a leaflet into the pockets of every operational ambulance person in the UK. A separate document provides information for call handling staff.

Understanding the Health Inequalities

As well as understanding some of the terminology it also helps to reflect on the health inequalities commonly experienced by trans people.

- 80% of people surveyed have suffered from self-harm or suicidal thoughts
- 10% have experienced suicidal thoughts
- 10% have self-harmed
- 10% have experienced major depression
- 10% have been physically attacked by a colleague or customer in the last year
- 10% have hidden their identity at work for fear of discrimination
- 10% have experienced homelessness
- 10% of trans individuals self-report experiencing 'negative behaviours' compared to the LGBT average of 4%

Source: Health Data, 2017

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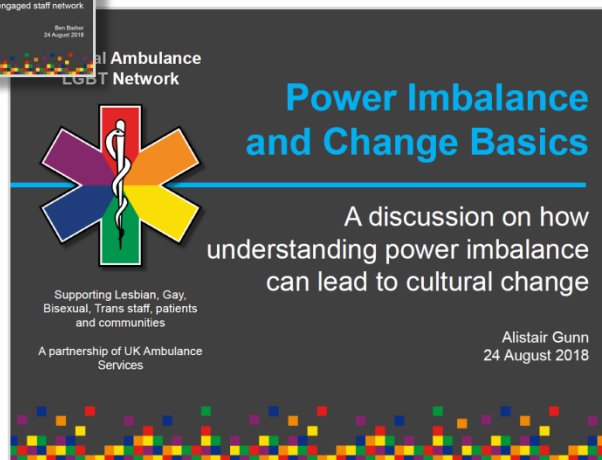
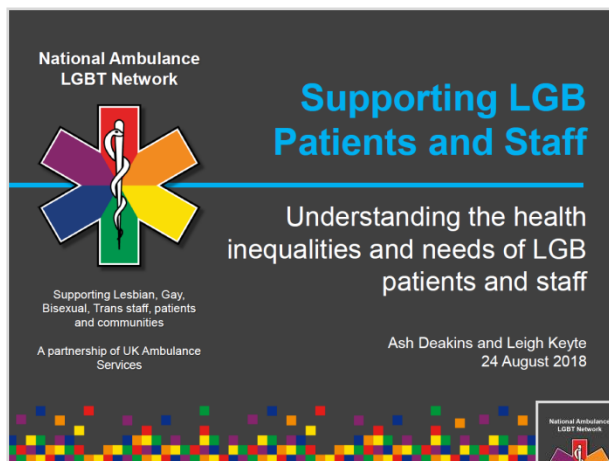
Source: Health Data, 2017

Source: Health Data, 2017

Source: Health Data, 2017

Source: Health Data, 2017

Conference Presentations



You will find all the presentations from our 2018 conference on our website including a number written and facilitated by committee members from the National Ambulance LGBT Network.

You can find all presentations at www.ambulanceLGBT.org/conference/conference2018/.

LGBT Programme



Our LGBT 'Let's Get Better Together' Programme has captured the imagination of a number of public sector organisations. It outlines ten key developments for establishing successful staff networks and provides a structured mechanism for reporting on progress. Documents are available which provide an overview of the programme and comprehensive tracker templates.

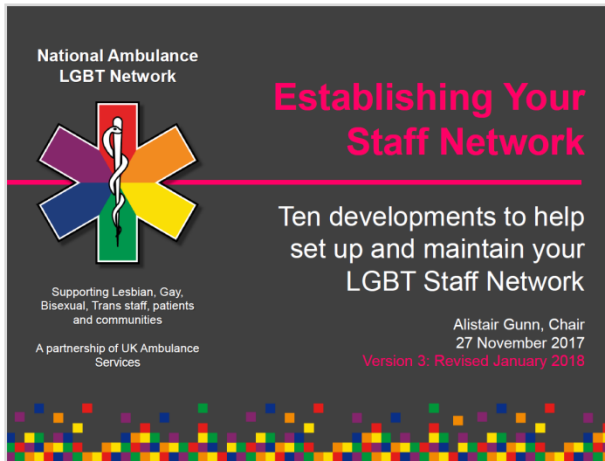


Assessment Results – October 2018											
Date	Ten Key Developments										SC
	1	2	3	4	5	6	7	8	9	10	
East of England	G	G	G	A	A	A	R	R	A	R	53
East Midlands	G	G	G	A	A	G	A	A	A	A	70
London	G	G	G	G	G	A	A	A	A	G	80
North East	G	G	G	G	G	G	A	G	G	G	95
North West	G	A	G	G	A	G	G	A	G	A	80
Scotland	G	R	G	A	R	A	R	R	A	R	40
South Central	G	G	G	G	G	G	G	A	G	R	86
South East Coast	G	G	G	G	G	G	R	A	G	A	81
South Western	A	R	G	G	R	A	R	R	R	R	36
Wales	G	G	G	A	R	A	R	A	A	R	53
West Midlands	G	G	G	G	A	A	A	A	G	R	71
Yorkshire	G	G	G	G	G	A	A	R	A	A	71

Key to Developments:

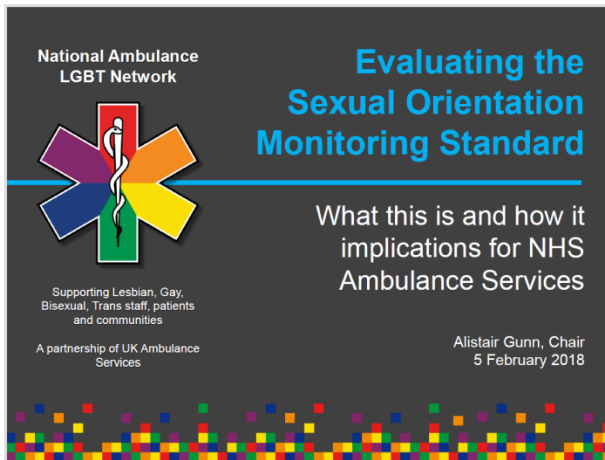
1. Getting a core group together
2. Constructing Terms of Reference
3. Giving network an identity
4. Finding supporters
5. Establishing a budget
6. Developing a Communications Plan
7. Supporting staff attendance
8. Finding your objectives / making plans
9. Linking with key events
10. Supporting the workforce

Establishing / Developing Networks



To be used alongside the LGBT 'Let's Get Better Together' Programme, or independently, we have developed resources to help establish and develop staff networks.

Written by people with experience of setting up community groups and staff networks, these resources are centred around ten key developments. The range of subject matter will probably surprise most, but running a successful network involves many skills not always associated with operational ambulance roles!



With the requirement of Trusts to implement the Sexual Orientation Monitoring Standard, our evaluation provides an overview and some of the issues for ambulance services. The useful summary has helped a number of Trusts to understand the requirements.

In Development



The three documents in development are:

Supporting Trans People CPD Booklet

This booklet provides a more detailed insight into the needs of trans patients and staff and is designed to provide CPD accreditation for ambulance staff and other health / emergency professionals.

Understanding Trans Service Users – Research and Good Practice

Based on research carried out in Yorkshire in 2017 on eighteen trans patients, this report looks at how ambulance services can become more inclusive for trans people.

LGBT Staff Survey Report 2018

The full report on the first LGBT staff survey of ambulance staff.





The 2018 'Smile File'



Power of the Badge



I worked a 12 hour day shift, and wore the trans star of life badge you gave me on my lapel for the first time. We had a very standard day and took our last patient to [hospital], where I handed them over to a nurse in the main area. It was busy as usual and there were a few patients on beds next to the nurse's station as they had run out of cubicles.

After handing over I was finishing my paperwork when a man in the bed nearest commented 'nice badge'. I looked up and said 'oh! I only got it yesterday!' and he said '... it's the trans flag, right?'.

I gave him the z-card from my pocket which he read while I was finishing up my work, and he was so enthusiastic about it, he said he'd never seen anything like it. He also disclosed that he'd had a couple of slightly misguided questions about his trans history while he was in A&E, which we chatted about.

It felt like a really positive interaction, and it absolutely wouldn't have happened without the badge you gave me. It really meant a lot to me to have such positive feedback out in the wild, from someone who this project was specifically hoping to benefit. I wanted to let you know, and to say thank you.

Email from YAS colleague, November 2018



Changing Attitudes



How things have changed! The battles seem all to have been won. After all, I am now married to a man I met more than half my lifetime ago, living in a country where discriminating against my protected characteristic is unlawful and am working for an employer that has won awards for its inclusivity. For me, it had all become something of a non-subject. This all changed when I attended the National Ambulance LGBT Network Conference in Manchester on 24 August this year...

For a start, I was unaware of the many health inequalities that exist, illustrated by some of the following statistics:

[Health inequalities stated]

And yet I have rarely, if ever, given any thought to the impact that gender or sexual diversity might have on health and social care in general, let alone in my own practice. Whilst I, and most of those around me, might be comfortable with who and how I am, there are others who are travelling alone through an earlier part of their journey, and who might very well appreciate the listening ear of someone who has gone through similar struggles.

Written by conference delegate from South East Coast Ambulance Service's staff magazine



Saving Lives?



Picture from Twitter, June 2018

I am proud to wear the National Ambulance LGBT Network badge as part of my uniform, a small symbol that mainly goes unnoticed but to those whom it represents means understanding.

It has proved to be a life saver on two occasions. I have had first hand experience with two patients struggling with gender identity and sexual orientation in acute mental health crisis and attempting suicide, they noticed the badge and opened up about how they were feeling. As a direct result of this, better care was able to be provided

Email from member of staff, July 2018



Conference 2018 Feedback



We were delighted to receive literally dozens of favourable posts during and after the conference on Facebook and Twitter. For the first time this year we also set up an Instagram account allowing people to share pictures from the conference and Pride events.



‘What a fantastic day!
Useful and thought
provoking talks.’



‘Thank you for a
fabulous and
informative day.
The hard work from
the network is
appreciated.’



‘Having an amazing
day at
@NatAmbLGBTUK
conference.’



‘Great day so far, with
some fantastic
engagement and
amazing speakers.’



Rainbow Stars Get Everywhere!



Background photo from Harrogate Pride in June and (inset) the Coastguard joined the National Ambulance LGBT Network for the meeting in Crawley in August.

The National Committee



The National Ambulance LGBT Network committee photographed in London at the meeting on February.

AACE Award



Network Chair, Alistair Gunn, received an Outstanding Service Award from the Association of Ambulance Chief Executives in March. At the same event Anthony Marsh presented a leaving gift to Tracy Myhill, who provided invaluable support to the Network.

NHS 'Pride' 70



Celebrating the seventieth anniversary of the National Health Service at Harrogate Pride with North Yorkshire Police.

Brighton Trans Pride



Teaching a fox (is it a fox?!) to do CPR at Brighton Trans Pride in July. The video of this is even more hilarious!



Love is Love

South East Coast Ambulance Service's fantastic decorated ambulance all ready for Brighton Pride. This event also marked the third birthday of the National Ambulance LGBT Network.

South East Coast Ambulance Service **NHS**
NHS Foundation Trust



Love
is
Love



Artwork proudly
sponsored by



SE Brighton Pride



National Conference 2018



Official group photograph from the conference in Manchester on 24 August. In total 173 people attended.



Gold Star of Life Awards



The very first gold star of life awards took place at the conference in August and recognised the many people involved in getting the network established.



Manchester Pride



Over 100 ambulance staff took part in Manchester Pride the day after our annual conference.

The joy on the faces of ambulance staff was captured on hundreds of social media posts.

