LGBTQ+ Leaders Network

NHS Confederation

LGBTQ+ inclusion framework summary

Practical steps to implement recommendations for supporting your LGBTQ+ population

After the first wave of COVID-19, the Health and Care LGBTQ+ Leaders Network and Mental Health Network convened a roundtable of healthcare leaders to explore how best health and care organisations could **support the LGBTQ+ population** once the pandemic had abated. The roundtable resulted in six recommendations to help make NHS services and working environments more inclusive for LGBTQ+ staff and service users. Based on peer learning, this inclusion framework details the **practical steps organisations can take to implement these recommendations**.

1. Create visible leadership and confident staff

- Share the lived experience of LGBTQ+ leaders through platforms such as webinars, blogs and staff-wide meetings.
- Ensure staff networks have an executive sponsor to support activities and feedback to your organisation's board.
- Make support for staff, such as Freedom to Speak Up Guardians or staff networks, highly visible so colleagues know where to turn for help.
- Encourage non-LGBTQ+ leadership to visibly engage in organisational activities that support LGBTQ+ staff.

2. Create a strong knowledge base

- Create an online learning hub for staff to access which makes learning available 24/7.
- Include patient and staff's lived experience in your training materials or presentations.
- Deliver a mixed-media package of training to engage the widest range of staff.
- Work with your LGBTQ+ staff network and LGBTQ+ charities to create tailored training specific to your organisation staff.

3. Be non-heteronormative and non-cisnormative in everything you do

- Ensure equality impact assessments are being considered during the creation or review of policies and service development, not after.
- Take time to review policy documents, service literature and consent forms to ensure they are appropriate for gender non-conforming or trans service users.
- Make pronouns as visible as possible, encouraging staff to use them in email signatures and name badges.
- Develop a positive and productive relationship with estate management - this is a helpful first step to creating inclusive spaces such as gender-neutral environments.

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4. Take responsibility for collecting and reporting data

- Use training to build staff confidence in collecting better patient and workforce data.
- Use best practice learning from data collection of other protected characteristics.
- Take time to understand the quality of data needed to start making data-led decisions.
- Allow improving data collection and use to be an iterative process.

5. Listen to your service users

- Approach engagement with service users with an open mind; using a variety of forums to meaningfully engage.
- Take time to develop meaningful relationships based on mutual trust.
- Consistently engage with your service users beyond the specific projects for which you are using their expertise.

6. Proactively seek out partners to co-deliver services

- Consider partnership opportunities at the national, regional and local level.
- Invest time in building and maintaining trust with small community organisations.
- Use the integrated care system population health focus for engagement and co-development with partners outside the health service.

For more information on the network's work:

nhsconfed.org/lgbtq-leaders

@NHSC_LGBTQ

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