



**healthwatch**  
York

In partnership with



**Lesbian, Gay, Bisexual  
and Trans+ (LGBT+)  
experiences of Health and  
Social Care services in  
York**

**September 2018**

**A report based on local peoples' experience**

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# Lesbian, Gay, Bisexual and Trans+ (LGBT+) experiences of Health and Social Care Services in York CVS

## Introduction

This report presents the results of a joint Healthwatch York and York LGBT Forum survey looking at Lesbian, Gay, Bisexual, Trans+ (LGBT+) people's experiences of Health and Social Care services in York.

LGBT stands for Lesbian, Gay, Bisexual and Transgender. Here we use the term LGBT+ to include all other minority sexual orientations and gender identity groups (e.g. asexual, non-binary and intersex).

## Local and National research

There is no local research on LGBT+ people's experiences of accessing Health and Social Care services in York.

There is national evidence demonstrating that LGBT+ people have significant health inequalities. In July 2015, Stonewall published a report called 'Unhealthy Attitudes'.<sup>1</sup> This found evidence of discrimination and unfair treatment of LGBT+ staff and patients across the health and social care sector. The Stonewall report found that LGBT+ people:

- Report poorer experiences when accessing health and social care
- Are likely to delay access to healthcare based on previous negative experiences and low expectations of service
- May have poorer health outcomes than their heterosexual and non-trans peers

It also found that a quarter of all health and social care staff have never received any equality and diversity training. It found that one in ten health and social care staff directly involved in patient care, have

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<sup>1</sup> Stonewall (2015) Unhealthy Attitudes The treatment of LGBT people within health and social care services

witnessed colleagues express the belief that someone can be 'cured' of being lesbian, gay or bisexual.

According to The National Institute for Mental Health in England report<sup>2</sup>, LGBT+ people are:

- At higher risk of suicidal behaviour than non-LGBT+ people
- 50% are more likely to develop depression and anxiety than the rest of the population

In July 2017, the Government launched a survey to gather more information about the experiences of LGBT+ people in the UK. Over 108,000 people participated. Of these, 61% identified as gay or lesbian, and a quarter (26%) identified as bisexual. A small number identified as pansexual (4%), asexual (2%) and queer (1%). One of the areas covered the experiences of LGBT+ people in relation to health. The research report<sup>3</sup> was published in July 2018.

Some of key issues included in the summary were:

- A high proportion of trans respondents reporting negative experiences due to their gender
- Some people felt that healthcare providers often just make an assumption of heterosexuality, meaning they had to disclose their sexuality.

Comments frequently focused on the NHS not having a full understanding of LGBT+ specific issues.

Of the 2,900 respondents who discussed gender transition and gender identity services, a picture was painted of hard-to-access services, a lack of knowledge among GPs about what services are available and how to access them.

Government has recently published an LGBT+ Action Plan to address some of the issues from the survey results.

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<sup>2</sup> NIESR (2016), 'Inequality among lesbian, gay bisexual and transgender groups in the UK July 2016'

<sup>3</sup> Government Equalities Office (2018) National LGBT Research Report

## **Why is Healthwatch York looking at LGBT+ experiences of Health and Social Care Services in York?**

As there is no local research in this area in York, York LGBT Forum contacted Healthwatch York to help them do some work to find out the experiences LGBT+ have of health and social care services in York.

Healthwatch York are committed to making sure everyone's experiences of health and social care in York are heard. We agreed to work with York LGBT Forum to help gather LGBT+ people's experiences of health and social care in York. We hope that the findings of the survey help highlight the need to make sure LGBT+ people are properly represented in strategies for health and social care across the city.

## **What we did to find out more**

We agreed that a survey would be ground breaking, unique, and an opportunity for an underrepresented voice to be heard.

We created 19 questions together with York LGBT Forum and Dr Eleanor Formby, a senior social research fellow who has particular interest understanding the life experiences of LGBT+ young people, including issues related to homophobic, biphobic and transphobic bullying, and their impact on education, employment, and health.

The questions asked about LGBT+ people's experiences of accessing health and social care and support, disclosing sexuality, barriers to accessing services, negative attitudes related to sexuality or gender identity, confidence in reporting negative attitudes, and for examples of positive experiences of services.

We ran an article in York Press publicising the survey. We also promoted it through events run by York LGBT Forum, Healthwatch York, and through social media.

The survey was open from 22 January 2018 to 2 April 2018.

## What we found out

**Q1. Do you live in York or care for somebody who does? If No, please do not continue with this survey. (116 respondents)**

Yes: 98.28%

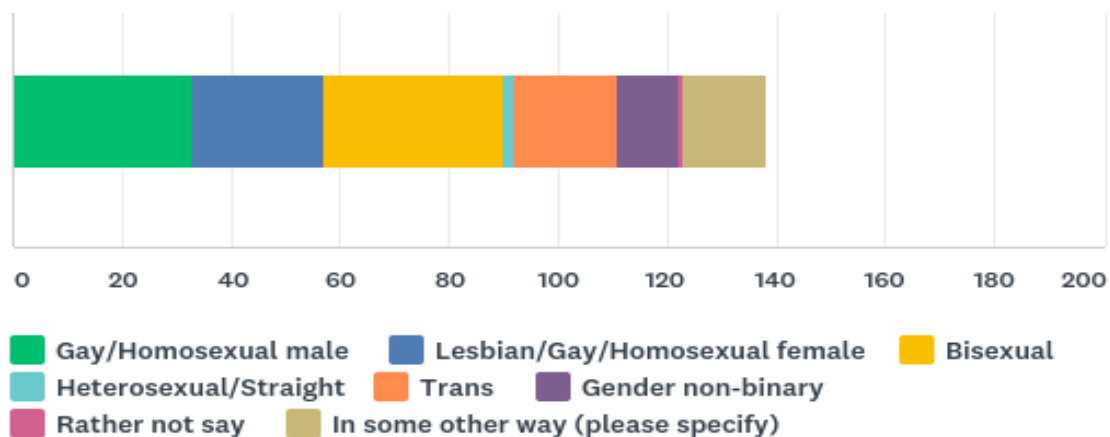
No: 1.72%

**Q2. Do you identify as being LGBT+? (108 respondents)**

94% of those who answered the question said yes.

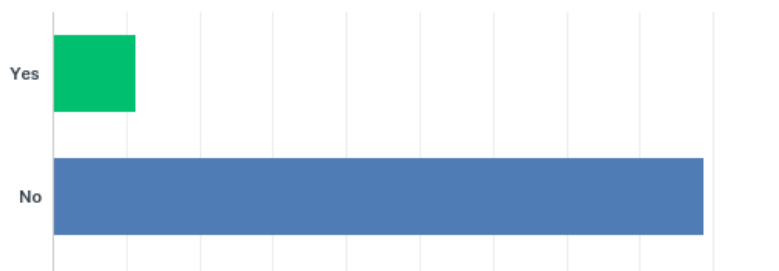
One person commented: 'I'm asexual and we're often forgot about/ignored'

**Q3. How do you identify? Please tick as many as you would like. (106 respondents)**



Answer Choices:	% (based on the number of question respondents)
Gay/Homosexual Male	31%
Lesbian/Gay/Homosexual Female	23%
Bisexual	31%
Heterosexual/Straight	2%
Trans	18%
Gender non-binary	10%
Rather not say	0.9%
In some other way:	14%
- Asexual	4.6%
- Pansexual	5.6%
- Queer	1.9%
- Other	1.9%

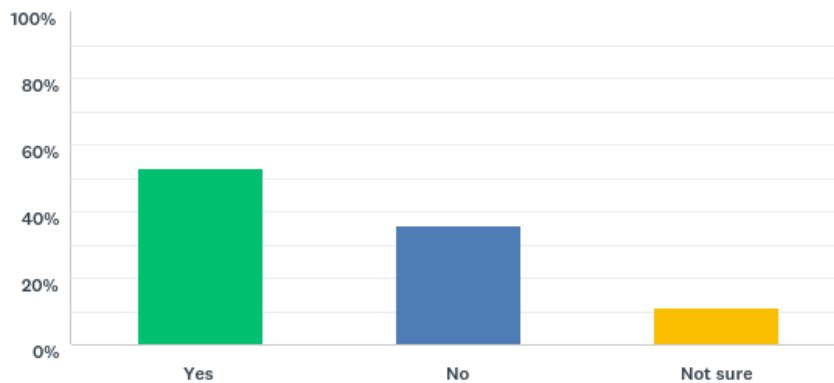
**Q4. Are you a carer? (107 respondents)**



11% said yes.

89% said no.

**Q5. Do you have a mental health condition?** (106 respondents)

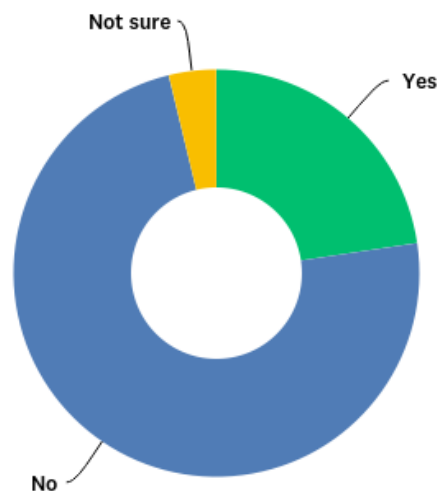


52.8% said yes.

35.9% said no.

11.3% said they were not sure.

**Q6. Do you describe yourself as a disabled person?** (106 respondents)



22.6% said yes.

73.6% said no

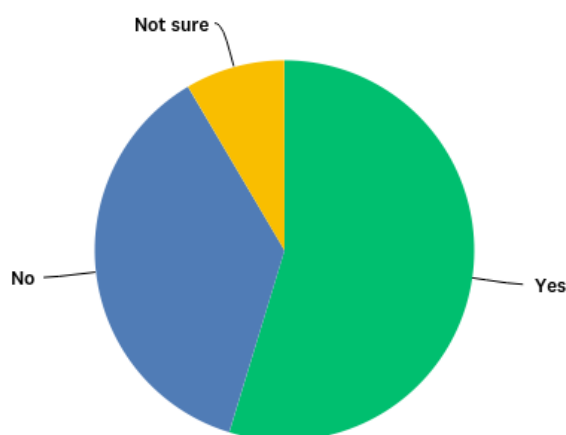
3.8% said not sure.



**Q7. What is your ethnic group? (106 respondents)**

Answer Choice	
Prefer not to say	0.9%
White – English/Welsh/Scottish/Northern Irish/British	89.6%
White – Irish	0.9%
Any other White background	3.8%
Mixed – White and Black Caribbean	0.9%
Mixed – White and Black African	0.9%
Mixed – White and Asian	0.9%
Any other Mixed/multiple ethnic background	1.9%
Any other ethnic group	0.9%

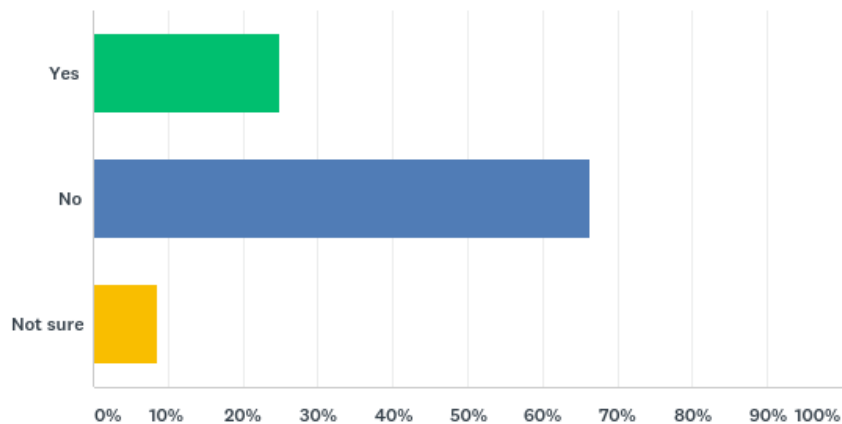
**Q8. Have you ever felt reluctant to disclose your sexual orientation or gender identity when accessing health and/or social care services in York? (106 respondents)**



54.7% said yes.

36.8% said no.

**Q9. Have you ever experienced barriers to accessing health and/or social care services as an LGBT+ person in York? (104 respondents)**



25% said yes.

66.4% said no.

8.6% said not sure.

Themes from comments:

Issues/fear around Disclosure:

- 'I haven't mentioned the fact I'm bi/queer because I worry about being denied help'
- 'I haven't disclosed it before'
- 'Feeling unable to be open about my sexuality'
- 'lack of space to mention sexuality in both health and social care'
- 'I do not disclose my sexuality'

Lack of training, knowledge from medical professionals:

- 'My doctor was uninformed, but made referrals based on passing me to someone who is trained and informed'
- 'lack of actually knowing what's available and what I need to be doing'
- 'Doctors frequently say they are not trained in Trans medical'
- 'finding a doctor who will refer you is also tough, doctors weren't'

- 'familiar with the process'

Poor experience and care as a result of issues around sexuality:

- 'I have had to explain my gender identity to multiple health professionals repeatedly, had the wrong name used, and had my sexuality questioned by both health professionals and social care services'
- 'Transphobic NHS doctors'
- 'Distressing and inappropriate questions'
- 'Doctors frequently say they are not trained in Trans medical and decline to provide post op routine hormone monitoring'
- 'It took 6 months and repeated requests to update name and gender on medical records, despite provision of deed poll and a copy of NHS England's instructions on how to update a patient's gender'
- 'finding a doctor who will refer you is also tough, doctors weren't familiar with the process'
- 'Having gynaecological surgery at York Hospital, pre-theatre waiting rooms are one male, one female. As an afab non-binary person, I did not feel comfortable entering either space, and opted to wait in the corridor. Staff redirected me to a side room being used for storage. Post-surgery was more comfortable (G1).'
- 'Had difficulty getting appropriate treatment for a UTI'
- 'Don't understand sexual orientation and in particular gender identity'
- 'Misgendering'

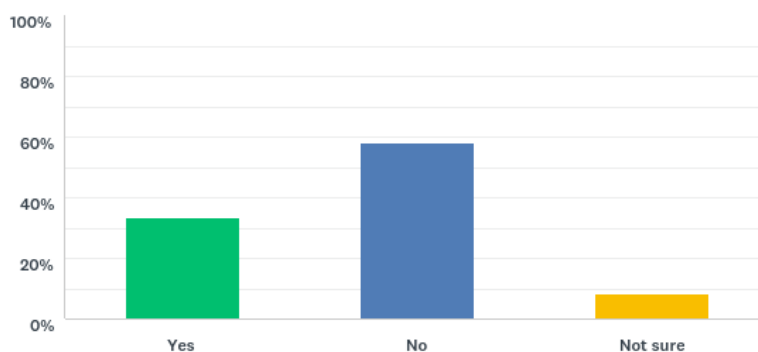
Provision of services:

- Wait times on Gender Identity Clinic
- 'Having gynaecological surgery at York Hospital, pre-theatre waiting rooms are one male, one female. As an afab non-binary person, I did not feel comfortable entering either space, and opted to wait in the corridor. Staff redirected me to a side room being used for storage. Post-surgery was more comfortable (G1).'
- 'Don't understand sexual orientation and in particular gender identity. Only the voluntary sector has support.'
- 'Nothing for an Agoraphobic Lesbian.'

**Q10. Which health and/or social care services do you or have you accessed in York? Please select all that apply (36 respondents)**

Answer Choices	Responses
GP (doctor)	94.4%
Hospital (emergency department, e.g. Accident + Emergency)	72.2%
Hospital (outpatient, e.g. visit to outpatient clinic such as podiatry, physiotherapy, dermatology etc.)	52.8%
Hospital (inpatient, e.g. admission onto a ward)	27.8%
Mental health services/support	58.3%
Dentist	55.6%
Opticians	52.8%
Pharmacies	69.4%
Health and/or social care services/support from the City of York Council	19.4%
Community transport (e.g. Dial & Ride/York Wheels)	2.8%
Carer and/or voluntary organisations	27.8%
Other (please specify): <ul style="list-style-type: none"> <li>- GU Clinic</li> <li>- Social support groups</li> <li>- Family planning/midwifery</li> <li>- Private support</li> </ul>	11.1%

**Q11. Have you experienced negative attitudes related to your sexuality or gender identity when accessing or trying to access services in the last 12 months? (36 respondents)**



33.3% said yes.

58.3% said no.

8.3% said not sure.

**Q12. Please select all the relevant services you have experiences negative attitudes related to your sexuality or gender identity from the list below. Please state whether you were trying to access this service or were accessing this service. (30 respondents)**

<b>Answer Choices</b>	
GP (doctor)	43.3%
Hospital (emergency department, e.g. Accident + Emergency)	20%
Hospital (outpatient, e.g. visit to outpatient clinic such as podiatry, physiotherapy, dermatology etc.)	10%
Hospital (inpatient, e.g. admission onto a ward)	3.3%
Mental health services/support	33.3%
Opticians	6.7%
Pharmacies	0%
Community transport (e.g. Dial & Ride/York Wheels	0%
Health and social care support/services from the City of York Council	3.3%
Health and/or social care support/services from another provider	0%
Carer and voluntary organisations	0%
No discrimination or negative attitudes experienced	33.3%
Other (please specify)	6.7%
- Care home of relative	
- Family planning	

One person commented: 'Most services assume I am straight and don't provide space for that conversation to come up'

**Q13. Are there any specific experiences you would like to tell us about? (17 respondents)**

Themes from comments:

General comments:

- 'ALL services seem to have no idea how to address Trans, or how to treat (normal human contact) Frequently feel pushed away, ignored.'
- 'I think all services are accessible if you have your right voice. i.e. you are accessing as a human being not a person trying to prove to dubious persons that you are not a robot or an outsider who has their own opinions and ideas...not into cloning heterosexuals.'
- 'Lack of inclusion at meetings about my relative and negative attitude to me.'
- 'Always having to come out - health services are very heteronormative'
- 'We had an appointment where my wife was having an ultrasound and the consultant presumed we were friends again having to come out and then making inappropriate jokes about men'
- 'Hetero normative practice'

Misgendering:

- GP:
  - 'It took 6 months and repeated requests for my doctor's surgery to update my name and gender on my medical records, despite me providing them with my deed poll and a copy of NHS England's instructions on how to update a patient's gender.'
- Outpatient and inpatient hospital services:
  - 'receptionists joking about me having changed my name, while misgendering me ("She's a spy!") and nurses misgendering me, despite my records having my correct gender on, and my making repeated requests not to.'

Accessing birth control/ sexual health care / family planning

- 'I was going to get my smear and the nurse was very persistent on me going on some sort of hormonal contraception and tried to give me condoms and I was refusing them. It took around four

uncomfortable conversations before I told her I was in a same sex relationship.'

- 'I was asked about birth control by my GP so had to say I had a same sex partner'
- 'My wife was forced to take a pregnancy test in A and E when she has never had intercourse in her life with a man but we were told it was protocol.'
- 'When getting contraception postnatally, my husband and I were assumed to be straight and monogamous. I chickened out of correcting the assumption.'
- 'when I told a nurse giving me a cervical smear that I was transgender, she asked me distressing and inappropriate questions (e.g. "Do you use sex toys?")'
- 'no real idea of how to advise patients who don't require contraception or have non biological children in same sex relationship.'
- 'Previous GP surgery refusing to pursue endometriosis prognosis because 'I'm not getting pregnant'

#### Gender Identity Clinic (GIC) / Gender Identity Service (GIS) / Hormone Replacement Therapy (HRT)

- 'transphobic/ignorant comments regarding hormone replacement therapy'
- 'Trying to access GIC, doctors don't have the information of wait times and can't give good advice to the applicant. Puts the pressure on the patient to research so they can get the best treatment.'

#### Referrals to specialist services:

- 'My GP did not know how to refer me to the correct service and never took my distress over period pain and the misery that caused me in relation to gender.'

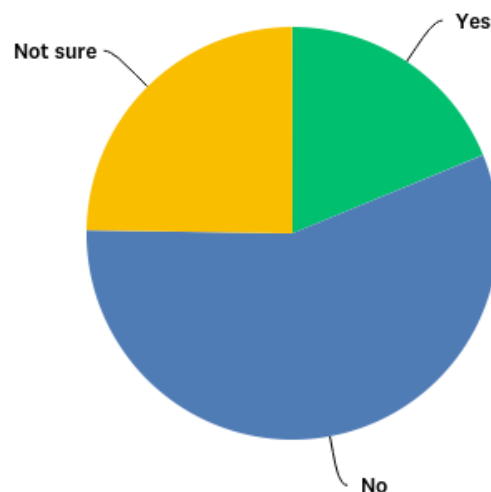
#### Referrals to mental health services:

- 'In 2006 I went to see my GP because I felt I was transgender and had gender dysphoria but I was pushed through the mental health system which then did not go anywhere. I suffered on until 2013 until I went again to see my GP about this and she then referred

me to Leeds GIS. Things have changed now for the better I think but still a long way to go but all my suffering could have been avoided if things had been done differently. I am now on the pathway under Leeds GIS and got grs surgery coming up. Life is lots, lots better than it was and I continue to progress at a fast rate.'

- 'Mental health services: it was very difficult to find a counsellor who would see me for anxiety and didn't think my trans status made me a "too specialised/complicated" case. When I did find one, she was convinced I was autistic because I'm transgender and there is some evidence of correlation.'
- 'I underwent a mental health evaluation in early 2016 as my GP had referred me to them and not the GIS. The experience was awful, with the specialist I saw demanding that I relate the experience which is the source of my PTSD in great detail, then belittled me for being upset about it. The specialist concluded that I wasn't transgender but had mother issues that needed addressing. They also told me that I could not access gender related treatment unless I was a student, working or volunteering, which is a lie.'
- 'A lot of the mental health services label my sexuality choices as a symptom of my mental ill health'

**Q14. If you felt that you had experienced negative attitudes in your health and/or social care relating to your sexuality or gender identity, would you know how to report it? (101 respondents)**



Yes: 18.8%

No: 56.4%

Not sure: 24.8%



Themes from comments:

Lack of knowledge around how to report:

- 'I wouldn't know how to go about reporting it'
- 'I have no clue what to do then'
- 'I'd want to but not know how or who to'
- 'would be unsure how to proceed'

Lack of information given:

- 'there just seems to be a lack of being told where to look for help or where to go if I need support and as a young person in York I do feel a little disillusioned with this'
- 'No information is given about reporting'

Confusion over what is discrimination:

- 'I likely wouldn't know if what I was experiencing was discrimination or not'
- 'You never get to know what is really going on and most of it just leads to paranoia.'

Fear/concern around reporting:

- 'I would know how to, but I might not be inclined to due to power imbalance and future impact of doing so'

Good experience of highlighting issue:

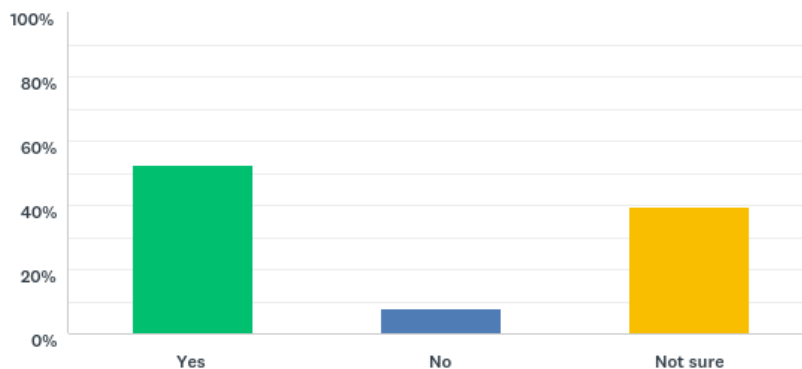
- 'My doctors initial reaction was disbelief, and confusion, but she went away, read up on stuff, and is now so good that I have recommended her'

Ideas of who to report to:

- 'I think I would use a service's complaints procedure'
- 'I would look on the internet but probable make a formal complaint to the practice as well'

- ‘Maybe PALS if it were the hospital? My regular GP if it were someone else in her practice, but that's not really her job to deal with.’
- ‘I don't know off hand, but would know where to look/ who to ask for help’
- ‘I'm sure I could figure it out though’

**Q15. If you felt that you had experienced negative attitudes in your health and/or social care relating to your sexuality or gender identity, would you report it? (99 respondents)**



Yes: 52.5%

No: 8.1%

Not sure: 39.4%

**Comments included:**

- ‘Often it is subtle use of language or the way you are looked at or spoken to its not always overt or abusive so very little to report’
- ‘I would want to, but may not follow through’

**Themes from the comments:**

**Concern nothing would happen as a result of reporting it:**

- ‘It's very intimidating to be challenged by health professionals and does not inspire confidence in the health care system to have gender identities/sexual identities vindicated via a complaints system within that context’
- ‘I am not sure whether it would make any difference’

- 'If I felt confident that things would change'

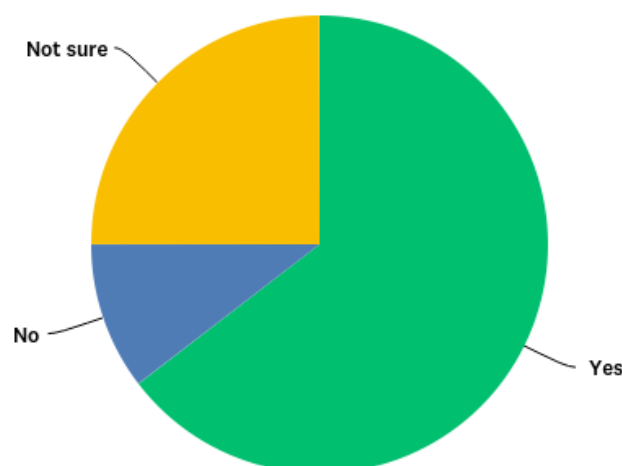
Concern it wouldn't be taken seriously:

- 'I'm not sure if it would be taken seriously'
- 'I feel that I would not be believed and my complaints would be dismissed as being overly sensitive'
- 'It would mean outing myself as a massive slut (aka poly and bisexual) or as genderqueer to someone who probably wouldn't care or get why it was a big deal to me. I would expect the experience to be upsetting'

Concern around negative consequences of reporting:

- 'I'm far too worried about possible negative impact on my care to report bad experiences. Trans people are already seen as "difficult" by medical practitioners and I'm worried they would refuse to see me if I developed a reputation for complaining. This would be catastrophic for me as I depend on the NHS to prescribe hormone replacement therapy, refer me for treatment etc.'

**Q16. If you felt that you had experienced negative attitudes in your health and/or social care relating to your sexuality or gender identity, would you feel you could talk to somebody about your experience?** (96 respondents)



Yes: 64.6%

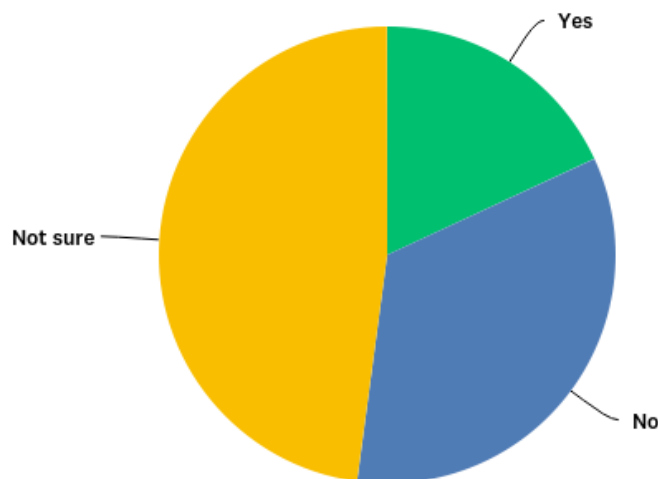
No: 10.4%

Not sure: 25%

Comments included:

- ‘You can never put prejudice right. It is evil and devastates so many lovely lives’
- ‘I wouldn't know who to talk to’
- ‘But wouldn't know who could actually influence change’
- ‘Depends on what. Often it's ill thought out comments or awkwardness, the language used or the way you are spoken to - not always enough to mention’
- ‘Probably just my partner/parents...’
- ‘In a personal capacity, yes, but again, how does one broach the issue of the fallout from having LGBTQ+ identities challenged by health services within the context of health services?’
- ‘Only to other LGBT people’
- ‘Maybe with a person I felt I knew well, like my GP, but I don't think I even came out to my Community Midwife and I saw the same one my whole pregnancy.’

**Q17. If you made a complaint about experiencing negative attitudes in your health and/or social care relating to your sexuality or gender identity, would you feel confident that it would be taken seriously? (94 respondents)**



Yes: 18.1%

No: 34%

Not sure: 47.9%

Comments included:

- 'It's just a general fear from our community that we hear nearly all the time growing up or in the news that our issues or complaints will be the last on the pile and I don't feel like were being reassured that if anything happens that if I chose to report it then it would be taken as seriously as it should be'
- 'Depends on the situation'
- 'I did make some complaints (not formally), and nothing happened'
- 'I'm not sure it always is - health staff are often so archaic in the ways they work they don't even think about alternatives'

**Q18. Are there any things a service provider does really well, that you think other service providers could learn from? (26 respondents)**

Good practice included:

- Listening
- Being supportive
- Treating everybody equally
- Being inclusive of everyone
- Being open minded
- Not making assumptions
- Recognising signs of anxiety and an individual being uncomfortable
- Being sensitive
- Having knowledge around LGBT+ issues and healthcare
- Being person-centred
- Taking all concerns from an individual seriously
- Having the option to have a 'preferred name' in the computer system, and health care professionals using these
- Being accepting of LGBT+ community
- Giving practical and supportive advice
- Learning more about LGBT issues and health care to ensure care provided is correct, helpful and supportive

Poor practice included:

- 'lipservice'
- Lack of respect

- Showing shock when a person discloses their sexual identity/orientation to them
- ‘Inappropriate curiosity’

**Q19. How do you think access to health and/or social care services for LGBT+ people in York could be improved? (47 respondents)**

Key themes:

- Increase knowledge + awareness of health and social care staff and providers about the LGBT+ community: transgender healthcare; all LGBT+ sexualities and identities, including non-binary; use of pronouns; unconscious bias training; discrimination – homophobia, transphobia, queerphobia etc.; use of language; inappropriate jokes; general LGBT+ issues, challenges and identities; mental health providers specifically, around distinguishing LGBT+ and mental health problems
- Information, advertising and publicity of;
  - Existing services
  - LGBT+ friendly/inclusive services
  - Health care staff who have specialist knowledge of/training to support LGBT+ issues
  - Support of sexual and gender equality
  - No judgement towards LGBT+ community
  - Service providers that understand LGBT+ community and issues
  - How to access LGBT+ specific services
  - Understanding and sensitivity towards trans issues
- Only asking for/recording and referencing gender/sexuality when necessary/essential
- Better use and knowledge of pronouns, including on forms
- Involving and consulting LGBT+ community more
- Transparent + accountable complaints system which takes complaints seriously
- Treating LGBT+ issues equally with non-LGBT+ issues
- Specific sexual health services and screenings
- Drop-in centres
- Making health and social care services more inclusive to LGBT+

Other ideas:

- Have an 'LGBT+ champion'
- 'Carers wellbeing and needs'
- Help to instigate conversations about LGBT+ issues
- Increased awareness LGBT+ people's isolation
- 'More references to same sex couples'
- 'More positive LGBT+ imagery'
- 'More personalised approach'
- 'Zero tolerance of homophobia and transphobia'
- Increased accessibility
- 'Gender neutral toilet facilities everywhere'
- 'Wider scope of sexual health clinic to support LGBT+ community'
- 'Reduce stigma around issues that may make people afraid to seek help'
- 'Clear pathway for access to gender related services which GPs must adhere to, instead of referral to local CMHT'
- Both 'sex segregated and mixed sex wards/waiting rooms'
- 'stop presuming everyone is heterosexual'
- Have 'less deficit based' services
- 'a section on [York.gov.uk](http://York.gov.uk) focused around LGBT+'
- 'support through email for those who don't feel confident seeing someone or talking on the phone'
- 'initial support to younger LGBT+ kids'
- 'Cut GIC waiting times between GP referral and first GIC appointment'
- 'more targeted services for LGBT+ people'
- 'LGBT+ groups run by LGBT+ people'
- 'open communication'
- 'make it clear that LGBT+ people will be safe and supported'
- 'Never assume somebody's sexuality no matter how casual the reference or conversation'
- 'For trans post-op, treat as the gender they are. I.e. treat me the same as any other woman'

## Conclusion

Over half (55%) of those responding had felt reluctant to disclose their sexual orientation or gender identity when accessing health and/or social care services in York. A quarter of those responding said they had experienced barriers to accessing such services as an LGBT+ person. A third of respondents (n=36) said they had accessed health or social care in York and one in three of those (n=12) had experienced negative attitudes related to their sexuality or gender identity when accessing or attempting to access services in the previous 12 months.

The negative attitudes experienced were across a range of health providers; GPs, Accident and Emergency, hospital out patients and in-patients, mental health. Comments indicated a perceived lack of knowledge and training about LGBT+ issues which led to them having to explain things multiple times and being asked inappropriate questions. There were also some clear examples of inappropriate questioning or language being used in health settings. This may make people less likely to disclose information in future.

Only one in five (18.8%) of respondents would know how to report negative attitudes in health and social care settings. While half (52.5%) would report such issues the rest of the respondents said they were unsure or would not do so. There was concern about potential consequences of reporting problems, the view that nothing would happen or that they would not be taken seriously. Only 18.1% felt any complaint would be taken seriously, over a third felt it would not be with the remainder unsure.

Similarly to the national picture the Healthwatch York survey found difficulties in accessing services such as sexual health, mental health, gender identity services and clinics as well as other specialist services.

In terms of making improvements education and awareness of staff was seen as a key need alongside improved communication listening to LGBT+ community and taking their preferences into account. If everyone was treated with equal respect and understanding this would go some way to meeting the needs of the LGBT+ community.



## Recommendations

These recommendations focus on reducing negative experiences.

	<b>Recommendation</b>	<b>Recommended to</b>
1.	<p>Treat all those accessing services with equal respect to ensure services are more inclusive.</p> <p>Make simple changes such as asking people their preferred name, using this and keeping a record of it.</p>	<ul style="list-style-type: none"> <li>• All GPs practices in York;</li> <li>• York Teaching NHS Hospital Foundation Trust;</li> <li>• NHS Vale of York CCG (VoYCCG);</li> <li>• Tees Esk and Wear Valleys NHS Foundation Trust (TEWV);</li> <li>• City of York Council (CYC)</li> </ul>
2.	<p>Improve training to include more on LGBT+ issues and health care.</p>	<ul style="list-style-type: none"> <li>• All GPs practices in York</li> <li>• VoYCCG</li> <li>• TEWV</li> <li>• CYC</li> </ul>
3.	<p>Ensure complaints and concerns are dealt with in a sensitive and appropriate manner enabling the LGBT+ community to feel they will be supported when raising issues</p>	<ul style="list-style-type: none"> <li>• All GPs practices in York</li> <li>• VoYCCG</li> <li>• TEWV</li> <li>• CYC</li> </ul>
4.	<p>Improve signposting and access to specialist services, including sexual health, mental health, and gender identity services.</p>	<ul style="list-style-type: none"> <li>• All GPs practices in York</li> <li>• VoYCCG</li> <li>• TEWV</li> <li>• CYC</li> <li>• York Teaching NHS Hospital Foundation Trust</li> </ul>

## Appendices

### Appendix 1 –. Questionnaire

#### **Healthwatch York Lesbian Gay Bisexual Trans+ (LGBT+) Health and Wellbeing Survey for York 2018**

Healthwatch York's aim is to put you at the heart of health and social care services in our city. By getting feedback from as many people as possible we can see what is working well and what needs to be improved.

This survey provides an opportunity to gather both positive and negative stories to establish a picture of what people from the LGBT+ community experience in York.

All the feedback you give us will be included in our report on LGBT+ experiences of Health and Wellbeing services which will be published later this year.

Our survey is anonymous and we will not publish any information to identify you.

This survey closes on Monday 2 April 2018.

If you would like a copy of the survey in another format please contact us:

E mail: [Healthwatch@yorkcvs.org.uk](mailto:Healthwatch@yorkcvs.org.uk)

Phone: 01904 621133

1. Do you live in York or care for somebody who does?

- Yes                       No

*If No, please do not continue with this survey.*

2. Do you identify as being LGBT+?

- Yes                       No                       Unsure

If no or unsure, please explain your relationship to the LGBT+ community:

3. How do you identify?

*Please tick as many as you would like.*

- Gay/Homosexual male
- Lesbian/Gay/Homosexual female
- Bisexual
- Heterosexual/Straight
- Trans
- Gender non-binary
- Rather not say
- In some other way (please specify)

4. Are you a carer? (Do you provide unpaid care to a family member, friend, or neighbour?)

- Yes                       No                       Not sure

5. Do you have a mental health condition?

- Yes                       No                       Not sure

6. Do you describe yourself as a disabled person?

- Yes                       No                       Not sure

7. What is your ethnic group?

- Prefer not to say
- White - English / Welsh / Scottish / Northern Irish / British
- White - Irish
- White - Gypsy or Irish Traveller
- Any other White background
- Mixed - White and Black Caribbean
- Mixed - White and Black African
- Mixed - White and Asian
- Any other Mixed / multiple ethnic background
- Asian - Indian
- Asian - Pakistani
- Asian - Bangladeshi
- Asian - Chinese
- Any other Asian background
- Black - African
- Black - Caribbean

- Any other Black / African / Caribbean background
- Other – Arab

Any other ethnic group (please specify)

8. Have you ever felt reluctant to disclose your sexual orientation or gender identity when accessing health and/or social care services in York?

- Yes
- No
- Not sure

Comments:

9. Have you ever experienced barriers to accessing health and/or social care services as an LGBT+ person in York?

- Yes
- No
- Not sure

Comments:

10. Which health and/or social care services do you or have you accessed in York?

- GP (doctor)
- Hospital (emergency department, e.g. Accident + Emergency)

- Hospital (outpatient, e.g. visit to outpatient clinic such as podiatry, physiotherapy, dermatology etc.)
- Hospital (inpatient, e.g. admission onto a ward)
- Mental health services/support
- Dentist
- Opticians
- Pharmacies
- Health and/or social care services/support from the City of York Council
- Community transport (e.g. Dial & Ride/York Wheels)
- Carer and/or voluntary organisations
- Other (please specify)

11. Have you experienced negative attitudes related to your sexuality or gender identity when accessing or trying to access services in the last 12 months?

- Yes                       No                       Not sure

***If No, please go to question 14.***

12. Please select all the relevant services you have experienced negative attitudes related to your sexuality or gender identity from the list below. Please state whether you were trying to access this service or were accessing this service.

- GP (doctor)
- Hospital (emergency department, e.g. Accident + Emergency)
- Hospital (outpatient, e.g. visit to outpatient clinic such as podiatry, physiotherapy, dermatology etc.)

- Hospital (inpatient, e.g. admission onto a ward)
- Mental health services/support
- Dentist
- Opticians
- Pharmacies
- Health and/or social care services/support from the City of York Council
- Community transport (e.g. Dial & Ride/York Wheels)
- Carer and/or voluntary organisations
- Other (please specify)

13. Are there any specific experiences you would like to tell us about? Please include the service and what service you were trying to or already accessing when you experiences this.

14. If you felt that you had experienced negative attitudes in your health and/or social care relating to your sexuality or gender identity, would you know how report it?

- Yes                       No                       Not sure

Comments:

15. If you felt that you had experienced negative attitudes in your health and/or social care relating to your sexuality or gender identity, would you report it?

Yes

No

Not sure

Comments:

16. If you felt that you had experienced negative attitudes in your health and/or social care relating to your sexuality or gender identity would you feel you could talk to somebody about your experience?

Yes

No

Not sure

Comments:

17. If you made a complaint about experiencing negative attitudes in your health and/or social care relating to your sexuality or gender identity, would you feel confident that it would be taken seriously?

Yes

No

Not sure

Comments:



18. Are there any things a service provider does really well, that you think other service providers could learn from?

19. How do you think access to health and/or social care services for LGBT+ people in York could be improved? (Please give no more than 3 suggestions)

1.

2.

3.

### About you – Monitoring information

You do not need to answer any of the following questions, but it helps us if you do.

40. Please tell us the first half of your postcode:

41. Please tell us your age:  0-18  19-35  36-50

51-65  66-75  76+

42. How would you describe your gender?

43. How would you describe your ethnicity?

44. How would you describe your sexual orientation?

45. How would you describe your religious beliefs?

46. How did you hear about this survey?

47. Are you happy for us to use your comments anonymously within our report?

48. Would you like to be kept informed about Healthwatch York news and activities through our quarterly magazine? If yes, please leave your preferred contact details – either email or postal address:

Please return this survey to

Healthwatch York (Access to GP Services Survey)

Freepost RTEG-BLES-RRYJ

15 Priory Street

York

YO1 6ET

Thank you!

**Contact us:**

Post: Freepost RTEG-BLES-RRYJ  
Healthwatch York  
15 Priory Street  
York YO1 6ET

Phone: 01904 621133

Mobile: 07779 597361 – use this if you would like to leave us a text or voicemail message

E mail: [healthwatch@yorkcvs.org.uk](mailto:healthwatch@yorkcvs.org.uk)

Twitter: @healthwatchyork

Facebook: Like us on Facebook

Web: [www.healthwatchyork.co.uk](http://www.healthwatchyork.co.uk)

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**York CVS**

Healthwatch York is a project at York CVS. York CVS works with voluntary, community and social enterprise organisations in York. York CVS aims to help these groups do their best for their communities, and people who take part in their activities or use their services.

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**This report**

This report is available to download from the Healthwatch York website: [www.healthwatchyork.co.uk](http://www.healthwatchyork.co.uk)

Paper copies are available from the Healthwatch York office  
If you would like this report in any other format, please contact the Healthwatch York office