



BURY PRIDE SURVEY

Experiences of Bury LGBTQIA+ community
of accessing health and social care.

June 2022



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Introduction to Healthwatch Bury

This report has been produced by Healthwatch Bury. The Healthwatch network consists of 152 Healthwatch organisations across each of the local authority areas in England. It also has a national body called Healthwatch England based in London. We are all independent organisations who aim to help people get the best out of their local health and social care services, whether it's improving them today or helping to shape them for tomorrow.

Everything we say and do is informed by our connections to local people and our expertise is grounded in their experience. We are the only body looking solely at people's experience across all health and social care in Bury. As a statutory watchdog, our role is to ensure that local decision makers put the experiences of people at the heart of their care so that those who buy (commissioners) and provide our services (NHS Trusts, GPs, the voluntary sector and independent providers) can benefit from what Bury people tell us. Our reports on various elements of health and social care in Bury can be found on our website at the following link: healthwatchbury.co.uk or by contacting us directly using the details on the back cover.





Executive Summary

We attended the Bury Pride event on Saturday, 30th April with Healthwatch Bury information stall and encouraged visitors to complete the short HW100 survey. Of the many that we engaged with, 34 people completed the survey. This is a summary report to present the findings from the feedback we received.

Key findings

1. Although 40% of the respondents stated they had felt the health and social care professionals had been respectful and knowledgeable when they disclosed their sexual orientation or gender identity there is still a considerable percentage (around 13%) who felt they were not treated with respect.







2. Around 26% of participants selected feeling very confident in response to 'How confident are you that health and social care professionals in the future will treat you with respect because of your sexual orientation or gender identity?', meaning the remaining 74% selected answers which indicate that there is room for improvement regarding installing confidence in LGBTIQ+ individuals

3. 27% of the respondents stated that due to their previous experiences they are now likely to be less open or expect a negative experience when accessing health and social care services.





Our recommendations:

-  **Roll out the LGBTQIA+ awareness training for all health and care professionals across Bury**
-  **Support improved monitoring of sexual orientation and gender identity to enable better patient care.**
-  **Ensure LGBT people's needs are considered in health and social care regulation.**
-  **Improve local community support for LGBT people by continuing to support the existing groups and setting up peer support groups for different ages and interests.**

Background

Good quality medical care is the foundation of health and social care service. Treatment that is respectful and inclusive is a cornerstone of these services. LGBT people have the same health and social care needs as the rest of the population of England for the majority of the time: clinical and care expertise, a listening ear, understanding, and health and social care structures that enable them to lead healthy and cared-for lives. However, it is not always the case that LGBT people receive the same level of service as non-LGBT people. Research has shown that, although LGBT people are often less healthy than the wider population, they also tend to receive lower levels of care than non-LGBT people. Too often medical professionals focus on sexual health rather than broader health needs and differences when supporting LGBT people. ¹

We wanted to find out what LGBTQIA+ people's experiences have been across Bury and how people felt about the care they have received. Healthwatch Bury therefore conducted a short survey to find out whether people were treated with dignity and respect and felt confident to access the care they required.

¹ [LGBT Health and Social Care \(parliament.uk\)](https://www.parliament.uk)



Further context:

[NHS England » LGBT health](#)

[Government Equalities Office - GOV.UK \(www.gov.uk\)](#)

[LGBT Action Plan 2018: Improving the lives of Lesbian, Gay, Bisexual and Transgender people - GOV.UK \(www.gov.uk\)](#)

[LGBT Foundation - Home](#)

[NHS England » Sexual Orientation Monitoring Information Standard](#)

Methodology

We attended the Bury Pride event on Saturday, 30th April with Healthwatch Bury information stall and encouraged visitors to our stall to share their feedback anonymously.

We created a short 'Healthwatch 100' survey, which was designed to enable people to give answers quickly, with the opportunity to provide as much or as little detail as they wished. The survey was designed to enable those completing it to remain anonymous to encourage honesty in responses, with no fear of services being able to identify them.

Both paper and electronic copies were available, and our staff provided assistance where necessary.

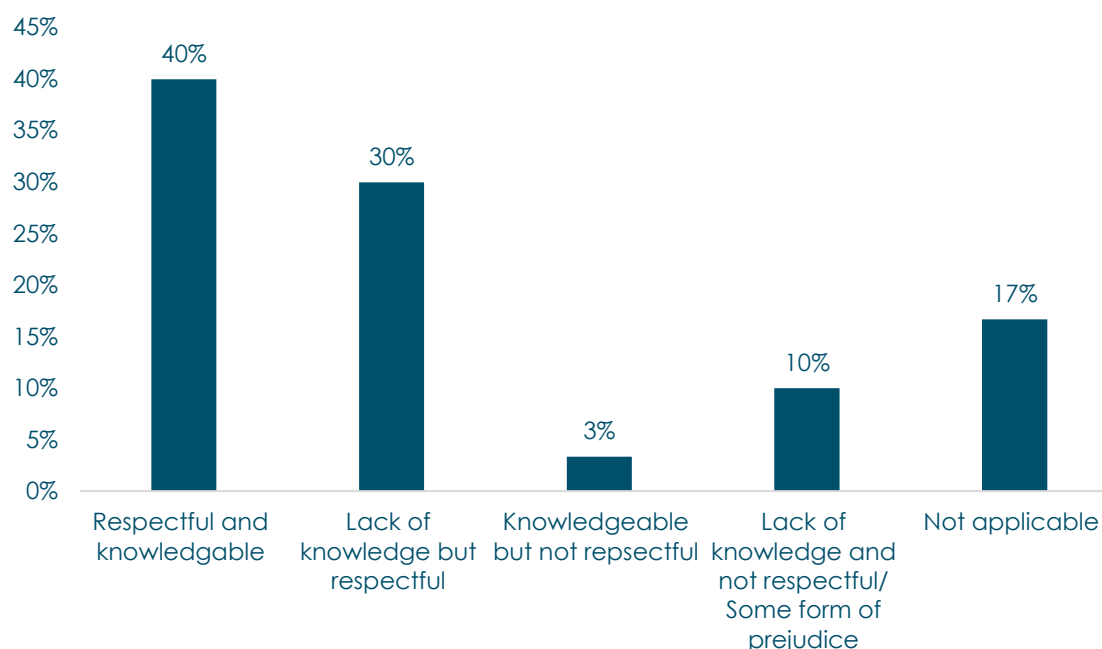
34 people completed the survey.





Findings

1. If you have disclosed your sexual orientation or gender identity to a health or social care professional in the past, what response have you had from them?



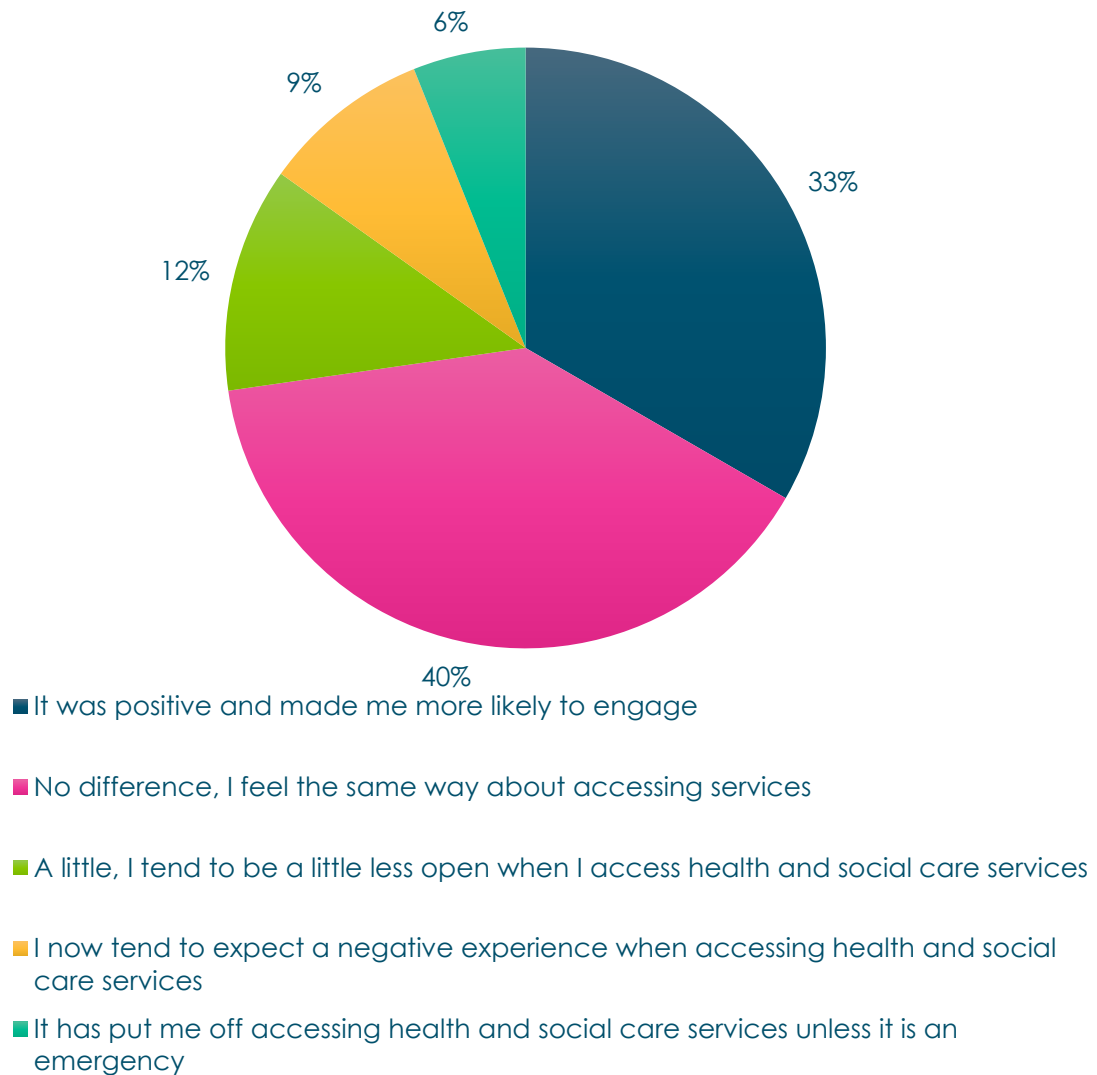
This data shows that 40% of participants noted a lack of knowledge in the health or social care professional(s) that they have spoken with. Regardless of whether these participants had been met with or without respect from health and social care professionals, the data shows that participants felt that there was a lack of knowledge and understanding around gender identities and sexual orientations within the health and social care services in their area.

Although a high percentage (around 70%) outline feeling respected by health and social care workers, there is still a considerable percentage (around 13%) who felt they were not treated with respect. This highlights that there is still a need for improvement regarding how health and social care professionals manage and treat LGBTIQ+ individuals.

Focusing on the positive comments made, many mentioned specific therapists they had seen and social prescribing services they had been referred to, and how these helped them in coming to terms with and managing issues they were facing in relation to the way their LGBTIQ+ identities had impacted their lives. These positive experiences are important to note and show that in some instances those within this community have been treated well and received access to treatment which has benefited them. However, one participant explained that they had received both 'positive and negative reactions', again highlighting the inconsistency in the care and treatment LGBTIQ+ individuals are receiving and highlighting the need for recognition and improvements.



2. What impact has that experience made on you accessing health and social care services in the future?

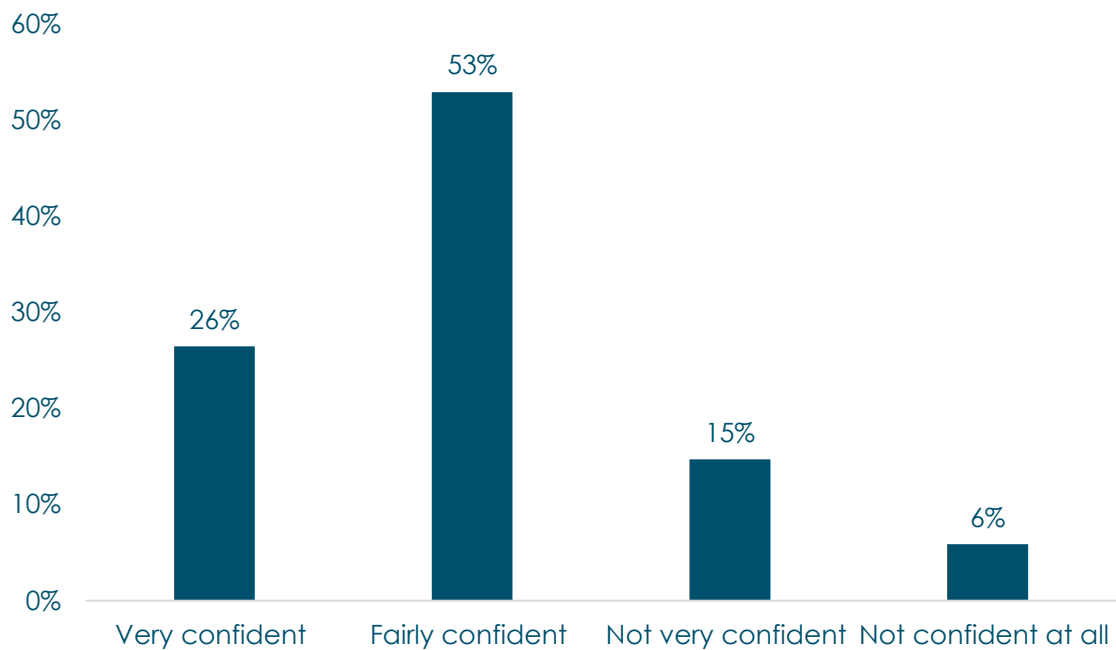


When you put together the last three responses of the graph above, they account for around 27% of participants responses. This again corroborates the above points regarding the need for recognition for the issues facing LGBTIQ+

individuals in accessing health and social care services and in implementing actions to help improve the treatment and care they receive.



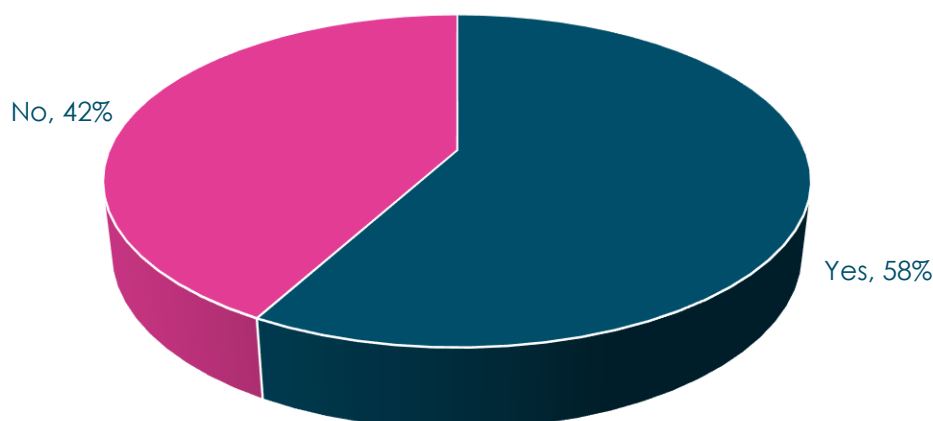
3. How confident are you that health and social care professionals in the future will treat you with respect because of your sexual orientation or gender identity?



Around 26% of participants selected feeling very confident in response to the above question, meaning the remaining 74% selected answers which indicate that there is room for improvement regarding installing confidence in LGBTIQ+ individuals that they will always be met in the appropriate way and with respect when accessing health and social care services in their area.



4. Is your gender different to the sex that was assigned to you at birth?



In the qualitative data participants mentioned the need for education and training for health and social care professionals so that they could deepen their knowledge and understanding around gender identities and different sexualities. This data indicates that a wide proportion of participants identify with a gender different to the sex they were assigned at birth therefore, experience of a more complex gender identity. This prevalence of more complex gender identities within the community outlines the increasing need for health and social care professionals to be educated and aware about the complexities of varying gender identities and sexualities, so that they can offer the best level of treatment and service to the patients that they serve.

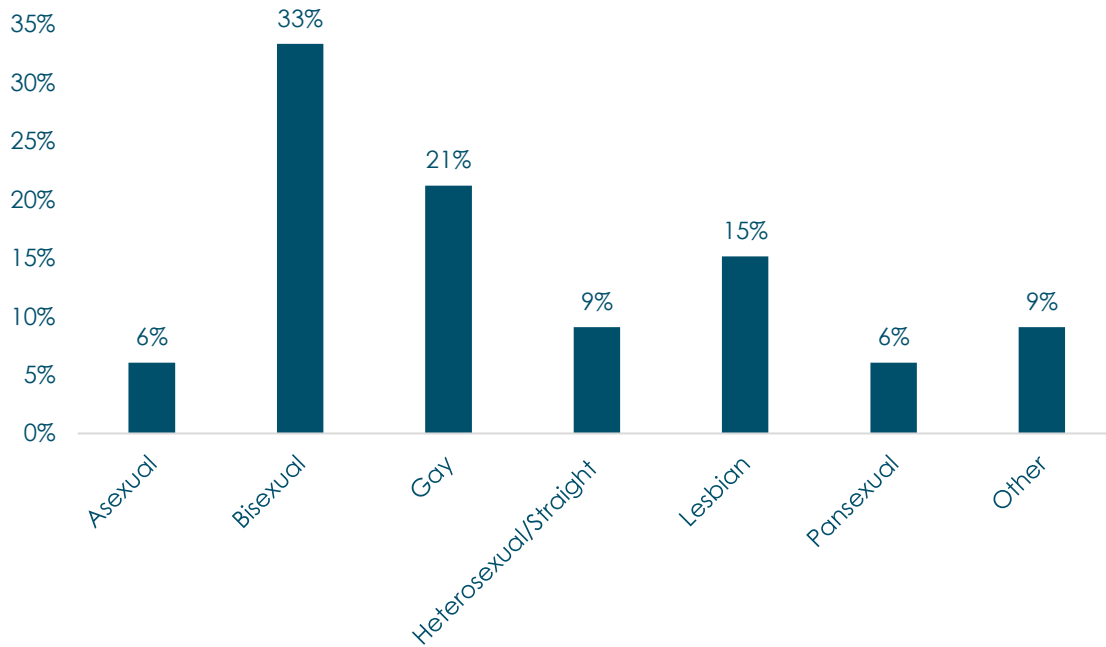
This theme of the need for more discussion and education around LGBTIQ+ identities was frequently mentioned in the qualitative data. Some participants also discussed the need for more education about LGBTIQ+ identities for the wider community to deepen their understanding and broaden the level of acceptance those within this community receive. One participant suggested to also have physical paper advertisements in health and social care services rather than just internet advertisements, so that those who do not use the internet can be informed of these identities.

There are many positive things to pull out from this data but there is also noticeable room for improvement in the health and social care services that LGBTIQ+ individuals receive. In relation to the qualitative data analysed, more education around different gender identities and sexual orientations for health and social care professionals and those within the wider community also receiving health and social care services, appears to be something that LGBTIQ+ individuals believe will help improve the level of care that they receive and ignite more acceptance and inclusivity for them within their local community.

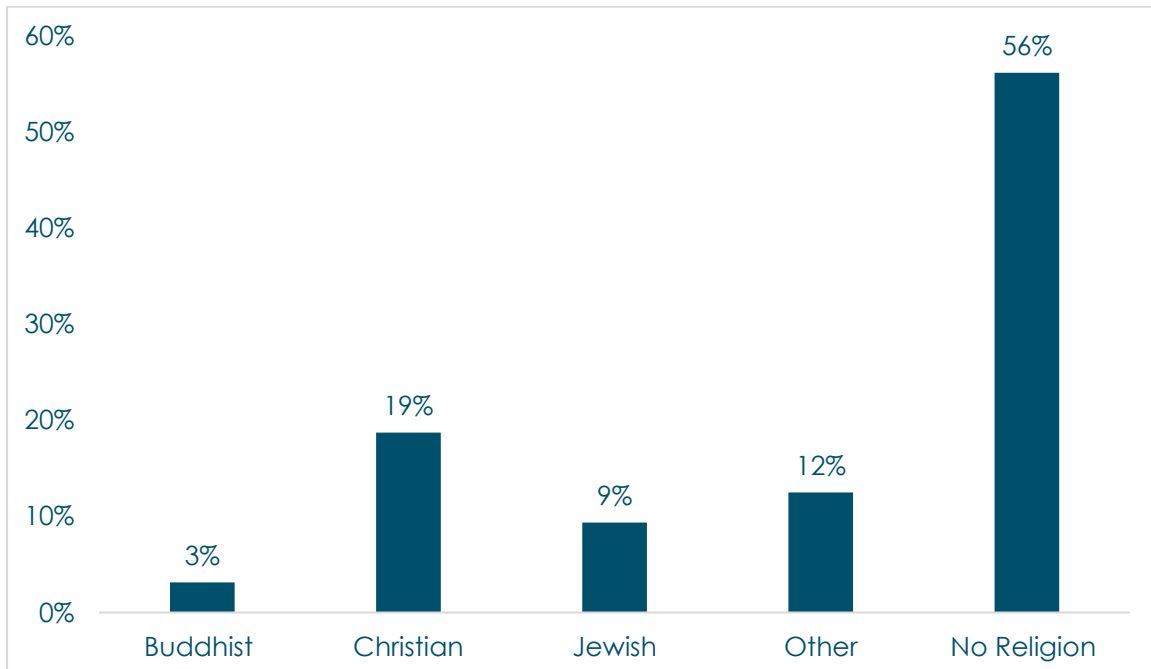


Demographics

Please tell us which sexual orientation you identify with?

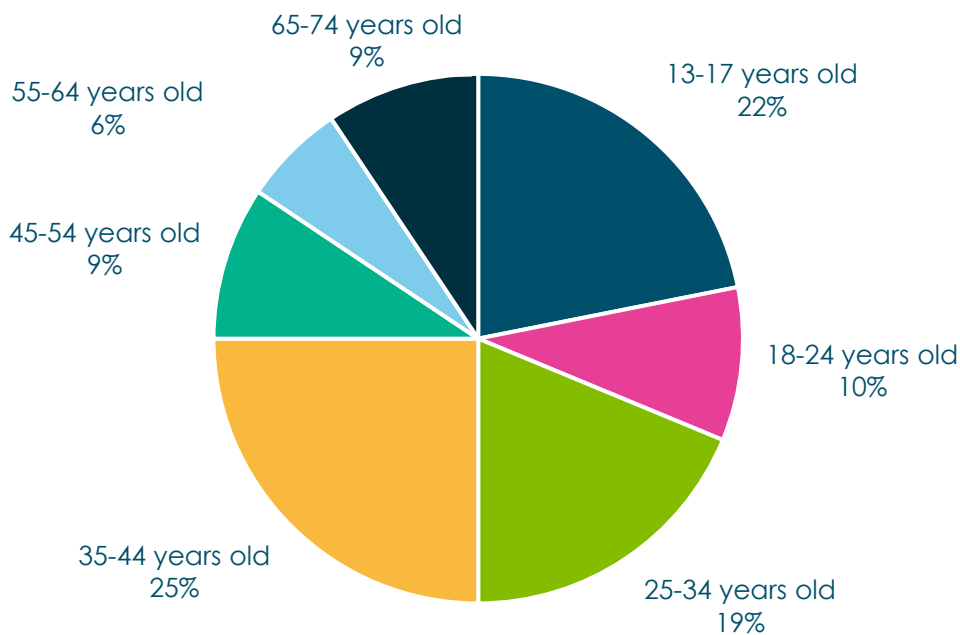


Please tell us about your religion or beliefs





Please tell us which age category you fall into:



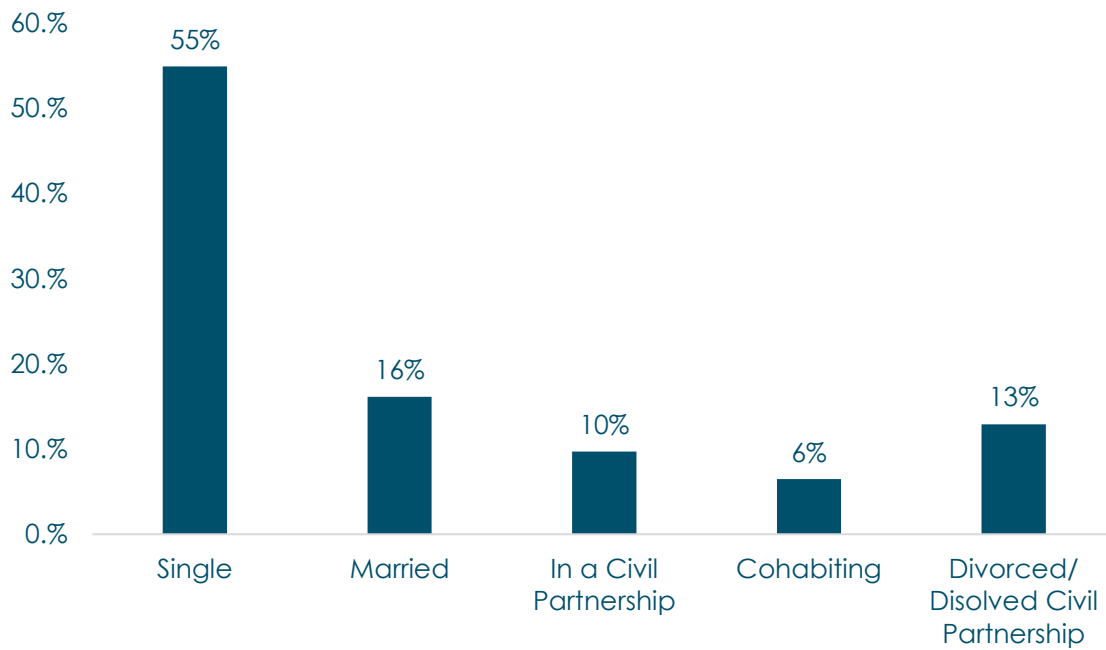
The sample of participants shows a good age range of participants allowing an insight into different generations views on how they feel their gender identity and/or sexual orientation may have impacted the delivery of health and social care services they have received.

Regarding ethnic background, the majority of the participants (81.12%) selected the option of White: British/English/Northern Irish/Scottish/Welsh. The remaining fell into four categories: White: Irish (9.36%), Gypsy, Roma or Traveller (3.12%), Mixed/Multiple ethnic groups: Asian and White (3.12%), and White any other White background (3.12%) respectively.

51.51% of the sample identified their gender as female, with a remaining 30.3% identifying as male, 9.09% as non-binary and 9.09% under other.



Please tell us about your marital or civil partnership status?



6% of participants were either currently pregnant at the time of the survey or had been pregnant in the last year, the remaining 94% responded no to either.

5.88% of participants considered themselves to be a carer. 23.52% considered themselves to have a disability. 20.58% consider themselves to have a long-term condition.



Acknowledgements

Many thanks to Bury Pride organisers for arranging this event and bringing the community together.

Many thanks to our volunteer, Hannah Hulbert, for analysing the survey data and producing the findings for this report.

And most of all, we want to thank everyone that took the time to come and speak with us at the event, particularly those that shared their experiences with us.



Contact us

If you require this information in an alternative format,
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