



# LGBTQ+ Findings

April to November 2022



**healthwatch**  
Warwickshire

# Collecting evidence

## Why, when and how?

Following a conversation with the Warwickshire Pride Founder, we began researching whether LGBTQ+ people in Warwickshire struggled with access to healthcare services.

- Warwickshire Pride online feedback event, April 2022.

Three LGBTQ+ people living in Warwickshire spoke openly with us about their experiences with health care services.

- LGBTQ+ online and paper survey, July to November 2022.

Forty LGBTQ+ people in Warwickshire shared their views with us through our survey.

- Engagement and Outreach Officers in the local community, September to November 2022.

Our staff asked members of the public about their experiences.



## What people told us at the Warwickshire Pride online feedback event:

...I didn't realise I could go to **ANY** GP.

...I don't bother accessing health care. They just want to keep you alive; they don't seem interested in life affirming quality-of-life help.

...Tried to get myself a non-binary/trans gender clinical referral before 2020. Really struggled to get access during the pandemic. Felt I had to keep going to get myself a referral. Felt I had to lie to fit in to what was expected. GP said either long waits or go private. GP did seem concerned for me.

...My GP feels safe but hamstrung by the system. I was the first trans person at my GP.

... GPs were trying but when I changed my name, they made a slight error, they used my dead name. It was quickly sorted out.





## What people told us at the Warwickshire Pride online feedback event:

...There is some progress, my name change was sent off to NHS data hub. When I had an injury out of area (London A&E), healthcare professionals used legal name, friends using chosen name. Staff didn't take the hint.

...I didn't mention sexuality or gender to my counsellor as I was concerned, they may not know enough, and this may have a negative impact on me. I feel counsellors don't get enough training to be of real support.

...Real problems with cervical screening, there should be more info about what will happen, what can be asked and what can be changed to make the experience less traumatising for ACE (asexual) people or trans men.





# Warwickshire Pride August 2022

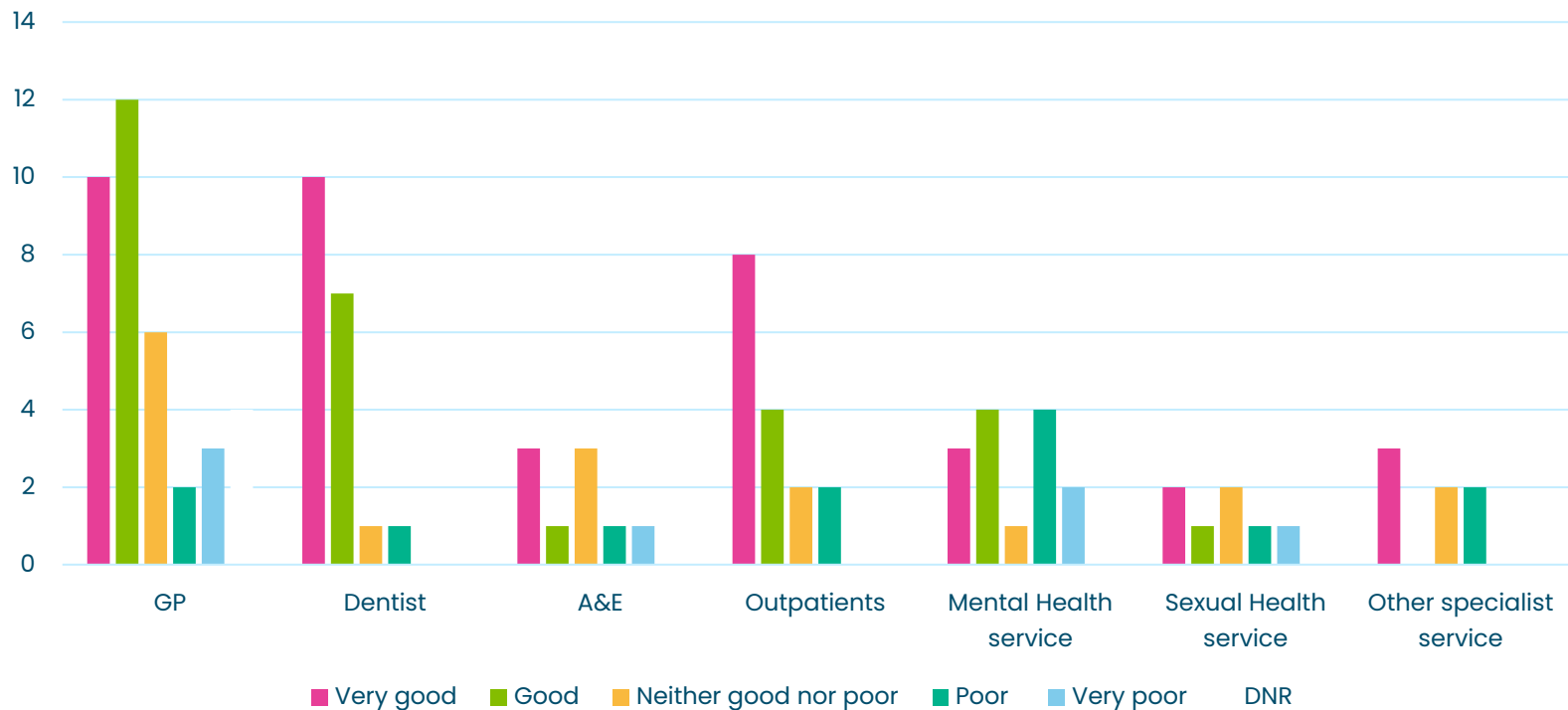
HWW Chief Executive, Chris Bain, with EQUIP colleagues.



# What did people tell us?

July to November 2022

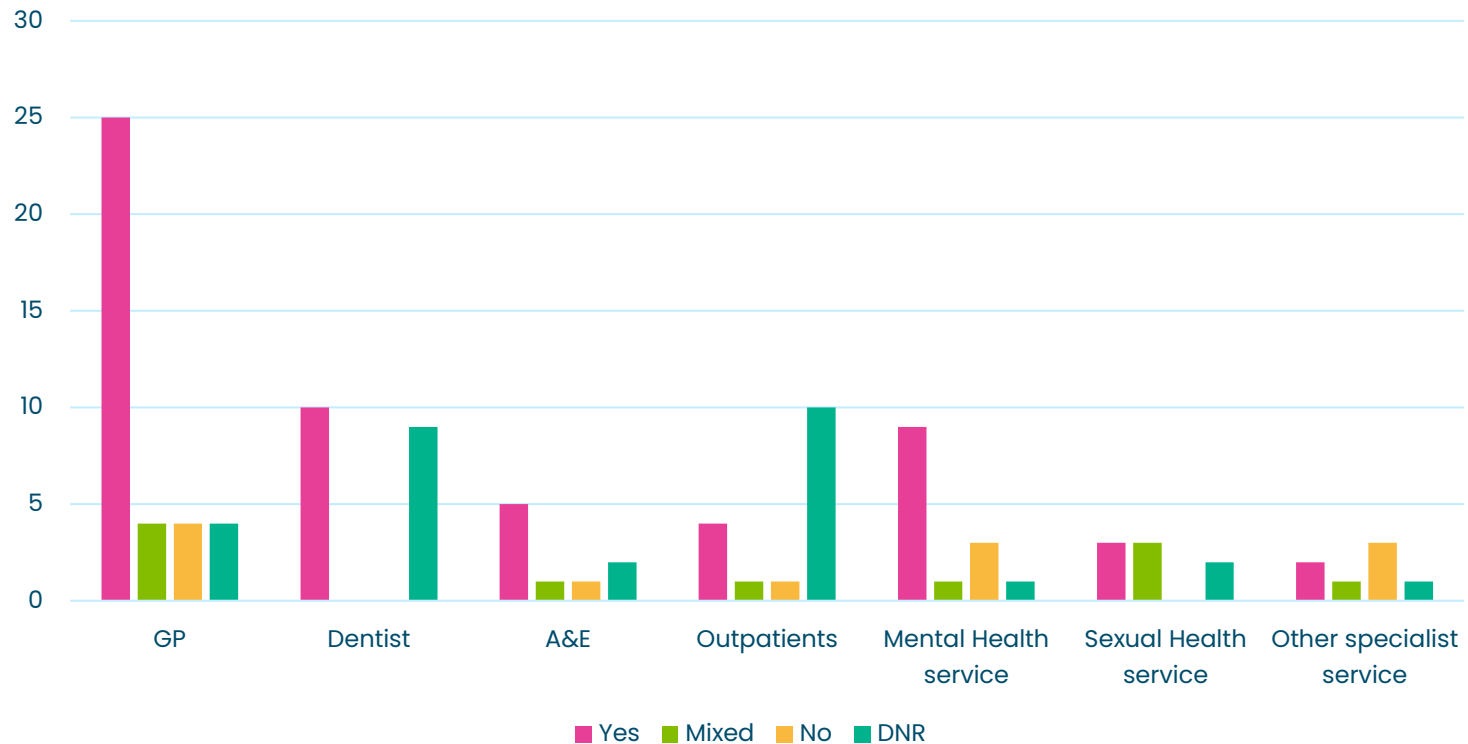
Ratings of services



# What did people tell us?

July to November 2022

## Treated with dignity and respect?



# What did people tell us?

July to November 2022

What could have been better?

Most common responses talked about empathy (5) and delays to treatment (4).

Barriers? Why haven't you used services?

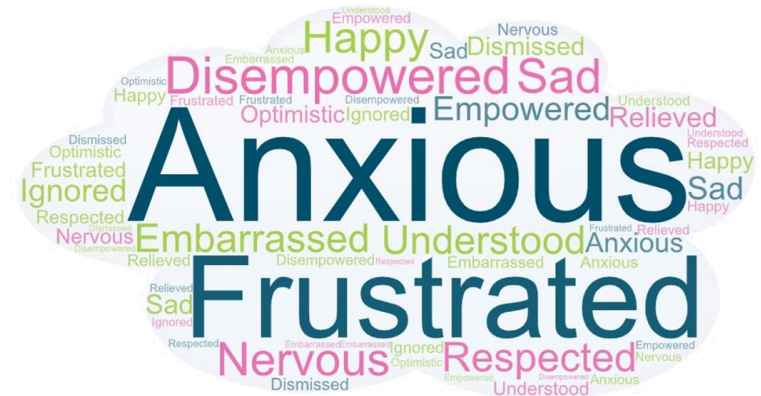
Most common responses said there had been no need (6) or mentioned delays to treatment (5).

Gaps in services?

Most common responses mentioned Access to the Monkey Pox vaccine (3) or access to GP appointments (3).

How do interactions with services make you feel?

Word cloud shows words chosen in proportion





# What did people tell us?

July to November 2022

Examples of when things have **not** gone well?

Most common responses mentioned delays to treatment (7) or lack of medical knowledge from healthcare staff (5).

Examples of when things **have** gone well?

Most common responses mentioned feeling listened to (4) or their sexuality not being an issue (3).

Anything else you would like to tell us?

Most common responses mentioned the need for staff to be trained to work well with LGBTQ+ people (3). Other people told us about their concerns about no single sex provision for lesbians (2), and improvements they think are needed (2).




## What people told our Engagement & Outreach Team:

...a young person visited their GP and when faced with the touch screen check-in process had been distressed by the question asking, whether 'male or female' and had left the surgery unable to go ahead with the appointment.

...an older transgender person shared their experience of supporting others who wished to transition over the years. Said they were currently supporting two younger people who wanted to de-transition but that GPs didn't want anything to do with them.

...a parent told us her child was misgendered during their Covid vaccination which made it an extremely anxiety provoking time for them. Rather than taking the time to read the information which had the preferred pro-nouns the nurse then spoke to the young person as if English was a second language speaking loudly and slowly, an uncomfortable experience.



# What have we done with this information?

We raised issues around cervical screening, from our Warwickshire Pride online feedback event, at the Health Inequalities Screening Group. (May 2022)

As a result, the information that is available on cervical screening for people who are asexual or from the wider LGBTQ+ community will be added to the CCG/ICB newsletter. Materials available at Jo's Trust will also be reviewed. Our help was sought in engaging people around screening in Warwickshire.

We heard from 40 people, in Warwickshire, who identify as LGBTQ+.

We are aware that this is a proportionally low number and that some people are cautious of sharing their experiences ...

“...three young people were asked to complete the HWW LGBTQ+ survey but did not want to fill it in for fear of being identified through some of the answers as they were not yet 'out'. These young people were afraid that anything they put in the questionnaire might have repercussions for them when they tried to access healthcare in the future.” (Feedback from HWW E&O Officer)



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# For more information

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