



LGBTQIA+ Inclusion, Education and Awareness in Primary Care

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1. Project Brief & Rationale

In 2020 the LGBT Foundation charity published “Hidden Figures”¹, a publicly available document that presents their “assessment of the health inequalities faced by LGBT communities”. This document includes statistics from data collected by Stonewall and The National LGBT Survey in 2018² and The 2017 LGBT Foundation Primary Care Survey³.

These surveys substantiate that LGBTQIA+ patients are at higher risk of health inequalities and disproportionately face barriers when attempting to access healthcare and mental health services.

As a result, the Living Well Partnership has listed inclusivity, awareness, and education of LGBTQIA+ healthcare issues high on our priority agenda for members of staff. As a learning organisation based in an area of high health inequality, we aim to address the needs of our LGBTQIA+ patients by increasing awareness, visibility, and support in efforts to establish trust, discretion, and confidence in all the services we provide within primary care.

Strengthening inclusivity and support internally for members of staff that belong to minority groups will enable us to deliver improved quality of care that makes no assumptions based on stereotypes, asks sensitive questions, and encourages enrichment and shared growth within our local communities.

2. Project Deliverables & Milestones

a. Anticipated Deliverables

At the beginning of the project our aims were to enhance care for LGBTQIA+ patients through the following actions:

- Conduct focus groups with LGBTQIA+ staff and allies to identify improvements.
- Engage patient advocates in further feedback, planning and implementation.
- Provide training for wider primary care on the importance of coding.
- Implement mandatory education and awareness training for all staff at point of induction.
- Deliver above training for existing staff via “Thrive@LWP” program of education activity and TARGET training days historically established.
- Improve promotion of advocacy through waiting room posters and community engagement.

b. Prospective Milestones

To achieve these deliverables, the prospective milestones were as follows:

- Complete an audit of hormone prescribing for transgender patients and review prescribing policy structured by PDSA⁴ practices.

¹ [Hidden Figures: LGBT Health Inequalities in the UK - LGBT Foundation](#)

² [National LGBT survey: research report \(publishing.service.gov.uk\)](#)

³ [LGBT202016-1720Care20Report.pdf](#)

⁴ [RCGP Quick guide: Plan-Do-Study-Act \(PDSA\) approach - GM PCB](#)



- Establish ongoing staff and patient focus groups to identify improvements of provision of care to LGBTQIA+ patients.
- Agree a plan of implementation for identified improvements.
- Achieve national accreditation with Stonewall's Diversity Champions ⁵ and The LGBT Foundation's Pride in Practice ⁶ training programs.
- Include new inclusive practices and education materials in staff induction packages and implement new or updated standard protocols for administrative and clinical staff.

c. Methods and Implementation

In May the LGBTQIA+ Staff Focus Group at Living Well held its inaugural meeting. The agenda covered the project's goals, a review of LGBTQIA+ care provision and action items. The Staff Focus Group have convened monthly since this initial meeting. This focus group consists of representatives of both the LGBTQIA+ community and allies in a variety of teams including the Managing and GP Partners, Care Coordination, Front Desk, Performance, Records and Medication Teams.

From these meetings, the project identified the following actionable items integral to achieving the anticipated deliverables:

- Up to date and clear internal guidance on the administration of records for Transgender patients including changes of name and gender.
- Fit for purpose protocol to address ongoing hormone prescribing queries from Transgender and GNC (Gender Non-Conforming) patients.
- Up to date language for use in partnership-to-patient communication such as screening reminder texts.
- Additions to registration documentation that allows patients to disclose LGBTQIA+ status considerately, confidentially, and consensually.
- Thorough and informed awareness training for patient facing roles both clinical and non-clinical to improve confidence in providing care to LGBTQIA+ patients.
- Increased visibility of allyship for both staff and patients including lanyards and badges as well as posters and literature displays in waiting rooms at partnership surgeries.

Proactive outreach to establish rapport with organisations supporting the local and national LGBTQIA+ community (including Stonewall, The LGBT Foundation, [Beyond Reflections](#) ⁷ and [Gendered Intelligence](#) ⁸).

⁵ [Diversity Champions Programme | Stonewall](#)

⁶ [Pride in Practice - LGBT Foundation](#)

⁷ [Beyond Reflections](#)

⁸ [Gendered Intelligence](#)



d. Breakdown of Funding

Cost Tracking Summary

2024-25

Total Expenditure	£2,234.61
Max Budget	£5,000.00
Balance	£2,765.39

Cost Category	Amount
Project Team Time	£2,195.61
Education	£39.00

It's important to note that we are still actively undertaking activities associated with this project and therefore further Project Team Time will be taking place monthly to support the development and implementation of these initiatives.

3. Outcomes and Impact of Project

a. Intended Impact

Education and awareness are essential for patients to receive efficient personalised care, delivered by staff and healthcare professionals that are well informed and empathic.

This project hopes to reinforce advocacy to emphasize joint shared decision making between patients and healthcare professionals, enhance audit trails with improved coding practices and evolve safe spaces for patients to access support with the understanding that this may not always be within consultation.

b. Project Outcomes

As of September 2024 the outcomes of the project have primarily been seen in the updating or reformation of processes, research into methods and facilitation of training, and establishing communication both internally and in the community to encourage honest and respectful discussions regarding Living Well's provision of care for LGBTQIA+ patients.

To address the need for clear and up to date internal guidance on administrative processes including record changes, hormone prescribing queries and use of language in patient communication, Dr Alex Freeman has been working with the Care Coordination and Performance teams to update the existing Gender Dysphoria Policy. This is due to be finalised and implemented before the end of the year.

Proactive outreach to establish rapport with local LGBTQIA+ organisations is ongoing with the consideration of accessing training programs and guidance for advocacy offered by these services. Benefits of accessing these training programs would include assurance that any organizational training and education is extensive, professional, and informed by experienced facilitators.



The Care Coordination team have researched and priced the acquisition of new lanyards and badges for all members of staff featuring the progress pride flag, as well as discussing the design, printing, and display of posters to promote advocacy for the LGBTIQIA+ community within healthcare setting. In addition, the collation of relevant and reputable links to services and information for a range of LGBTIQIA+ topics is in process with a view to host a master-list of resources accessible via a QR code on posters to be displayed in surgery waiting rooms.

4. Next Steps

Living Well plans to incorporate new programs of education and awareness into all future staff inductions and continue following the PDSA framework for reviewing prescribing practices and policy, with a view to enhance continuity of learning to better support our patients.