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Meeting	Trust Board
Paper Title	Patient and Staff Story – NHS Rainbow Badge Initiative
Date of meeting	28 th November 2019
Date paper was written	19 th November 2019
Responsible Director	Barbara Beal: Interim Director of Nursing, Midwifery and Quality Rhia Boyode: Interim Workforce Director
Author	Mary Beales: Head of Education Ruth Smith: Lead for Patient Experience
Executive Summary	
<p>To deliver patient services to the standard to which we aspire, as well as becoming a credible Employer of Choice, we must ensure that our organisation is welcoming and supportive of people of all protected characteristics.</p> <p>Under the Equality Act 2010 healthcare services have a legal duty to treat LGBT+ people fairly and without discrimination. Research shows that fear of discrimination, both experienced and anticipated, can deter LGBT+ people from accessing healthcare.</p> <p>In response to staff and patient feedback, the NHS Rainbow Badge Scheme was introduced to increase awareness and to demonstrate the active cultural development of SaTH as a place that offers open, non-judgemental and inclusive care for all who identify as LGBT+.</p> <p>Since the Trust launch of the NHS Rainbow Badge initiative on the 30th October 2019, 514 members of staff have applied to wear the rainbow badge and have pledged to support inclusivity and can be approached with concerns or for support.</p> <p>This story is presented as a short film and has been captured through a range of Trust staff sharing why they applied to be champions and why wearing an NHS Rainbow Badge is important to them.</p> <p>It is important to recognise that implementing the NHS Rainbow Badge initiative is not about the badge in itself, but is about recognising and addressing the very real challenges that people face. It's about the Trust supporting a long-term cultural change with measurable improvements in our performance and service to our communities.</p>	
Previously considered by	The NHS Rainbow Badge initiative was previously considered and approved by the Equality, Diversity and Inclusivity Sub-Committee (26 th July 2019) and reported to the Workforce Committee.

The Board is asked to:			
<input checked="" type="checkbox"/> Approve	<input type="checkbox"/> Receive	<input type="checkbox"/> Note	<input type="checkbox"/> Take Assurance
To formally receive and discuss a report and approve its recommendations or a particular course of action	To discuss, in depth, noting the implications for the Board or Trust without formally approving it	For the intelligence of the Board without in-depth discussion required	To assure the Board that effective systems of control are in place

Link to CQC domain:

Safe

Effective

Caring

Responsive

Well-led

Link to strategic objective(s)

Select the strategic objective which this paper supports

- PATIENT AND FAMILY Listening to and working with our patients and families to improve healthcare
- SAFEST AND kindest Our patients and staff will tell us they feel safe and received kind care
- HEALTHIEST HALF MILLION Working with our partners to promote 'Healthy Choices' for all our communities
- LEADERSHIP Innovative and Inspiration Leadership to deliver our ambitions
- OUR PEOPLE Creating a great place to work

Link to Board Assurance Framework risk(s)

(RR 423) If we do not get good levels of staff engagement to get a culture of continuous improvement then staff morale & patient outcomes may not improve

Equality Impact Assessment

- Stage 1 only (no negative impact identified)
- Stage 2 recommended (negative impact identified and equality impact assessment attached for Board approval)

Freedom of Information Act (2000) status

- This document is for full publication
- This document includes FOIA exempt information
- This whole document is exempt under the FOIA

Financial assessment

The direct cost of the Rainbow Scheme is limited to the badge purchase as the scheme materials are shared freely by the Evelina Hospital NHS Trust. Badges are being purchased jointly by the Workforce and Corporate Nursing Directorates.

A business case will be developed in 2020 by the new Equality and Diversity Lead for the Trust to:

- Provide support in delivering LGBT+ workshops for NHS Rainbow Badge champions
- Invest into an LGBT+ accreditation programme to support long term cultural change, higher performance levels, empower patients and staff to be themselves and be a champion within the local community and health economy.

Main Paper

Situation

To deliver patient services to the standard to which we aspire, meet our legal obligations and become credible Employer of Choice, we must ensure that our organisation is welcoming and supportive of people of all protected characteristics. In particular, we have a responsibility to address the disadvantage that many people report in our patient and staff surveys.

Background

LGBT+ represents lesbian, gay, bisexual and transgender with the + representing inclusivity of all identities regardless of how a person defines themselves.

In the 2018 national NHS Staff Survey, 3.5% of staff within SaTH reported experiencing discrimination due to their sexual orientation. This is above the 3.1% national average and a 1.5% increase on the preceding year. This is a strong indication that some members of staff do not feel accepted in the workplace.

Discrimination, both experienced and anticipated, can deter LGBT+ people from accessing healthcare when they need to. National research commissioned by the LGBT+ charity Stonewall reported in 2018 that:

- 14% of LGBT people report they have avoided healthcare treatment for fear of discrimination because they are LGBT
- 19% of LGBT people don't openly identify as such when seeking general medical care. This increases to 40% of bi-sexual men and 29% of bi-sexual women
- 10% of LGBT people have been outed without their consent by healthcare staff in front of other staff or patients
- 23% of LGBT people have witnessed negative comments being made about LGBT+ people by healthcare staff
- 13% of LGBT people have experienced some kind of unequal treatment from healthcare staff because they are LGBT. This increases to 19% for black, Asian and minority ethnic LGBT people and 32% for trans people

Under the Equality Act 2010 healthcare services have a legal duty to treat LGBT+ people fairly and without discrimination. However, this research shows that LGBT+ people continue to face inequalities and barriers in accessing healthcare and services. This is validated by a number of complaints brought to the Trust's attention.

Assessment

The NHS rainbow badges have been introduced within the Trust to increase awareness and help to improve the experience of healthcare for LGBT+ people, supporting both their physical and mental health.

Experience of other NHS Trusts suggests that simple visible symbols - such as these Rainbow Badges - can make a big difference for those unsure of both themselves and of the

reception they will receive if they disclose their sexuality and/or gender identity.

Take-Up

Since the Trust launch of the NHS Rainbow Badge initiative on the 30th October 2019, 514 members of staff have applied to wear the rainbow badge, have pledged to support inclusivity and can be approached with concerns or for support.

Actions Already Taken

Actions which have been taken following introduction of the NHS Rainbow Badges:

- Development of an intranet page to support and signpost staff
- Development of a webpage to support and signpost patients, carers, volunteers and staff to local and national support networks
- Raising awareness of LGBT+ barriers
- Development of contacts with local LGBT+ groups
- Advertisement for public members to join an Equality, Diversity and Inclusivity Group
- Advertisement for a Trust Equality, Diversity and Inclusion Lead

Next Steps

- Measure progress on LGBT+ inclusion, raise the Trust profile and improve standing in becoming an LGBT+ employer of choice.
- Identify measurable KPIs including Staff Survey, Patient Survey, Complaints and Compliments, Staff and Patient engagement etc.
- Further increase staff awareness particularly around use of language and the legal offence of disclosing a person's trans status without their explicit consent
- Develop an agreed approach and supporting materials and training for all staff for asking patients and service users about gender and sexual orientation.
- Increase awareness of LGBT+ barriers and that these are recognised and addressed in Trust policies, guidelines and patient information
- Support initiatives such as the establishment of an LGBT+ staff network
- Ensure that Trust imagery, materials and information is inclusive and includes LGBT+ representation
- Support an LGBT+ champion on the Equality, Diversity & Inclusivity Group
- Increase sexual orientation and gender identity monitoring when assessing Trust services
- Introduce communication which displays the Trusts commitment to a zero-tolerance approach to homophobic, biphobic and transphobic discrimination towards patients, their carers, volunteers and staff.
- Work with members of the LGBT+ community to support improvements and the development of services to improve accessibility
- Review the options for joining an LGBT+ accreditation programme to work with an independent organisation to develop and improve LGBT+ inclusive services and become diversity champions

Recommendation

The Board is asked to RECEIVE this patient and staff story, NOTE the work being undertaken and APPROVE the continued actions and drive to provide our workforce with the skills they need to deliver real cultural change in this area.