

Health and Wellbeing Board

17 October 2018

Report of the Health and Wellbeing Board Healthwatch York Representative and York LGBT Forum

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

Summary

1. This report asks Health and Wellbeing Board (HWBB) members to receive a new report from Healthwatch York about LGBT+ experiences of health and social care services attached at **Annex A** to this report.
2. Health and Wellbeing Board members are asked to respond to the recommendations within the report.

Background

3. Healthwatch York produces several reports a year arising from work undertaken as part of their annual work programme. These reports are presented to the Health and Wellbeing Board for consideration.
4. York LGBT Forum contacted Healthwatch York to help them do some work to find out the experiences LGBT+ have of health and social care in York, as there is little local research on LGBT+ experiences of these services in York. Conducting a survey allowed Healthwatch York and York LGBT Forum to understand what LGBT+ people were experiencing, and provided an opportunity for an underrepresented community to be heard.

Main/Key Issues to be Considered

5. There are a number of recommendations arising from the report and these are set out in the table below:

	Recommendation	Recommended to
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"> • All GPs practices in York; • York Teaching NHS Hospital Foundation Trust; • NHS Vale of York CCG (VoYCCG); • Tees Esk and Wear Valleys NHS Foundation Trust (TEWV); • City of York Council (CYC)
2.	<p>Improve training to include more on LGBT+ issues and health care.</p>	<ul style="list-style-type: none"> • All GPs practices in York • VoYCCG • TEWV • CYC
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"> • All GPs practices in York • VoYCCG • TEWV • CYC
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"> • All GPs practices in York • VoYCCG • TEWV • CYC • York Teaching NHS Hospital Foundation Trust

Consultation

6. There has been no consultation needed to produce this accompanying report for the Board. Healthwatch York consults extensively to produce their reports.

Options

7. This report is for information only and as such there are no specific options for members of the Board to consider. However, those Health and Wellbeing Board organisations with recommendations against their organisation's name are asked to formally respond to Healthwatch York.

Analysis

8. Analysis of responses and comments received are set out in Annex A.

Strategic/Operational Plans

9. The work from Healthwatch contributes towards a number of the themes, priorities and actions contained within the Joint Health and Wellbeing Strategy 2017-2022.

Implications

10. There are no implications associated with the recommendations set out within this report. However there may be implications for partners in relation to the recommendations within the Healthwatch York report.

Risk Management

11. There are no known risks associated with the recommendations in this report.

Recommendations

12. Health and Wellbeing Board members are asked to:
 - Consider the report and recommendations within their own organisations
 - Respond to Healthwatch York within 20 working days from the date of the board meeting, acknowledging the receipt of the report, and detailing any actions they intend to take
 - Refer the report to the Joint Commissioning Group for consideration of any implications for joint commissioning.

Reason: To keep members of the Board up to date regarding the work of Healthwatch York.

Contact Details

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**Report
Approved**

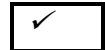


Date 05.10.2018

Specialist Implications Officer(s) None

Wards Affected:

All



For further information please contact the author of the report

Background Papers:

None

Annexes

Annex A – Healthwatch York Report: Lesbian, Gay, Bisexual and Trans+ (LGBT+) experiences of Health and Social Care services in York

Glossary

VoYCCG – Vale of York Clinical Commissioning Group
TEWV – Tees, Esk and Wear Valleys NHS Foundation Trust
CYC – City of York Council