



PRIDE IN PRACTICE

Excellence in lesbian, gay, bisexual and trans healthcare



LGBT
foundation

Executive Summary

Pride in Practice is a quality assurance and social prescribing programme for primary care services and lesbian, gay, bisexual and trans (LGBT) communities. It develops and strengthens relationships between clinicians and patients and enables primary care services to link with community assets and utilise strength based approaches to community healthcare delivery.



Since 2016 Pride in Practice has supported **264 primary care services** to be able to meet the needs of LGBT people in Greater Manchester as part of GM Health and Social Care Partnership's commitment to meeting the needs of GM's diverse communities of identity.

Over

1,500,000

patients across GM are registered at Pride in Practice registered GP practices.

Since 2016 Pride in Practice has trained

3,071 health professionals.



100%

of participating health professionals can evidence changes made within their practice to better support the needs of LGBT people

98.6%

report feeling more informed



97.5%

report feeling more confident when working with LGBT communities.

87%

of services we've worked with have implemented sexual orientation monitoring and 60% have implemented trans status monitoring.



Contents

Executive Summary	Page 2
Foreword	Page 4
Pride in Practice Programme Board	Page 5
History	Page 6
Our Impact	Page 7
The Last Two Years	Page 8
Systems Change	Page 10
Next Year	Page 11
Pride in Our Future	Page 10
Appendix – Our Impact: Quotes and Feedback	Page 12

Foreword

Jon Rouse, Chief Officer
Greater Manchester Health and Social Care Partnership

Since taking charge of our health and social care system, Greater Manchester Health and Social Care Partnership has been working together with community and voluntary sector organisations to improve the health and wellbeing of the 2.8 million people in Greater Manchester, including its estimated 215,000 lesbian, gay, bisexual and trans (LGBT) residents.



Primary care is a core component of an integrated, community based care system, with 90% of patient contact taking place in primary care. This makes it crucial that these services get it right for Greater Manchester's diverse communities of identity, which is why we worked with LGBT Foundation to take Pride in Practice, already a successful programme in general practice, and roll it out across all primary care services.

Focusing on the place and the people who live in it means collaborating, innovating, and using multidisciplinary approaches. The Greater Manchester approach to care puts partnership working at its heart, utilising the strengths and assets within our communities, and Greater Manchester's Pride in Practice programme is key in enabling joined up care across all primary care services for our LGBT communities.

Greater Manchester Health and Social Care Partnership is committed to improving the health and wellbeing of LGBT people, who face significant health inequities. The Pride in Practice Impact Report demonstrates that rethinking social prescribing for communities of identity is an effective approach to improving health outcomes for LGBT people, and that our successes are greater when we collaborate.

We recognise that strengthening relationships between services and LGBT communities means many more people must become part of the change. It calls for the full participation of the wider public sector and the third sector. It involves bringing people, communities and services together to achieve positive change by investing their knowledge, skills and lived experience into a better, more inclusive future.

I see this report as an important step in understanding how health and social care services can meet the health needs of communities of identity. I am proud that Greater Manchester is leading the way in delivering safe, effective and compassionate care to LGBT people and I hope that other regions will follow in our footsteps.

Pride in Practice Programme Board

Dr Jatinder Singh
GP, City Health Centre,
Manchester



“Pride in Practice has been a “tree of wisdom” for me, as a GP as well as for our practice staff to become fine-tuned into the healthcare needs of the LGBTQ population, the little things that really matter in everyday contact with LGBTQ patients and make them feel more comfortable accessing healthcare and using our services.

It has been a great educational resource to learn about the common barriers faced by LGBTQ patients in accessing healthcare services in Primary Care and for us as a team to work really hard to bring down those barriers.

I personally feel it’s an excellent point of contact for healthcare professionals to deliver better healthcare as well as for our LGBTQ patients to get support they need to live a healthier life.

I sincerely hope this tree of wisdom grows stronger by creating a strong root network of Primary Care Practices that are comfortable in meeting the healthcare needs of LGBTQ population.”

Nigel Burgess
Lead Optometrist
for LGBT, Optometry
Advisory Group



“It has demonstrated to me how well primary care can work together and with other organisations such as LGBT Foundation to improve health care for the local population and work to remove inequalities in access.”

Rikki Smeeton
Commissioned
Services Lead,
Greater Manchester
Pharmaceutical
Committee



“I’d like to say that before I joined Pride in Practice I hadn’t fully understood the extra support needed relating to LGBT healthcare needs – for both service users and primary care service providers. Being a member of the LGBT community myself and someone who actively works across both primary and secondary care, I think that speaks volumes in demonstrating just how important programmes like Pride in Practice are for the people in our communities and for the healthcare professionals that serve them. Working with colleagues at Pride in Practice has opened my eyes in many ways. We have a responsibility to shape and develop wider service offers to cater for the needs of LGBT communities and also give the healthcare professionals who deal with them the tools and the confidence to deliver those services to the highest standard, with the best possible patient outcomes. I can honestly say that Pride In Practice something I can say ‘I’M PROUD’ to be a part of.”

Lindsey Bowes
Senior Primary Care
Manager (Dental),
Greater Manchester
Health and Social Care
Partnership



“It’s completely changed the way I think about commissioning.”

History

2011

Pride in Practice began as a pilot programme to put LGB awareness posters in GP surgeries in Manchester, responding to LGB communities saying that increasing visibility would help them feel more able to access general practice.

2012

The programme was developed into a toolkit for reducing barriers to accessing primary care for LGB people across the North West of England. LGB posters and resources were distributed to 76 GP surgeries across GM and 130 in the North West to increase access for LGB people. Two GP practices took part in a pilot of the Pride in Practice chartermark which was aligned with the NHS North West Equality Performance Improvement Toolkit and launched with endorsement from RCGP.

2013

Pride in Practice became a quality assurance service, the toolkit developed into a suite of resources shared with GP practices by a dedicated account manager. The introduction of the account manager role enabled surgeries to be aspirational and develop their services to achieve Bronze, Silver, or Gold awards, and to offer LGB-affirmative social prescribing to patients.

2014

As part of LGBT Foundation's Building Health Partnerships programme, Pride in Practice worked with over 100 GPs in South Manchester, reaching over 250,000 patients.

2016

Pride in Practice was co-developed with GMHSCP and NHSE to support all primary care services in GM and became fully trans inclusive, making it the UK's only LGBT social prescribing model and chartermark for primary care. Since 2016 Pride in Practice has worked with over 250 GP practices, reaching 1,500,000 GM patients.

Our impact



Over 1,500,000 patients in Greater Manchester are now registered at Pride in Practice registered GP practices.

Since 2016, Pride in Practice has trained over 3,071 health professionals and worked with over 250 GP practices and 17 dental practices.

100% of participating health professionals can evidence changes made within their practice to better support the needs of LGBT people.

98.6% of health professionals we've worked with report that their knowledge has increased and 97.5% report that their confidence has increased when working with LGBT communities.

87% of awarded practices are monitoring sexual orientation and 60% are monitoring trans status.

Our Community Leaders volunteers have championed LGBT equality at CCG board meetings, LCO equality meetings and to the General Medical Council.

We produced the hugely popular Trans Guides 2: Support for GPs and Trans Patients and distributed 1,000 print copies to GPs and trans communities across Greater Manchester, while the digital guides averaged 80 views per week between January and March 2018.

The last two years

Pride in Practice was reimagined in 2016 as a co-designed, co-produced, multi-disciplinary and multi-sectorial innovation project to enable equality of access to primary care services for LGBT communities throughout GM.



Inclusion

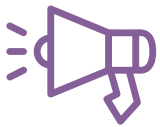
Pride in Practice was developed from an LGB charter mark to an LGBT charter mark, becoming fully inclusive of the needs of trans communities. The programme was rebranded as fully trans-inclusive, with the full suite of resources and training provision updated. Specific support was developed around referral pathways to gender identity services to address the poor and inconsistent service reported by trans people and the lack of support and guidance reported by GPs. The programme has run a pilot for Trans Status Monitoring alongside providing guidance and training on the implementation of the Sexual Orientation Monitoring Information Standard, working together with teams at NHS England.

Pride in Practice has operated as a social prescribing model for LGBT communities, enabling health professionals to utilise strength based and person centred approaches and community assets such as specialist LGBT drug and alcohol support services, peer support for LGBT people seeking asylum and refuge, and social and support groups for LGBT people living with long term conditions such as cancer, dementia and HIV.



Expansion

Pride in Practice was expanded to cover the whole of Greater Manchester to ensure equality of access for LGBT people across the region. Pride in Practice is currently on target to work with at least 375 GP Practices by March 2019, and has worked with clinicians and stakeholders in dentistry, pharmacy and optometry to develop the programme for all primary care services. 17 Dental Practices have achieved Pride in Practice awards thus far and pilot services in optometry and pharmacy have been identified and signed up to the programme as it enters into the final year of this development phase.



Voice

The programme has elevated LGBT patient voice and public involvement, linking with the Five Year Forward View and People and Communities Agenda. Pride in Practice has enhanced clinician, commissioner and healthcare staff access to LGBT community voice through upskilling of Community Leader volunteers who have championed LGBT equality, acting as representatives and providing access to real lived experiences at CCG board meetings, LCO equality meetings and to the General Medical Council.

Developed in partnership between LGBT Foundation, Greater Manchester Health and Social Care Partnership, and NHS England, Pride in Practice is led by a programme board co-chaired by LGBT Foundation and GMHSCP which brings together clinicians working in general practice, dentistry, pharmacy and optometry with project delivery staff based at LGBT Foundation.



Systems Change

We delivered an action research pilot into Trans Status Monitoring in general practice in partnership with MHCC and NHSE which offers significant learning on a national scale. 94% of participants could identify benefits for monitoring trans status of patients following the training, 90% of practices trained implemented TSM, and GP practice staff increased their knowledge of trans patients' needs by 70%.

We worked with colleagues at NHSE to support the roll-out of the sexual orientation monitoring information standard by launching a best practice guide to SOM and a SOM e-learning resource for health professionals.

We presented in NHSE webinars on addressing inequalities in access to general practice and understanding the health needs of lesbian, bisexual and trans women.

Pride in Practice responded to the poor service reported by trans communities and the lack of support and guidance cited by GPs by working with key stakeholders nationally at NHSE and locally at GMHSC to bring together GPs, trans communities, and gender specialists to feed into the development of a holistic Trans Health Service and the development of a training pathway for GPs with Extended Role in Trans Health.

Pride in Practice was used as a best practice example at NHSE's Gender Identity Symposium, presenting on how similar models could be used and scaled to improve trans population health on a national scale.

We worked in partnership with Public Health England to support their cancer screening guidance for trans patients and disseminated 750 copies of the guide to GP practices across GM.

We worked with the Care Quality Commission to establish what constitutes patient safety and a good standard of care for LGBT communities.

We worked with CCGs and LCOs, providing feedback on commissioning strategies and supporting with priority setting around improving health outcomes for communities of identity.

Pride in Practice and Health Education England partnered to co-deliver training to GPST2 students on trans cultural competency and bridging hormone prescriptions.

We began working with Manchester Medical School to influence the medical curriculum and ensure LGBT health needs are represented.

Pride in Practice began as an LGBT quality assurance service for general practice and has become a vehicle for systems change across the health and social care sector.

Next Year

As Pride in Practice enters its final year of this phase of its development, targeted work with optometry and pharmacy begins this quarter in partnership with GM Local Pharmaceutical Committee and GM Local Optical Committee.

We estimate we will work with 150 dental practices by March 2019 as well as engaging with 50 optical practices and 50 pharmacies.

We will work with our Macmillan LGBT Cancer Programme to bring together Macmillan GPs and Pride in Practice GPs to ensure consistency in best practice when working with this community that has elevated cancer risk factors.

We will build on our partnership work with CQC by facilitating a focus group with trans people to enable them to implement specific measures to capture what patient safety and good outcomes look like for trans communities.

We will produce targeted resources for dentistry, optometry, and pharmacy, and distribute these to services across GM.



Pride In Our Future

The pioneering approach to co-production adopted in the continual development and adaptation of Pride in Practice sees the programme operating as a conduit between primary care services, commissioners, and communities of identity through collaborative working between the public sector and community and voluntary sector.

Further development would enable us to support GMHSCP in delivering the greatest and fastest possible improvement to the health and wellbeing of the 2.8m people of GM by securing the future of Pride

in Practice as a model for systems change and a tracer for population health prevention for communities of identity.

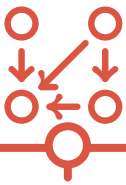


Inclusion

Pride in Practice will continue to drive early intervention and prevention maintaining and sustaining excellence in healthcare for LGBT communities in general practice, facilitating social prescribing for LGBT communities. We will work with the remaining GP practices in GM and continue to support and upskill GP practices we have worked with already, enabling them to upgrade from Bronze to Silver, and Silver to Gold where necessary and encouraging our Gold awarded practices to continue to innovate and drive best practice across the region.

Pride in Practice will become a vehicle that enables a systems change approach to improving health outcomes and standardising community care for communities of identity across GM. We will create a smart network that brings together services and those they serve by utilising community assets and acting as a conduit between LGBT communities, clinicians, commissioners and policymakers to enable meaningful learning and development on all fronts.

Pride in Practice will continue to transform local service delivery, working with LCOs, identifying needs and supporting the implementation of strategies to deliver the highest possible standard of care to GMs diverse communities.



Expansion

We will expand our delivery in dentistry, pharmacy, and optometry, working with at least 650 primary care services across GM.

Pride in Practice will deliver a pilot in Adult Social Care, developing the tools to standardise clinical and back office support for LGBT communities accessing services across primary and community care.

We will influence the higher education curriculum, building on our relationships with Manchester Medical School and Health Education England to support the development of a medical curriculum that is fully inclusive of the needs of LGBT communities.

Pride in Practice will continue to work with our partners to reconfigure specialist services. We will work with our colleagues at GMHSCP, in primary care, and in specialist services to create a GM Trans Health Service that brings together the needs of trans people, clinicians and commissioners. This service will enable trans communities to contribute fully to the economic and social landscape of GM through a strength based approach that incorporates social prescribing for trans communities.



Voice

We will expand our Community Leaders programme to respond to our diversifying volunteer and service user base, enabling opportunities for those with seldom-heard voices within LGBT communities. Community Leaders volunteers will act as champions for self-care, health literacy and wellbeing to enable GM's LGBT communities to take pride in their health.

We will work with our partners at NHS England, supporting GM to become an early adopter of the SOM Information Standard and building a robust evidence base for the system-wide implementation of gender identity and trans status monitoring, exploring how demographic monitoring can be used to refine social prescribing for communities of identity.

We will use the knowledge built through the delivery of our LGBT Cancer Programme explore development of targeted programmes to work with LGBT people with long-term conditions such as neurological and respiratory diseases, and the services they access, improving knowledge, support and outcomes.

Our Impact – Quotes and Feedback

On Primary Care Services...

“Before completing Pride in Practice training and then going through the assessment, I think the attitude of most of the surgery staff was that we offered an equitable service to all our patients so why did we need ‘special’ training to support our LGBT patients? The training and guidance we received from Pride in Practice helped us to realise that the service we offered our LGBT patients was not as equitable as we first thought, and for us to provide a high quality health care service we needed to understand the diverse identities of our patients and what their individual needs might be. Based on our experience with LGBT Foundation, we would definitely recommend the Pride in Practice programme to other surgeries. Having the continued support of the LGBT Foundation staff and resources, we feel, will help us to meet the needs of our LGBT patients.” **Practice Manager, Bury, 2018**

“I just wanted you to be aware of the outstanding support and guidance [Pride in Practice] has provided me and my practice with over the last few months. I am pleased to say we achieved the Gold Pride in Practice Award a few months ago. We couldn’t have done this without [our account manager’s] support. He provided training for our team and worked with me to update some of our policies and processes – all of which we have adopted. He educated myself and my staff and I believe we have a greater understanding of the LGBT communities needs as a result.

Sadly, we have recently received a complaint from a patient who wished to be referred to gender identity services. The patient felt the GP was not supportive and didn’t know enough about the referral pathway and treatment options at their initial consultation and they were frustrated that we would not prescribe hormone treatment. I have met with the patient and provided them with some relevant information and they are booked to see our LGBT Clinical Lead GP next week to identify what further support and guidance

they may need. We have identified some learning from this complaint and have agreed some changes which we are implementing with immediate effect.

I asked [our account manager] if he would glance over my letter of response to the patient to check the appropriateness of the wording – and not only did he do this, but he provided us with some really useful and interesting information to help the clinicians improve the care and support we provide to trans people. I appreciate this is not a service you would normally offer – and so I am extremely grateful to [our account manager] for his time, dedication and support, yet again.

As a Practice, we are still learning and striving to improve the service we provide to all our patients. [Pride in Practice] has been a tremendous support to us and I’m eternally grateful.’ **Practice Manager, Stockport, 2018**

On LGBT Patients...

“I’d like to give feedback on my Medical Practice where I’ve been a patient for 18 months. Last year it was awarded a Gold ‘Pride in Practice’ award by LGBT Foundation. The way my GP practice handled (my) care and the awareness they demonstrated, was very reassuring. I feel I’ve been treated with consideration and received good care as a transgender woman from the GP practice, without feeling patronised.”

Trans Woman, Bury, 2018

“Whilst I was queuing at the (GP) reception desk to check in I spotted an LGBT Foundation poster. This was located in a highly visual location by reception and contact details were easy to see. This left me feeling reassured that my practice team have received training on how to provide help and support specific to LGBT people but also go beyond this and provide signposting information.”

Gay Man, Tameside, 2017

"I just wanted to let you know that I am just getting out of the closet and embracing calling myself a lesbian. I visited my GP last week and there were Pride in Practice and LGBT posters on reception and on the notice boards. This made it much easier to discuss my feelings and health needs with my GP, she was also very open and supportive about my sexuality."

Lesbian woman, Bolton, 2018

"It's important for me to feel comfortable when talking about my medical history and over the years I've managed to find a good GP who I can talk to about my HIV status among other things. At the practice I go to I even feel comfortable talking to the reception staff about being HIV positive. One day I was noticeably upset and they asked me what was upsetting me and when I told them they talked to me in private and gave me a cup of tea before I even went in to see the GP. This made me realise I was going to be looked after there."

Gay man living with HIV, Salford, 2017

On Community Leaders...

"There are plenty of people, especially disabled people, who do a lot of work from home rather than from a podium, and it isn't often well recognised inside or outside of the communities. This is the first time anyone's ever recognised the behind-the-scenes work that I do as actual work that might deserve an actual accolade! I am so very warmed that you thought of me for such a thing, thank you so much."

Community Leader, Manchester, 2018

On LGBT Foundation's service users...

"My experience was good, I was nervous at first. Meeting my counsellor was the first of a few baby steps that I needed to take to recovery – which is still ongoing. I felt at ease talking to her. Which was probably obvious considering at times I realised I didn't have an off switch and felt a little embarrassed by it. I was listened to and more importantly – I was understood. And my counsellor went even further, she was empathetic, reaching and it wasn't difficult for us to talk about things and get the feeling as if either was just pretending to understand one another. There was no pretence, I did feel as though someone else genuinely grasped the perspective I was coming from. And this helped massively."

Service user, LGBT Foundation, 2018

On LGBT specific services...

"Pride in Practice has enabled the programmes I manage to build stronger referral pathways for service users wishing to access our services. This has increased engagement with the communities we support and therefore enabled us to support more LGBT people across GM."

Mental Health Lead, LGBT Foundation, 2018

"Pride in Practice regularly aid in providing helpful information and engaging discussions for TransMCR around how trans people can get the most from their healthcare."

Trans Programme, LGBT Foundation, 2018

Feedback from OUTPatients, LGBT patient voice event March 2018, when attendees were asked what they would like to see Pride in Practice doing:

- 'More involvement in the referral stage of transition'
- More work with – medical students/nurses/nursing students/junior doctors/hospital consultants/hospitals /other allied health professionals (e.g. physios, occupational therapists, dieticians etc.)
- 'Medical students, junior doctors and secondary care, nurses, substance abuse services and healthcare providers who treat patients on these issues, homelessness health care providers, allied health professionals (e.g. physios).
- 'MRI has been very good for deaf people, however I have not seen any information at MRI about being accessible for LGBT.'
- 'Social care, working with domiciliary care services/ personal assistants. Often disabled people cannot get a Personal Assistant who identifies as LGBT. This can mean they are not out / comfortable in their own home.'

