

## Routing question Section 9

### **Section 9: Clients, Customers and Service Users**

This section comprises of between 3-5 questions and examines how the organisation engages with clients, customers, services users or partners. This section is worth 8.5% of your total score.

**In order to begin this section, choose which sector best describes the organisation below.**

**Please choose the option that best describes your organisation:**      A. Public or third sector with service users

## Clients, Customers and Service Users: PS SU P1

### **Public or third sector with service users**

**9A.1 In the past 3 years, has the organisation examined the service user journey to ensure there are no barriers to access for LGBT people?**      Yes

**GUIDANCE:** This should be a formal mapping process of the touch points of the service user and the service.

**Describe the process by which you examined the service user journey. Please include specific dates or time periods.**

Each proposal for service delivery/change and associated policies are submitted to and equality impact assessment using the template produced by the NHS Centre for Equality and Human Rights.

<http://www.wales.nhs.uk/sitesplus/862/page/61516> This enables the Health Board to identify potential barriers for LGB&T service users ( and other protected groups) and to take steps to eliminate or mitigate. The Health Board also operates a feedback service for service users. This comprises a "Putting Things Right" element, where complaints and concerns are appropriately addressed and action taken.

<http://www.wales.nhs.uk/sitesplus/862/page/40398> There is also a facility for service users to give positive feedback, so the UHB can also learn where they are "getting things right" for people and can then roll out across the organisation. <http://www.wales.nhs.uk/sitesplus/862/page/76043>.

The Health Board has an Improving Experience Committee where issues around patient, service user and staff experience are discussed and appropriate action agreed. Patient Stories are heard at each Board meeting, highlighting issues where problems may have occurred, so that lessons can be learned from them. These are also used during staff training sessions. LGB&T stories will be included where they are available.

**Describe the outcome and impact. Please include specific dates or time periods.**

Through listening to service user and staff experience, the health board can help improve service delivery and create a more inclusive environment.

**9A.2 Does the organisation collect LGBT monitoring information for service users to allow for the following analysis? Tick all that apply.**

**Tick all that apply**

**GUIDANCE:** You should demonstrate how you collect the data and how it is analysed.

C. None of the above

Clients, Customers and Service Users: PS SU P2

**9A.3 Has the organisation consulted with LGBT service users in the past 3 years to tailor the services to their needs?**

Yes

**GUIDANCE:** The consultation should have involved all LGBT identities.

**Complete the following. Please include specific dates or time periods.**

A. Describe the consultation process:	<p>During the past 3 years, we undertook public consultation our Transforming Mental Health Services and engagement in relation to Transforming Clinical Services. Questionnaires included data equality monitoring questions and include a question around sexual orientation. We liaised with LGBT support groups and individuals within the three counties of Carmarthenshire, Ceredigion and Pembrokeshire through the county multi-agency equality groups, Equality Carmarthenshire, Ceredigion Voices for Equality and Pembrokeshire Voices for Equality who have LGBT representation in their membership and circulation lists. Questionnaires were also been sent out through our Siarad Iechyd/Talking Health public engagement mechanism and were available to complete electronically or in hard copy. Presentations were also offered to groups with opportunities for group work and to speak to members of staff on a one-to-one basis. A large number of public engagement and consultation events have been held across the three counties since their commencement in June 2017, again offering opportunities for group discussion and on a one-to-one basis.</p> <p>The health board has adopted a continuous engagement approach for current and future engagement activities around transforming service delivery model. Regular drop in engagement events are held across our 3 counties with open invitations to the general public. Targeted engagement events including specific groups can be arranged as needed and on request.</p>
B. Describe the outcome and how services were tailored to the needs of LGBT people:	<p>This is to be decided following results of consultation and engagement.</p>

## 9A.4 What percentage of frontline employees have been trained on reducing bias and discrimination towards LGBT service users?

Select the completion rate for the training

**GUIDANCE:** The training should reach as many frontline employees as possible. Training content should explicitly mention examples of discrimination and bias towards LGBT service users. Content should also include the steps frontline employees can take in eliminating this discrimination and bias. Examples of content you could upload are case studies, e-learning screenshots or powerpoint presentations.

A. 76 - 100 per cent

### Describe how you estimate completion rates:

Completion rates for mandatory e-learning packages are electronically recorded. No specifically targeted training around LGB&T issues is offered, but LGB&T issues are included in general equality and diversity awareness training sessions at Management Passport sessions and other bespoke sessions. Scenarios are discussed and examples given. These can vary in each session according to particular groups. Equality and Diversity e-learning through NHS CEHR "Treat Me Fairly" is mandatory training for all staff and currently shows 82.5% compliance. In addition a significant proportion of our staff will have received professional training before gaining employment with us (Medical and Dental, Nursing and Midwifery, Medical Professionals e.g. Physiotherapists, Radiographer, Occupational Therapists etc. including equality and diversity training around LGB&T. These groups comprise approximately 45% of our staff. Additionally, Senior Level staff and Executives (approximately 11%) will also have received equality and diversity through the course of their careers.

### Describe the format of the training and the content you have uploaded:

NHS CEHR E-Learning package - Treat Me Fairly

Management Passport Programme - Stereotyping and bias, unconscious bias exercise

### Upload training content:

please be aware only **one** file is allowed per answer

(No response)

### Upload training content:

please be aware only **one** file is allowed per answer

(No response)

**9A.5 In the past year, has the organisation communicated or promoted its services as being explicitly LGBT inclusive?** Yes

**GUIDANCE:** The communication can be digital or physical.

**Describe the reach of the communication. Please include specific dates or time periods.**

Our services are available to all, regardless of any protected characteristics. However, we have specifically advertised Sexual Health Services as being available to LGBT individuals in order to raise awareness and increase take up of screening services etc. See link below from our internet website.

<http://www.wales.nhs.uk/sitesplus/documents/862/factsheet%20sexual%20health.pdf>

**Upload an example communication:**

please be aware only **one** file is allowed per answer

<https://stonewallsubmit.fluidreview.com/resp/110386476/b4ZxpSRDd1/>