

Lambeth Links

Your Say – ICS
Final Report
13/05/2022



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1) Overview



- Lambeth Links was aware of other LGBTQ+ charities in the localities, which were to be the main area of focus for the engagement work
- The most recent information from the London LGBT Forums' Network showed active forums in Greenwich, Lewisham, Lambeth and Southwark. No networks were shown as being active in Bexley or Bromley
- On further research, it was discovered that Greenwich and Lewisham networks had stopped being active, however a small group from Bexley was discovered and engaged with



2) Engagement



- Facebook accounts of Greenwich and Lewisham had sporadic posts with little interaction on content, despite Greenwich having 468 followers and Lewisham 1.8k members. It was not felt useful in posting to these
- The Twitter accounts of Bromley and Greenwich state that as of March 2022, the accounts are no longer active. The last post on the Lewisham Twitter account is dated 10 March 2021
- With no active LGBTQ+ groups in most of the localities, being able to locate the desired audience was difficult



- Bexley and London LGBTQ+ Community Centre (Lambeth and Southwark) in person events were small with regards to attendance. Bexley is an established group that meets regularly. There were seven in attendance
- The community centre event was widely advertised and shared on social media but only two attendees came on the day, despite the first Tweet about the event being seen over 3000 times, the second over 2000



'The Haven' - Bexley

- This was a truly wonderful group, that felt forgotten in many ways. Outside of the centre of London, mainly older
- Their thoughts turned to older years care and what if they found themselves in a local authority care home where they had to **go back** into the closet because of attitudes, perceived or otherwise, of staff **and** residents?



'The Haven' - Bexley

- Language
 - As simple as always being referred to as 'Mrs' on a call
 - Leads to having to 'self-out' always having to explain yourself
- Services
 - Do not exist for the LGBTQ+ population of Bexley. They feel as they do not exist in the eyes of providers
 - They are entering more vulnerable stages of life. This is important to recognise
- Visible posters / literature
 - Would be good to see but needs to be backed up with actions of staff



- Vulnerability
 - If you are 'in' a service provider, you are already vulnerable
 - If a bad experience, then less likely to come back and health issues may exacerbate
- Attitudes
 - Experience of staff from different cultures / countries / religious beliefs making it known, indirectly, that they don't 'agree' with us, who we are
 - Assumptions made around pregnancy - 'Could you be pregnant? Are you sure?' (Lesbian woman). The pill can be taken for more reasons than just preventing pregnancy



- Structure

- Rainbow has been 'reassigned'. Difficult to know if for NHS overall or LGBTQ+ (Rainbow badges scheme)
- Great to have staff trained, but are they then following that training or just a tick box?
- Need to make sure patient notes are consistent. When being transferred across systems, having to continually explain either sexual orientation, gender, pronoun preferences is exhausting
- For the Trans community - Cervical screening and menopause advice for trans men



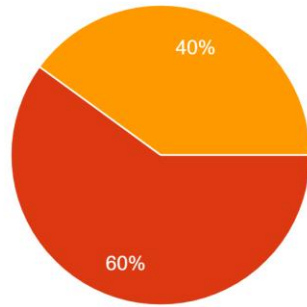
3) Survey



Survey Responses

What is your sexual orientation?

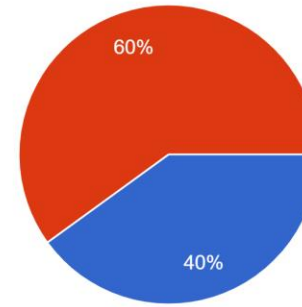
5 responses



- Bisexual
- Gay man
- Gay woman / Lesbian
- Prefer not to say

What best describes your gender?

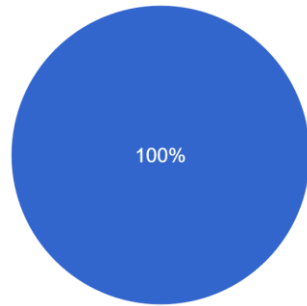
5 responses



- Female
- Male
- Prefer not to say

Is your gender identity the same as the sex you were assigned at birth?

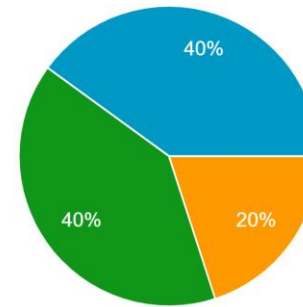
5 responses



- Yes
- No
- Prefer not to say

What age range are you?

5 responses



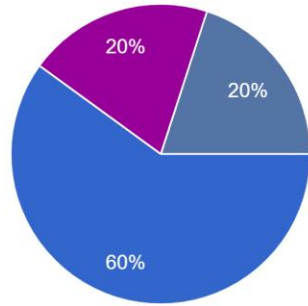
- Under 18
- 18-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65 and over
- Prefer not to say



Survey Responses

What is your ethnic group?

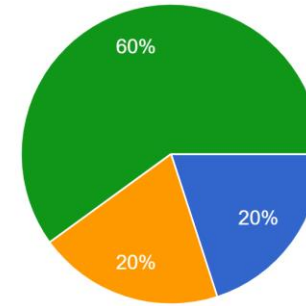
5 responses



- White - English / Welsh / Scottish / No...
- Mixed / Multiple ethnic groups - White...
- Prefer not to say

Which Borough do you mainly go to for your health care needs?

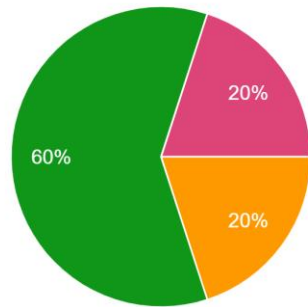
5 responses



- Bexley
- Bromley
- Greenwich
- Lambeth
- Lewisham
- Southwark

Which Borough do you live in?

5 responses



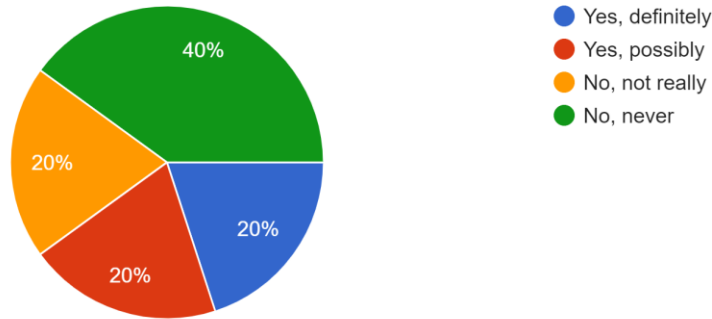
- Bexley
- Bromley
- Greenwich
- Lambeth
- Lewisham
- Southwark
- Dartford



Survey Responses

Have you come up against any barriers in accessing healthcare in your area / where you receive the majority of you care?

5 responses



“ Issues have been poor administration rather than other barriers

“ Having my sexuality assumed when it comes to my sexual history, contraception and pregnancy questions.

“ On a personal note no problem (also i attend an inclusive church and my doctors rent out). On a group I think there was someone who had a problem.

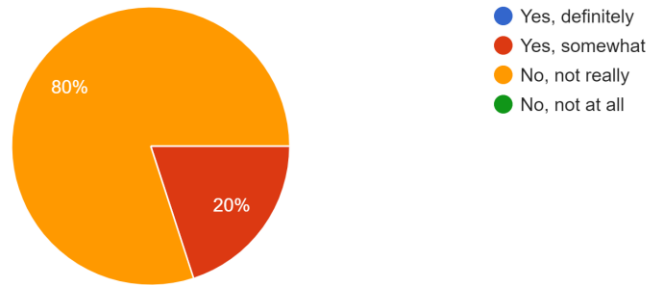
“ I was told that Hep B, I think, vaccination was not available for 'lifestyle choices' by a nurse in my GP surgery



Survey Responses

Do you think that your healthcare service providers do enough to show they are inclusive of our Community?

5 responses



“ I have heard other people having poor experiences but I have not had problems

“ The Doctors i attend are good. I have some doctors do not accept posters etc.

“ It doesn't feel like there are things for me. In the waiting room for example, there is no LGBTQ+ literature or information.

“ Don't feel there is a standard for healthcare service providers, not all trusts visibly acknowledge it and not all staff are sensitive to it



Survey Responses

- What ways could healthcare service providers and local authorities work differently to better support our community?

“ Ongoing and consistent staff training, better links between health and care services

“ Support. Support. Support. and Understanding.
Accept the person.

“ Just be more inclusive and don't be so presumptuous. Show that medical care is for all by showing more information. Show that staff have had appropriate training.

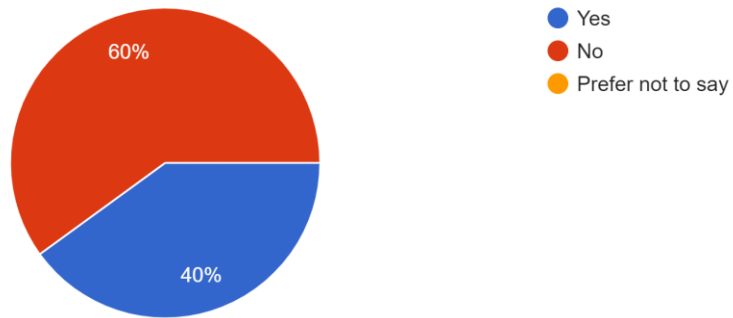
“ Display boards with community info on, speak openly and supportive of our sexualities and identities, a standard throughout the the ICS and eventually whole NHS of training and guidance for supporting patient in the community



Survey Responses

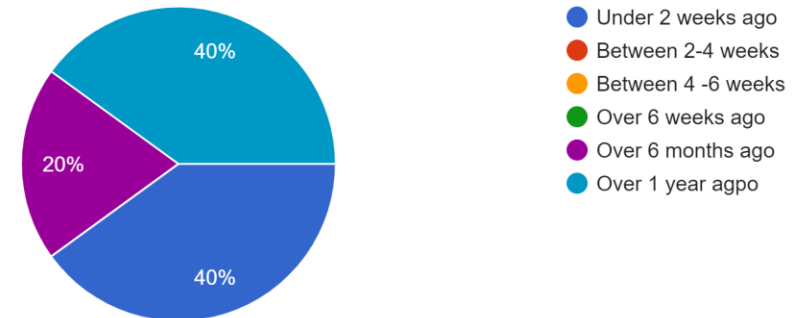
Do you have a long term health condition for which you attend regular appointments? (Long term conditions are physical health conditions that require ongoing management over a period of years)

5 responses



When was the last time you needed to attend a health care provider in your area / the area in which you go for health care?

5 responses



Survey Responses

- What ideas / comments / suggestions would you like the ICS team to be aware of?

“ Clear and consistent communication, accessible and reliable ways to contact services, and to avoid just signposting and not dealing with issues at point of access

“ To be aware that Haven social group is available and is a safe place to go to. We have Fun.

“ Offer more spots in things like patient experience type groups. It needs to be continual, not just at the start of things and then be forgotten.

“ To please take action with this and implement the suggestions provided by everyone



4) Learning from experience



- For groups such as Lambeth Links, it is clear that more needs to be done to provide representation for the Community
- Funding should be provided upfront to help with more directed engagement (e.g. securing room hire spaces, being able to offer refreshments and other incentives for attendance, paying for targeted ads / surveys etc, reimbursements)
- There is a need to consider how the ICS could help with creating more community space and become a true partner
- What is the collective understanding of the ICS at this point?



5) Conclusion



Overall

- Whilst a small sample, there should not really be any surprises in what has been raised
- The Community has been being asked for decades, yet nothing changes
- People are thinking about long term as well as the here and now



- The conversation must continue
- The LGBTQ+ Community is a 'Thriving Community'. There needs to be trust built, first of all within the Community itself
 - Once this is established more fully, within organisations such as Lambeth Links and other locally based groups, it will create a more easily accessible open door into these Communities
- This will take time, working at the 'speed of trust'. However we are not starting from a standing start



- If this is truly to be an 'Integrated Care System' then there needs to be input and understanding from all actors within it for the LGBTQ+ Community
 - Trusts, PCNs (inc. social prescribing link workers), local authorities and the VCS
- This should be recognised as the start of a continuing conversation and not a tick box exercise
- The ICS needs to think in the long term around engagement and also to look at what it has done in the past
 - Is this really any different?
 - What does it plan to do differently going forward?
 - It is not for the Community alone to come up with all the answers

