

NHS Rainbow Badges Assessment process

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General notes

We will be launching a website at the start of 2022 which will allow NHS Trusts to upload their responses and evidence documents directly. This document is provided to allow opportunity for you to review the requirements of the assessment process prior to launch.

Policy review

Please provide copies of the following policies, these may have different names within your organisation, if you are uncertain about what documents to provide please contact your NHS Rainbow Badge Assessor.

Adoption Policy
Special or Compassionate Leave Policy
Maternity Policy
Paternity Policy
Shared Parental Leave Policy
Trans inclusion policy
Uniform/dress code policy
Discrimination, bullying and harassment policy

You may also like to supply copies of any other policies that have been reviewed to ensure that they are inclusive of LGBTQI+ people

1- Does the Trust have a public-facing policy or statement that bans biphobic, homophobic and transphobic discrimination in its services?

Yes
No

Please provide a link of where this can be found on your website, or upload images of onsite signs indicating this.

2- Does the Trust have an employee policy (or statement within an employee handbook) that includes the following?

- Explicit ban on discrimination, bullying and harassment based on sexual orientation
- Explicit ban on discrimination, bullying and harassment based on gender identity and gender
- Clear information about how to report an incident and how complaints are handled

Yes
No



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Staff survey

Dependant on the nature of their role staff will be invited to partake in either a patient facing survey, or non-patient facing survey:

Patient facing

- Do you feel confident in providing support (clinical, emotional, signposting etc) to lesbian, gay and bisexual patients and their carers?
- Do you feel confident in providing support (clinical, emotional, signposting etc) to transgender (including Non-Binary) patients and their carers?
- Have you received any training that you can use when supporting LGBT patients and/or their carers?
- Do you consider having an understanding of someone's sexual orientation to be important in enabling you to provide the best possible care?
- Do you consider having an understanding of someone's trans status to be important in enabling you to provide the best possible care?
- Do you feel you would benefit from additional training, support or information in regards to working with LGBT patients? (*unscored*)
- Have you noted any of the following within your working environment:
 - Lack of LGBT specific resources
 - Assumptions that someone is cisgender or heterosexual with professionals not being LGBT aware and inclusive
 - Experiences of homo/bi/trans-phobia from professionals
 - Same sex partners or spouses not being recognised as next of kin
 - Trans people being misgendered by professionals
 - LGBT people feeling scared to disclose their identity as worried about homo/bi/trans-phobia
 - None of the above
- Do you think there is adequate support for LGBT staff members at your trust?
- What additional support (if any) would you like to see in place for LGBT staff members? (*unscored*)
- Monitoring question (*unscored*)

Non patient facing

- Do you feel confident in providing support (emotional, signposting etc) to lesbian, gay and bisexual colleagues?
- Do you feel confident in providing support (emotional, signposting etc) to transgender (including Non-Binary) colleagues?
- Have you received any training that you can use when supporting LGBT colleagues?
- Have you noted any of the following within your working environment:
 - Lack of LGBT specific resources
 - Assumptions that someone is cisgender or heterosexual with professionals not being LGBT aware and inclusive
 - Experiences of homo/bi/trans-phobia from professionals
 - Same sex partners or spouses not being recognised as next of kin
 - Trans people being misgendered by professionals
 - LGBT people feeling scared to disclose their identity as worried about homo/bi/trans-phobia
 - None of the above



- Do you think there is adequate support for LGBT staff members at your trust?
- What additional support (if any) would you like to see in place for LGBT staff members? (*unscored*)
- Monitoring question (*unscored*)

Patient survey

Patients will be invited to complete the following survey:

- Have you attended an appointment at this trust within the past 12 months? (*unscored*)
- Have you noticed any LGBT inclusive posters or information in the hospital during your visit? Please select all that apply: Yes, No, Not attended in person
- Has any member of staff asked for your pronouns (he/she/they/xe etc)?
- Did you notice that the clinical staff avoided using gendered language (using partner instead of husband/wife, or parent instead of mother/father)?
- Have you seen any unisex/gender neutral toilet facilities, or signage indicating where they are? Yes, No, N/A
- Have you been asked to confirm your gender identity by any member of staff, or seen this question on any forms?
- Have you been asked if your gender identity differs from that assigned at birth, by any member of staff, or seen this question on any forms?
- Have you been asked to confirm your sexual orientation by any member of staff, or seen this question on any forms?
- Have you witnessed any homo/bi/trans- phobic language or behaviour within your healthcare experiences at any point? (*unscored*)
- Monitoring question

Services survey

This survey will be distributed to all heads of service throughout the Trust.

This survey focuses on language, physical facilities, 'inclusion signifiers' (information, flags, badges etc.), staff training/expertise, and clinical safety protocols. This will be provided as a link for you to distribute to all service provision leads. Following completion of the survey you will be given a list of any supporting evidence to submit for consideration.

The physical environment

1. When patients/service users physically attend, how do they know the service is LGBTQ+ inclusive:-
 - 1.1 Are there posters and resources aimed at LGBTQ+ people on display?
 - 1.2 Is there an explicit statement about confidentiality (eg. only sharing Sexuality or Trans History information where relevant and in discussion?)
 - 1.3 Do staff wear LGBTQ+ badges or 'my pronouns are' badges?



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- 1.4 How are toilets designated (are they gender-specific)?
- 1.5 Are sanitary bins provided in all toilets irrespective of gender designation?

The virtual environment

2. Particularly during Covid, a lot of our services have moved online:-
 - 2.1 In virtual (phone, video) consultations, what do clinicians do to show we're LGBTQ+ inclusive? (E.g. badges, posters in the background, introductory comments)?
 - 2.2 Are there other ways we signal to patients that your service is explicitly LGBTQ+ inclusive?

Patient Information

- 3.1 Have patient information (leaflets, standard letters) been reviewed to make sure language is gender-neutral or gender-inclusive?
- 3.2 Are patient information leaflets available in different formats (e.g. large print or easy read) and languages?
- 3.3 Are LGBTQ+ patients specifically mentioned in your patient information?
- 3.4 Looking at the patient information visuals, are LGBTQ+ people and relationships clearly included (e.g. badges, same-sex partners, and diverse family units)?
- 3.5 Does the service have its own website/webpage?
 - How would an LGBTQ+ patient looking at the website/page know the service is LGBTQ+ inclusive?
- 3.6 If an LGBTQ+ patient needed signposting or referring on to specific LGBTQ+ resources, would staff have this information available?

Patient Demographics & Surveys

- 4.1 Are patients routinely asked what their preferred pronouns are e.g. he/she/they/xe?
- 4.2 When taking patient pronoun information is this recorded on patient notes?
- 4.3 On patient forms (eg. referrals), is there an option within the gender section to select non-binary?
- 4.4 (Where appropriate) do clinicians ask the gender(s) of patient partners – rather than assume heterosexual or binary-gender relationships?
- 4.5 Does your service run patient surveys, feedback, focus groups?
 - Do these ask about sexual orientation?
 - Do these ask about gender identity?
 - Do these ask about trans status?
 - When analysing patient feedback, do you look separately at gender, sexuality, and trans status?
- 4.6 Has your service examined patient journeys or consulted with LGBT patients to ensure there are no barriers to accessing your service?

Staff Training

- 5.1 Have patient-facing staff had any training in the needs of LGBTQ+ people?
- 5.2 Are clinicians confident in giving advice (where appropriate) on hormonal contraindications for TNB patients?
- 5.3 Does the service have an 'LGBTQ+ Champion' (for staff or patients)?

Other service improvements?



6. Are there other service improvements you have put in place to be more LGBTQ+ inclusive, and support patient safety?

Service specific questions?

7. Are you a service lead in any of the following areas?
- Fertility
 - Gynaecology
 - Laboratory
 - Maternity/Perinatal
 - Oncology
 - Sexual health

Fertility questions

- 8.1 Do the systems and paperwork within this service recognise non heterosexual family units?
- 8.2 Do patient facing staff have an understanding of fertility preservation for patients considering cross sex hormones or if the service is not offered by the trust can staff signpost patients appropriately?
- 8.3 Does this service accept conception at home attempts for same gender couples who require fertility treatment?

Gynaecology questions

- 9.1 Does the service take any additional action to support trans and non-binary patient privacy/dignity when attending physically e.g. timings of clinical slots to avoid busy periods within waiting areas? Please detail these arrangements
- 9.2 Do clinics have gendered names (e.g. 'Women's Health') or are they named for the purpose (e.g. colposcopy)?

Laboratory questions

- 10.1 Is there a process in place to support the recording of a patient's trans status if this information is supplied with or about a sample?
- 10.2 Does the trust have a policy/pathway for laboratory staff to follow where there is incongruence between the sample for testing and the patient information?
- 10.3 Does this policy also detail the reference ranges/intervals to be utilised in different circumstance for transgender patients?

Maternity questions

- 11.1 Do the systems and paperwork within this service recognise non heterosexual family units?
- 11.2 Does the service have sensitive guidance in place to support trans and non-binary people to chest feed, should they wish to do so?
- 11.3 Does the service have sensitive guidance in place to support a non-carrying parent to breast/chest feed?

Oncology questions

- 12.1 Does the service take any additional action to support trans and non-binary patient privacy/dignity when attending physically (e.g. timings of clinical slots if a trans male patient known to the service is attending 'breast' clinic?) Please detail these arrangements



Sexual Health questions

13.1 Are practitioners able to discuss PEP and PrEP with patients who may be at risk of HIV infection?

13.2 Do practitioners have training on how to support people who are engaging in chemsex, including harm reduction strategies and signposting to appropriate support?

13.3 Does the service offer targeted patient information for both men who have sex with men and women who have sex with women?

Workforce Assessment

The questionnaire below will be submitted via an online form with the opportunity to upload supporting evidence documents

1- When advertising for external appointments, how does the Trust attract LGBT talent? Tick all that apply.

- A. Advertising on or recruiting from LGBT or diversity websites, fairs and events
- B. Include a statement around valuing diversity, explicitly inclusive of LGBT people, in all job packs and pages
- C. Include information about your LGBT employee network group or LGBT inclusion activities in all job packs and pages
- D. None of the above

Provide evidence for the selected options.

2- What information does the Trust supply to all new employees (external appointments) when being inducted into the organisation? Tick all that apply.

- A. Explicit message on the organisation's commitment to LGBT inclusion
- B. Information on the LGBT employee network or allies programme/initiative
- C. Information on relevant policies and the organisation's commitment to ensuring they are LGBT inclusive
- D. None of the above

Provide evidence for the selected options.

3- How does the Trust enable non-binary employees to have their identities recognised within the work environment?

- A. Employees are able to update pronouns on email signatures
- B. Employees are encouraged to use pronoun introductions within internal meetings and it is expected that these are respected if given
- C. Non-Binary is available as a gender option on staff registration forms
- D. None of the above

4- In the past year, which of the following messages have appeared in internal communications to all employees? Tick all that apply.



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- A. Information about LGBT identities and experiences
- B. Information about the LGBT Employee Network Group and/or allies activity
- C. Information about LGBT-inclusive policies
- D. Information about the importance of pronouns and pronoun introductions
- E. None of the above

Provide evidence for selected options.

5- Does the Trust identify and act on any LGBT inclusion issues raised at exit interviews or on exit surveys?

Yes

No

Describe the exit interview/survey process and how LGBT issues would be identified or raised.

Describe how any issues raised would be acted upon by the organisation.

Employees - Leadership

6- In the past year, which of the following activities have members of the Trust's senior management engaged in? Tick all that apply.

- A. Communicated a strong message on LGBT equality
- B. Communicated a strong message on bi equality
- C. Communicated a strong message on trans equality, explicitly including non-binary equality
- D. Reviewed and/or approved an LGBT inclusion strategy
- E. Reviewed top line LGBT monitoring reports and actions
- F. Met periodically with the LGBT employee network group
- G. Spoken at an internal LGBT event
- H. None of the above

Describe each option selected, include specific dates or time periods and list the names and job titles of the individual(s) involved.

7- Does the Trust require all senior leaders and line managers to meet an inclusion-based competency on recruitment?

Yes

No

Copy and paste the standard competency or sample interview question wording.

8- Does the organisation require all senior leaders and line managers to have an inclusion-based objective?



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Yes

No

Describe how inclusion-based objectives are implemented across all roles

Monitoring

9- Please upload a copy of your staff survey results broken down by Sexual orientation

10- Please upload a copy of your staff survey results broken down by Gender

11- Please upload a copy of your staff survey results broken down by Trans status

12- Please upload a copy of any associated action plan based on the staff survey results.

Engagement

13- Does the Trust systematically monitor LGBT-related complaints made by patients?

Yes

No

Describe the process

Upload an analysis report from the last year.

14- Does the Trust have an LGBT employee network group for LGBT employees?

A. Yes, with a defined role and terms of reference

B. No, but we have a Diversity & Inclusion group with formal LGBT representation

C. No, but we have a formal agreement with an external network

D. None of the above

Provide the LGBT employee network group or Diversity and Inclusion group's terms of reference (only for option A and B).

Describe the formal agreement and your organisation's role in the network

15- Does the Trust provide protected time for LGBT employee network committee members to undertake network group activity?

Provide details of how many hours per month, who this covers and any alternative/additional support provided, such as admin function for database management/comms producing a monthly network newsletter etc

16- In the past year how has the organisation supported the work of the LGBT employee network group (or Diversity and inclusion group)?

A. Provided a network group budget

B. Provided a formal senior champion

C. Facilitated network members' participation in skills training



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- E. Facilitated network members' participation in leadership or professional development programmes
- F. Facilitated network members' participation in LGBT-specific seminars and conferences
- G. None of the above

Describe the support provided and how it is communicated to the network

17- In the past year, what action has the LGBT employee network group undertaken to improve its inclusivity? Tick all that apply.

- A. Promoted itself as being open to all and inclusive of any underrepresented LGBTQ+ groups (e.g asexual, intersex etc)
- B. Signposted to specific spaces for marginalised and underrepresented LGBT groups
- C. None of the above
- D. Other, please specify

Describe the activities you have undertaken

18- In the past year, has the LGBT network group held campaigns, initiatives, seminars or events engaging with the intersection of LGBT and other diversity strands?

Yes
No

Describe the campaigns, initiatives, seminars or events and when they occurred. Please provide specific dates or time periods within the last year.

Supply chains

19- Before awarding a contract, does the Trust require evidence of the following from any potential provider of agency/temp/locum staff?

- A. Whether the potential supplier has a policy that explicitly bans discrimination, bullying and harassment based on sexual orientation, gender identity and trans status
- B. Whether the potential supplier monitors incidents of bullying and harassment based on sexual orientation, gender identity and trans status
- C. Whether the potential supplier has a diversity and inclusion strategy
- D. None of the above



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