



National Ambulance LGBT Network

Full Committee Meeting Notes and Actions

3 August 2018, 10:00 to 16:00

South East Coast Ambulance Service Headquarters, Crawley

Attendees:

Adam Aston	AA	Adam.Aston@wmas.nhs.uk
Ben Barber	BS	ben.barber@neas.nhs.uk
Will Bellamy	WB	Will.Bellamy@secamb.nhs.uk
Ash Deakins	AD	Ash.Deakins@wmas.nhs.uk
Alex Ewings	AE	alex.ewings@lond-amb.nhs.uk
Alistair Gunn (Chair)	AG	alistair.gunn@nhs.net
Jonny Holmes	JH	Jonathan.holmes@emas.nhs.uk
Lee Hyett-Powell	LHP	lee.hyett-powell@lond-amb.nhs.uk
Asmina Islam Chowdhury	AIC	Asmina.IChowdhury@secamb.nhs.uk
Steph Meech	SM	Steve.Meech@secamb.nhs.uk
Mike Roberts	MR	Michael.roberts4@nhs.net
Mike Taylor	MT	michael.taylor963@mod.gov.uk
Adam Williams	AW	Adam.Williams@nwas.nhs.uk
Kirsten Willis (Deputy Chair)	KW	kirsten.willis@scas.nhs.uk

Guests:

Fionna Moore	FM	Fionna.Moore@secamb.nhs.uk
Caroline Smart	CS	caroline.smart@secamb.nhs.uk
Jon-Paul Harris	JPH	Jon-Paul.Harris@secamb.nhs.uk
Callum Smith	CS	callum.smith@secamb.nhs.uk
Malcolm Short	MS	malcolm.short@secamb.nhs.uk

Apologies:

Jules Lockett	JK	jules.lockett@lond-amb.nhs.uk
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Please note that actions are identified in blue text in these notes, with the person / people allocated to the action shown in bold text.

1. Introductions and Apologies

- 1.1. AG welcomed everyone to Crawley and thanked colleagues at South East Coast Ambulance Service (SECamb) for a warm welcome. A round of introductions were made.
- 1.2. AG tabled apologies as above.

2. Pride Parades

- 2.1. Members noted the positive impact of increased visibility of network members at Pride parades around the UK. These included London, Brighton, Wales, Scotland, Bristol, Isle of Wight and Trans Pride Brighton and have helped increase visibility. AG thanked everyone for their involvement.
- 2.2. Group discussed the use of the Star of Life logo at the Pride events. AG advised the members that any ambulances which are being driven with the magnetic logos attached, would require additional insurance. However, additional insurance not is needed if the vehicles are only being driven in a parade. It was noted that the magnetic logos do not attach to the newer fibreglass ambulances.
- 2.3. There have been varied but widely positive responses at Pride events to the new Trans Star of Life. Members noted the opportunity it provided to educate the public.

Conference 2018 Organisation

3. Update from North West Ambulance Service

- 3.1. AW informed all that parking authorisation had been given for two minibuses to park at NWS Central Ambulance Station for SECamb's Patient Transport Vehicles. However, this would not be as close to the venue as the multi-storey situated by the university. AC queried the height restrictions of the multi-storey. [AIC to contact and find details of this and confirm to AW if parking at the ambulance station will be needed \[AIC and AW\]](#)
- 3.2. Thursday – meet and greet at accommodation. AW, MR and MT agreed to be present from 14:00 to help attendees. AW suggested communicating key information to delegates via the network Facebook page. AW also gave his consent to share his mobile number with delegates staying at the accommodation as a primary point of contact.

- 3.3. AW advised that with the increased number of new delegates attending the conference for the first time this year, two social events have been arranged for the conference weekend:
- Thursday – Molly's Bar.
Those attending to meet at 19:00 at the accommodation. Wristbands not required for entry.
 - Friday – Revolution on Deansgate Locks.
Agreed 30 people with one free drink each. Those attending to meet at 20:00, following close of conference at 17:30.

AW will rearrange time with Revolution [AW]

- 3.4. AW has attempted to contact various Manchester radio stations (Key 103, Gaydio etc) but has not had any response as yet.
- 3.5. NWAS are providing twenty staff members for support on the day of the conference. They will wear bright t-shirts (not yet arrived), undertake delegates registration and provide support choosing workshops.
- 3.6. NWAS will provide goody bags for delegates containing giveaways including a pen and keyring. There will also be a book raffle for delegates with chosen books being either LGBT in nature or written by an LGBT author.

4. Walk Through the Organisation

- 4.1. AG and KW provided an update on the plans for the conference.
- 4.2. Registration will be located inside the main door of the venue. To the right will be the market place, with the university supplying the tables and chairs.
- 4.3. Members discussed how best to manage the networks official social media accounts on the day. A WhatsApp group was created to connect all committee members. AA agreed to take on the role of Social Media Lead and members were asked to send their pictures from the event to the group for AA to coordinate and post onto the Twitter and Facebook pages.
- 4.4. For delegates, it was decided the hashtag **#NALGBT18** would be the official hashtag, and would be displayed within the conference space.

5. Role Allocation

- 5.1. AG and KW provided an update on the plans for the conference, and shared a list of Key Roles which had been identified to support its delivery. Members were asked to volunteer for roles during the course of the discussions.

5.2. AIC and WB agreed to take on role of Delegate Registration and will hold a complete list of all the delegates. AE agreed to be the Market Place lead.

5.3. The remaining roles were allocated as below:

- Accommodation Liaisons – MR and AW
- Market Place Lead – AW
- Assistant to Keynote Speaker – AE
- Support for Break Out Room 2.16 – MT
- Support for Break Out Room 2.17 – MT
- Support for Break Out Room 2.18 – LHP
- Support for Break Out Room 2.19 – LHP
- Delegate Registration Lead – WB and AIC
- Meet and Greet – JH
- Merchandise Stall – SM and AW
- Feedback Capture – WB and AIC
- Photograph Co-coordinator – BB
- Social Media Lead - AA

6. Programme

6.1. There has been a need to extend the length of the conference to ensure maximum benefit for delegates and it will now finish at 17.30. Lunch has also been extended to provide delegates time to visit stands, network and purchase merchandise.

6.2. AG advised the keynote speaker this year is Helen Belcher who has trans history and works as a government advisor with a background in media. Helen will not be charging to speak at the conference. KW recommended her TED talks to members.

6.3. BB advised that YO is not available to do the closing address.

[AG to find new speaker \[AG\]](#)

7. Workshops

7.1. Workshops have been selected to cater a range of roles and organisational levels. AG advised that the 'End of Life' workshop is to be renamed, as it is more to do with 'frailty'.

7.2. The group discussed how best to deliver the Gender Intelligence session in the time provided. It was agreed that the 'Gender Intelligence Presentation Pt 1 and 2' would be combined. Delegates selecting this option would only select one workshop option for the morning and would have a short break in between the two sessions instead.

- 7.3. AG is looking for someone to run the workshop 'Supporting LGB Patients and Staff'. AD agreed to consider delivering this workshop.
- 7.4. AG stated he would need a synopsis for each workshop which could be used at registration to help delegates decide which workshop to do.
[All committee members delivering workshops to provide AG with a synopsis of their workshop \[All\]](#)
- 8. Marketplace**
- 8.1. It needs to be decided which organisation will be situated where in the marketplace to avoid on the day issues.
- 9. Merchandise**
- 9.1. Merchandise sales will only be able to be paid for in cash.
- 9.2. AG raised the need for us to generate our own revenue, therefore we will have a stall selling our products (badges, keyrings, notebooks etc). To this end he has designed a keyring which we can sell at the conference. It is coloured on the front and has a grey back with the network's website address on the back.

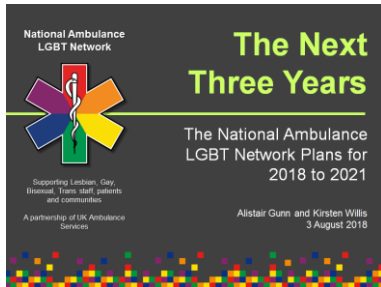
Lunch and Third Birthday Celebrations

- 10. Celebrating Three Years**
- 10.1. AG and KW shared their view of the network's journey through its first three years; since the initial meeting on 31 July 2015 at Brighton Sussex University Hospital to now.
- 10.2. AG stated that the first year was about setting up the network and creating a branding. The second was building the network up and working on the website, and this third year had seen us begin to focus on campaigning, raising awareness through the introduction of the Trans Star of life and development of new products. These including two wallet size leaflets on mental health and trans awareness guidance.
- 10.3. There has been global recognition of this network from Europe, Canada, and America. AG and KW hope to support Northern Ireland and the Isle of Wight in setting up their networks and joining the committee. MR stated NHS Scotland want National Scottish LGBT network having seen the success of the NALGBTN.
- 10.4. SM thanked AG and KW for the hard work and strong leadership they have provided in setting up the network and making it what it is today.

11. Visit from the SECamb Pride Ambulance

- 11.1. The SECamb Pride ambulance was joined by the Coastguards and their specially designed Pride car. Both were admired by the members and their guests and photos were taken.

12. 'The Next Three Years' Presentation



- 12.1. AG highlighted that there are plenty more challenges ahead during the next three years, including:
- Becoming self-sustainable - making money from our brand.
 - Become market leading - to become the go to of good practice for LGBT network.
 - Nurture / connect.
- 12.2. A discussion was had around further suggestions for the next three years; affecting change for patients – measurable benefits/ benchmarking, improve connections (skype into network meetings if cannot physically attend / more social media / website). It was suggested an app for the conference would be good but AG stated this had already been explored and currently costs too much.
- 12.3. AG introduced CPDMe who were looking to partner with the network. They have agreed to record all the workshops and keynote speeches at the 2018 conference. Then a QR code will be put on the bottom of each certificate, which delegates can purchase and then scan the QR code to get them access to the recordings from all the workshops. The certificates can be purchased at £1.99 by delegates and CPDMe have agreed that 100% of this revenue would go to the network. AG is keen to utilise this partnership as much as possible.
- 12.4. AG informed all that we are currently in the process of trademarking the Rainbow Star of Life and the Trans Star of Life. This has arisen as the need to protect the organisation. Other services are already using our designs for their profit. Members were asked not to disclose this information outside of the committee.

12.5. AG introduced three new objectives to the original three that he and KW felt the areas on:

- Further development of the Transgender work stream, in recognition that this is less developed compared to LGB.
- Focus on the mental health of LGBT.
- Establish / develop LGBT Networks.

12.6. AG also suggested a restructuring of the committee, with a focus on having more 'leaders' for specific topics. This would support AG and KW to focus on the strategic development of the network and also to ensure each area has someone responsible for it and pushing the agenda forward. The re-structure also seeks to gain advisors from private / voluntary sector companies which can provide the network with key support that it doesn't yet have (e.g. financial). See the presentation for proposed structure diagram.

12.7. Funding. At present, the networks finances are held by the Association of Ambulance Chief Executive (AACE). AG would like the network to be able to bring this aspect in house over the next three years. However, the network also needs to become self-sustaining and AG shared a number of potential avenues, and the challenges, through which this could be achieved:

- Associate programme (for external companies and possibly other parts of the NHS, however there would be a need to ensure a continuing development of resources).
- CPDMe Development (the conference will be a big test of this partnership)
- Merchandise (who does customer service - packing etc?).
- Sponsorship.

12.8. A discussion was had around the future model of the network. The network investigated becoming a charity 18 months ago, and it was agreed that this was not a viable option. Currently, the NALGBTN is not tied to any one-ambulance service, which suits our current needs, but with a desire to manage our own funds and accounts in the future the committee needs to consider available options. AG noted a potential to become a social enterprise in the future but this would need to be explored further.

12.9. The presentation was followed by the reveal of a celebration cake made to celebrate the network's third birthday. Many thanks were given to SM for arranging the cake.



AG also revealed the first piece of merchandise - a notebook with the NALGBTN badge on the front. All present received a notebook.

AG thanked the guests for joining the meeting for the presentation.

Network Developments

13. The 'Next Three Years' Feedback

- 13.1. AG requested feedback from network members on the presentation, and if members were supportive AG and KW would be taking the plans to the Ambulance HR Directors Meeting the following week. Members agreed that it made more sense and that some of proposed changes were already in place but needed formalising.
- 13.2. BB suggested another 'lead' could be added - 'Marketing Lead', which could help back up AG and KW with the merchandising element.
- 13.3. AG asked for members to declare their interest in the 'lead' roles via email over the next couple of months, and following an electronic vote with results to be announced at the start of the November meeting.
- 13.4. AE suggested that we would possible benefit from having another advisory position which focuses on information governance and GDPR as the network will be keeping people's data.
- 13.5. Development of committee members. AG and KW discussed a need to upskill committee members for the future. There are a number of programs available including Stonewall Role Models program as well as a new course from NHS Leadership Academy for LGBT staff.

Continued...

14. LGBT Staff Survey Results

14.1. AG and KW ran through some of the staff survey figures. Key figures were:

- 443 people responded
- 150 of these were uncompleted so have been discounted
- In terms of LGBT and which do you identify with:
 - L = 30%
 - G = 54%
 - B = 11%
 - T = 4%
- 57% of those responded were male, 43% were female.
- There was representation from all ambulance services which is brilliant.
- Of those that responded:
 - 62% were operational
 - 13% were management
 - 2% were volunteers
- 95% of those responded said they feel safe working for the ambulance service
- 62% of those that responded are fully 'out' to everyone at work

14.2. AG stated he was getting the impression that it was not clear to others what the purpose of the network is. Members discussed a possible disparity between what the Trusts view it as and what the staff view it as. AG felt this needs to be defined by the committee.

14.3. AG thanked Yorkshire Ambulance Service IT service for setting up the survey.

14.4. AD suggested all trust committee representatives could use the information to delve down into their Trust issues. AG stated he had promised Trusts that they wouldn't be compared like a 'league table' as there was a concern around ethics.

14.5. BB asked how often the survey would be repeated. AG stated he felt no sooner than two to three years.

15. Trans Support Leaflet

15.1. AG introduced the new trans leaflet that he hopes to roll out to all operational staff within the next six to twelve months. It takes the form of an A4 sheet which folds down into credit card size and will provide crews with information to help them communicate and support patients and other staff that are trans.

15.2. It includes information on:

- Understanding terminology
- Good practice guidance
- Understanding the health inequalities
- Gender Dysphoria

15.3. There are currently 10,000 of these being printed, costing a total of £1,800. This was funded by two ambulance trusts: Yorkshire and SECamb.

15.4. South Central Ambulance Trust are funding plastic wallets which these leaflets can easily be slid into.

15.5. AG shared feedback from Brighton Trans Pride, where members of the community noted the need for these across the wider NHS. AG advised of the potential to sell the resources in the future to hospitals, GPs, mental health services, etc.

16. Mental Health Pack

16.1. AG introduced a new mental health pack which again he hopes to roll out to all operational staff.

16.2. It has a range of information within it, including information on charities such as 'Mind' and 'TASC'.

16.3. It will enable crews to have all mental health information in one place which can be kept on the ambulance and is therefore easily accessible.

16.4. 2,000 have been printed and will be ready for the conference.

17. Conference in Birmingham – 2019 or 2020?

17.1. AG wanted the committee to consider when to have the next conference. West Midlands Ambulance Service had expressed a desire to host in Birmingham in May 2019 to tie in with Birmingham Pride. However, AG asked committee members whether this was too soon after the 2018 conference. AG shared concerns around a lack of new content for another conference so soon, and the potential impact that this would take away from the network developments discussed earlier. Also discussed the issue of funding another conference which the network cannot afford at this time.

17.2. AG suggested an alternative event in 2019 to a conference. BB suggested hosting a fundraiser with the possibility of making this into an awards / recognition event. AG felt an awards / recognition evening is very popular already and it would be difficult to rival bigger companies.

- 17.3. AE asked whether the conference has to be linked to a Pride. He felt that people should want to come to the conference for itself and not for the Pride afterwards. He suggested using Manchester a guideline in terms of seeing how many people from the conference attend the Pride event afterwards.
- 17.4. General consensus from those present was that May 2018 would be too soon for another conference.
- 17.5. AD shared his concern that his Chief Executive may back off in his support without a conference in 2019, however it was advised that this shouldn't be an issue if the case for this was made correctly.
- 17.6. Members discussed possible options including if the conference was not linked to a Pride event, agreeing the need to consider operational demand and major Prides. Agreed that September 2019 may be a possibility dependant on funding.

Any Other Business

18. Brighton Pride

- 18.1. WB ran through the security arrangements for all those attending Brighton Pride tomorrow. This included timings and other essential information. SECamb will be the biggest group in the parade and as such will have their own policeman and marshal.

19. Next Meeting

- 19.1. The next meeting will be held on 1 November 2018, 10:00 to 16:00. The venue will be in Exeter. More details of the venue will be circulated nearer the date.