



## National Ambulance LGBT Network

### Full Committee Meeting Notes and Actions

19 October 2017, 10:30 to 16:30

North East Ambulance Service Training Facility, Gateshead

#### Attendees:

|                         |    |                             |
|-------------------------|----|-----------------------------|
| Ben Barber              | BS | ben.barber@neas.nhs.uk      |
| Craig Barlow            | CB | Craig.Barlow@scas.nhs.uk    |
| Will Bellamy            | WB | Will.Bellamy@secamb.nhs.uk  |
| Simon Davies            | SD | simondavies@yas.nhs.uk      |
| Dominic Gaffney (Notes) | DG | Dominic.Gaffney@nwas.nhs.uk |
| Alistair Gunn (Chair)   | AG | alistair.gunn@yas.nhs.uk    |
| Jonny Holmes            | JH | Jonathan.holmes@emas.nhs.uk |
| Mark Johns              | MJ | Mark.Johns@neas.nhs.uk      |
| Steph Meech             | SM | Steve.Meech@yas.nhs.uk      |
| Val Nash                | VN | Val.Nash@swast.nhs.uk       |
| Mike Roberts            | MR | Michael.roberts4@nhs.net    |
| Mike Taylor             | MT | michael.taylor963@mod.uk    |
| Tom Wing                | TW | tom.wing@swast.nhs.uk       |

#### Apologies:

|                    |     |                                  |
|--------------------|-----|----------------------------------|
| Adam Aston         | AA  | Adam.Aston@wmas.nhs.uk           |
| Ash Deakins        | AD  | Ash.Deakins@wmas.nhs.uk          |
| Alex Ewings        | AE  | alex.ewings@lond-amb.nhs.uk      |
| Paul Fitzgerald    | PF  | Paul.Fitzgerald@emas.nhs.uk      |
| Lee Hyett-Powell   | LHP | lee.hyett-powell@lond-amb.nhs.uk |
| Asmina I Chowdhury | AIC | Asmina.IChowdhury@secamb.nhs.uk  |
| Tace Richards      | TR  | Tace.Richards@wales.nhs.uk       |
| Gareth Thomas      | GT  | Gareth.w.Thomas@wales.nhs.uk     |
| Kirsten Willis     | KW  | kirsten.willis@scas.nhs.uk       |

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. Welcome and Introductions

- 1.1 BB welcomed everyone to Gateshead. AG thanked BB for arranging the room for the meeting and to NEAS for the kind hospitality of refreshments and lunch.

## 2. Apologies

- 2.1. AG tabled apologies as above.

## Conference

## 3. Feedback



*The updated conference evaluation was circulated prior to the meeting. It contains a revised financial statement.*

- 3.1. AG confirmed everyone had received the updated conference evaluation and congratulated everyone on the very positive feedback that had been gained. The report has been constructed to assist with getting support for next year. It is hoped this can be taken to the Association of Ambulance Chief Executives (AACE) and also used to impress potential sponsors.
- 3.2. AG made reference to the representation from each Trust that is confirmed on Slide 6 of the report. Although it is understandable most people attended from the SECamb area, there are concerns that other Trusts had only one of two representatives. The aim next year is to improve this by asking for support from CEOs and offering ten places per Trust before any remaining places are offered to a wider audience.

- 3.3. AG also referenced the 'Registration Process' page, in which you can clearly see the correlation between posts on Facebook and Twitter and the number of registrations made. *Eventbrite* had proved a very useful tool and it is recommended this is used in future. *Eventbrite* is free for gratis events, and a commission is collected for chargeable events.
- 3.4. There are a few changes to the 'Financial Summary' slide. A retrospective donation of £500 has been received from Unison meaning we have achieved a surplus. AG also confirmed the price per head had been reduced this year, meaning the conference was successful on a number of factors.
- 3.5. MT discussed the feedback gained about the event and, again, stated how positive most had been. The speech and workshop feedback was very positive and the venue and catering also well approved.
- 3.6. Feedback clearly shows people value the event been close to a Pride event, meaning the social aspect of the conference can be extended. Additional feedback indicates London, Birmingham, Bristol or Manchester are the preferred options for the next conference.
- 3.7. AG thanked MT for all the work undertaken to collect and report the feedback.

#### **4. Future Planning**

- 4.1. AG advised that he and KW they will request that each Ambulance Trust contributes £1,000 towards the cost of the conference. This would be discussed at the National Ambulance Diversity Forum on 17 November 2017 [AG / KW].
- 4.2. AG raised the need for the Network to plan much earlier for next year's conference and divide the work into three work streams. The three work streams are:
- Organisation (venue, speakers and workshops)
  - Sponsorship
  - Registration

It was also suggested that colleagues cluster geographically in order to make it easy to get together for 'task and finish' events.

- 4.3. Following on from this, the work was divide out as follows with the following leads appointed:

| Work Stream  | Cluster | Lead         | Other People  |
|--------------|---------|--------------|---------------|
| Organisation | North   | Dom Gaffney  | AG, JH and BB |
| Sponsorship  | South   | Will Bellamy | CB and LHP    |
| Registration | West    | Val Nash     | TW, MT and TR |

- 4.4. AG requested that leads use *Basecamp* to keep everyone informed of any events and ‘task and finish’ meetings so that everyone can stay involved [DG / WB / VN].
- 4.5. Further discussion took place about the venue and timing of the conference next year. Of the four clear winners in the evaluation, Manchester was selected as the clear favourite on the following grounds:
- Having had two conferences in the South, a Northern location is preferred.
  - The timing of the Pride event is end of August, giving the most time for planning and organisation.
  - It is also believed that the cost of venues and accommodation is cheaper (than say London) making it more accessible for delegates.
- 4.6. Of the 150 places available this year, only 105 attended on-day. It is believed this can be improved by more advanced planning and a revised registration process as discussed in 3.2. A decision was taken to plan for 150 delegate places again next year.
- 4.7. DG and AG to explore venues as a matter of urgency with a view to provisionally booking somewhere for 150 delegates [DG / AG].

**Additional Update (Added 6 November 2017)**

Since the meeting four venues in Manchester have been visited and one selected on the grounds of best facilities, access to accommodation and value. The venue for the 2018 conference will be Manchester Metropolitan University (Brooks Building) and will be held on Friday 24 August.

## 5. Developments Linked to Conference

- 5.1. AG noted we had been approached by a few organisations to continue some joint project work. These were the organisations *March on Stress* and *Centre for Mental Health*. Both have been added to the future project overview discussed on more detail in 9.1 to 9.6.
- 5.2. DG to speak to Manchester Pride regarding possibility of discounted tickets for conference attendees [DG].

## Network Development

## 6. Future Meeting Schedule

- 6.1. BS confirmed the meeting dates and locations for 2018 as follows:

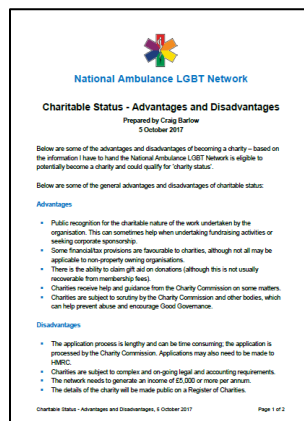
| Date                     | Location   | Organiser |
|--------------------------|------------|-----------|
| Thursday 8 February 2018 | London     | LHP       |
| Thursday 3 May 2018      | Birmingham | AD        |
| Thursday 2 August 2018   | Crawley    | WB        |
| Thursday 1 November 2018 | Exeter     | VN        |

- 6.2. BS asked the leads for the host Trust's to confirm the venue for the meetings as soon as possible so information can be circulated to all participants [LHP / AD / WB / VN].

## 7. Website Development

- 7.1. AG informed everyone present that the website is still in development, although almost complete. The delays are linked to the visual elements of the site and gaining approval from partner organisations for the use of their logos.
- 7.2. AG also mentioned that Tracy Myhill, Chief Executive at Welsh Ambulance Service had let us know she may like to host a launch event for the website.
- 7.3. AG will follow up the launch discussion at the National Ambulance Diversity Forum meeting on 17 November 2017 [AG].

## 8. Charity Status Update



*A paper prepared by Craig Barlow was distributed prior to the meeting and is available separately.*

- 8.1. CB discussed the paper that he had produced regarding the National Ambulance LGBT Network becoming a registered charity. CB and DG had discussed the matter with their Trust's charity development teams and both had concluded it is not appropriate at the current time due to the time it would take to facilitate, need for financial monitoring and the need for personal accountability by committee members as Trustees.
- 8.2. It was agreed this would be looked at again in two years but currently this is not the best route for the Network.
- 8.3. AG reminded the group that KW and himself have financial management support from the Ambulance Association of Chief Executives which means there is accountability already in place. AG and KW are the authorised signatories for the Network's finances.

## 9. Future Campaigns

**National Ambulance LGBT Network**

**Current Projects Overview**  
16 October 2017

The following are projects in progress, or suggested, for future development. They are divided up into the three core objectives for the Network.

| Project                                   | Lead             | Status |
|---|------------------|--------|
| Building a Relationship to Patients       |                  |        |
| Demerits Care                             | James G          |        |
| Disaster Transport: LGBT Friendly Service | James G          |        |
| Supporting Trans Patients and Staff       |                  |        |
| Providing Good Care to Young LGBT People  |                  |        |
| Supporting Our Staff                      |                  |        |
| Strengthening Your Staff Network          | James G          |        |
| Take An Act: History Campaign             | James G, James G |        |
| Stop The Smear Campaign                   |                  |        |
| Improving our Response to PTSD            |                  |        |
| Being Visible in Our Communities          |                  |        |
| Preparing for Peak Events                 |                  |        |
| Public Recruitment                        |                  |        |

Key:  
Green: complete, Yellow: in progress, Red: not started.  
Further information about each development (other than the draft website) is included on the following page.

Current Projects Overview, 16 October 2017 Page 1 of 6

*A paper outlining the current projects the Network is currently involved with is available separately.*

- 9.1. AG discussed the project overview document with the committee and the need to allocate leads to each project so that we can progress and develop the Network. It is also anticipated that these projects may become the content of workshops at next year's conference.
- 9.2. AG aired the *Supporting Patients with Dementia* put together for this year's conference as an example of what is wanted. This includes finding best practice guidance, examples of good practice and information specific to LGBT people. Another example in development is the information pack *Supporting Trans Patients and Staff*.
- 9.3. Leads for the projects were identified as follows:

| Project                                     | Lead(s)                            |
|---|------------------------------------|
| Dementia Care ●                             | AG                                 |
| Patient Transport 'LGBT Friendly' Service ● | AG                                 |
| Supporting Trans Patients and Staff ●       | JH – patients<br>SM and SD – staff |
| Providing Good Care to Young LGBT People ●  | MR and MT                          |
| Establishing Your Staff Network ●           | AG                                 |
| 'We Are Gay History' Campaign ●             | AG and KW                          |
| 'Stop the Banter' Campaign ●                | VN, PF and AG                      |
| Improving our Response to PTSD ●            | MT and VN                          |
| Preparing for Pride Events ●                | BB and CB                          |
| Positive Recruitment ●                      | CB                                 |

Key: ● is complete; ● in progress; ● not started

- 9.4. AG also mentioned established contacts at *Alzheimer's Society*, *Barnardo's*, *Centre for Mental Health* and *March on Stress*. AG will distribute contact details to the relevant leads [AG].
- 9.5. AG asked that people not present were also approached to be involved with these projects, and to update the project overview as appropriate [All Leads].

- 9.6. All project leads are asked to provide an overview of developments at the next meeting [**All Leads**].

## Trans Development

### 10. Introducing the Trans Development

- 10.1. AG reminded everyone we had committed half the agenda at this meeting to progress the Trans work we have started. This included drawing together the good practice that is already happening around the country.
- 10.2. After feedback from this year's conference it was suggested we need to offer workshops that are more informative and develop ways of working rather than rely on individual stories. SM offered to provide a workshop at next year's conference that will be ambulance specific to cater to needs of our staff. AG also noted an offer had been made by a member of staff at EMAS also and that maybe there could be a joint workshop?
- 10.3. AG also suggested we use some of the surplus money from this year's conference to develop a Trans pin badge. Everyone was in agreement this was a good idea and AG will look to progress.

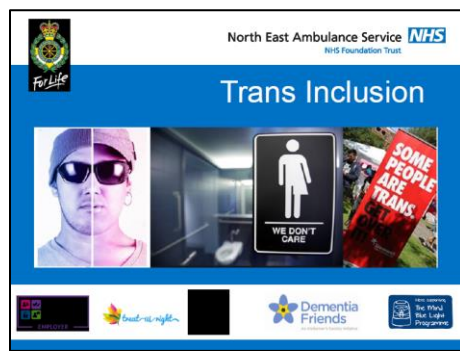


*The design for the proposed Trans pin badge, which will be to the same size and style as the Rainbow Star-of-Life badges.*

- 10.4. AG to get approval from the National Ambulance Diversity Forum on 17 November 2017 and arrange for the Trans pin badges to be produced [**AG**].



## 11. Trans Activity at NEAS



*The presentation made by Mark Johns is available separately and will be distributed with the meeting notes.*

- 11.1. MJ opened the presentations showing the committee how NEAS have supported Trans staff and patients, including how senior management buy-in has helped them to gather momentum in the service and outside the service. The presentation included how NEAS have completed things like 'lunch and learn' meetings with advocates from the LGBT community to have open discussion regarding transitioning and how that can affect people and how our treatment as ambulance personnel to these patients can be interpreted as a positive or negative experience.
- 11.2. Many examples of good practice are captured in the presentation and people are encouraged to have a read through this.
- 11.3. AG thanked MJ for taking the time to feedback the work at NEAS and for his support with the Network.

## 12. Badges and Pronouns for Emails (LAS)

- 12.1. Both representatives at LAS were unable to attend the meeting due to operational pressure and so this presentation will be added to the agenda for the next meeting at LAS headquarters in February.
- 12.2. [AG to add this to the February agenda and contact the LAS representatives \[AG / LHP / AE\].](#)

## 13. Safe Spaces (EMAS)

- 13.1. Unfortunately PF was not able to attend to tell us about this initiative but JH advised the committee on how the Trans flag has been displayed on station windows in EMAS to show support to the Trans community. It is hoped we

can add this presentation to the agenda for the next meeting at LAS headquarters in February.

13.2 AG to add this to the February agenda and ensure PFs availability [AG / PF].

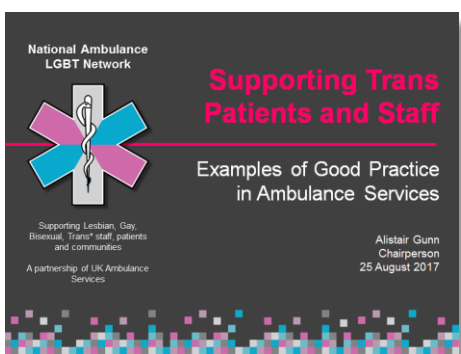
#### 14. Developing Information for Staff (YAS)



*The presentation made by Simon Davies is available separately and will be distributed with the meeting notes.*

- 14.1 SD discussed the work he had been involved with at YAS to support a Trans member of staff that was joining the service and also transitioning.
- 14.2 SD discussed how he, as a manager, supported a staff member by developing an information resource with them and assisting with the delivery of awareness sessions. There had been a number of issues, both negative and positive, including system issues around ESR.
- 14.3 YAS have had visible support from senior officers regarding their Network and how they involve staff when new policies and procedures are drafted.
- 14.4 SD also showed us videos from *YouTube* after he gained permission from the maker to highlight what it is like on a transitional journey so people can gain real honest insight.
- 14.5 AG thanked SD for sharing his excellent work and reminded everyone of the need to challenge inappropriate questioning of Trans staff and patients and the possible corporate impact that may have for the reputation of Trusts.

#### 15. Developing the NALGBTN Pack



*The first draft of an information pack was aired at the meeting, which contains some research on patient experience, and also examples of literature currently available. This document is available separately.*

- 15.1 All members are to share any policies of guidance that their individual Trusts have regarding LGBT Training, Recruitment and Selection to assist with the development of a best practice pack. Information should be sent to the appropriate lead for this – see 9.3 [All]
- 15.2 BB raised that Trans training should be included on every Trust's mandatory training programme and that nationally this is something we should push for as a network.
- 15.3 WB recommended that we invite Human Resource Directors to the next conference to give them an understanding of the work that we do.
- 15.4 AG raised an issue that if Networks are not getting a good response to progressing this work, it is something we can look to get support from the Association of Ambulance Chief Executives, once we have a clearly defined resource available.

## Any Other Business

### 16. Unison Conference

- 16.1. The Network has been invited by Unison to attend their LGBT Conference which is being held in Brighton between 17 and 19 November 2017. AG will be attending and there is another place available if anyone else would like to attend.
- 16.2. Anyone wanting to attend the Unison LGBT Conference should contact AG as soon as possible [All].

### 17. Next Meeting

- 17.1 The next meeting will be held 8 February 2018 – 10:00 to 16:00.  
The venue will be London Ambulance Service Headquarters, Waterloo, London.