



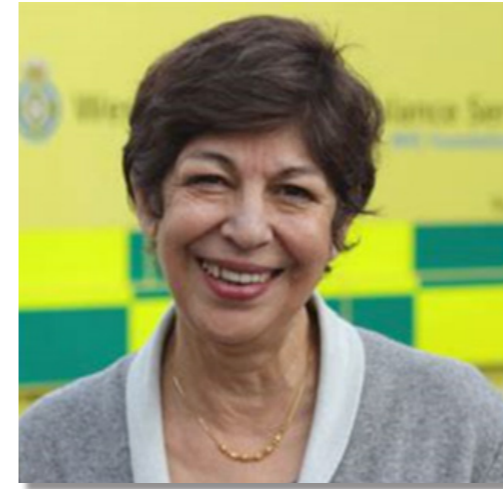
LEARNING



LEARNING

Our personal development to understand our communities and contribution to delivering the best care possible.

Dedication to Pam Brown



Pam was formerly the Head of Diversity and Inclusion at West Midlands Ambulance Service and I worked closely with her since the inception of the National Ambulance LGBT+ Network.

Back at our 2019 conference in Birmingham, I teamed up with Pam to do a workshop on intersectionality and microaggressions. Little did I know that would be the last time I would see her in person.

Those of you who attended that workshop will note that some of the content of that workshop forms the start of this programme.

Pam was a true ally to the National Ambulance LGBT+ Network and a personal support. She regularly contributed articles for our resources and usually offered a thought-provoking point of view. Also in 2019, Pam, Kirsten and I put together a history month resource looking at LGBT+ people in history that we admired. Pam chose novelist and playwright James Baldwin whom she had met many years previously whilst at university.

Pam was knowledgeable, realistic, compassionate and had a wonderful sense of humour. Those seem like the perfect values and attributes we want to model for the spirit of our conference this year.

We dedicate this one to you Pam.

Alistair Gunn

INTERSECTIONALITY

The interconnected nature of social categorisations such as race, class and gender as they apply to a given individual or group, regarded as creating overlapping and interdependent systems of discrimination or disadvantage.

Deconstructing LGBT

Sexual Orientation
Lesbian, Gay, Bisexual



Remember that:

- LGB relates to sexual orientation.
- T relates to gender identity and reassignment.

Although LGBT is often referred to as one thing, this is much more complex.

The health inequalities and experiences of bisexual (B) are often very different from L and G people.

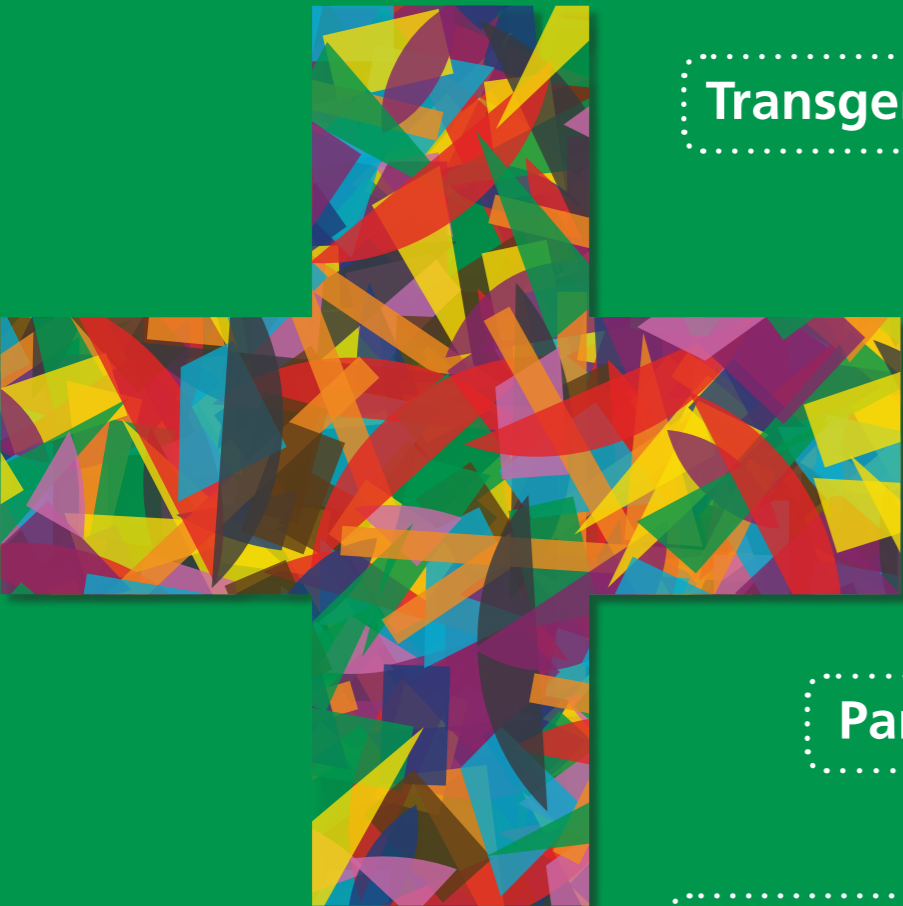
Many trans (T) people have a very different experience of health services than LGB people.

Attitudes and levels of acceptance in society are also very different.



Gender Reassignment
Transgender

Deconstructing LGBT+



Lesbian

Intersex

Transgender

Queer

Ally

Questioning

Gay

Pansexual

Asexual

Bisexual

Transexual

Activity

Which terms refer to sexual orientation and which terms refer to gender identity?

To make this harder some refer to both and one refers to neither.

Which one is an out-dated term?

Fourteen Intersections

When LGBT+ intersects with other aspects of diversity there can be additional complications. Which intersections do you think are the most complex? You might want to compare your answers to other people's.



Activity

Put the fourteen intersections into the order of complexity.

The **most** complex gets **14** points.

The **least** complex gets **1** point.

Learn More About LGBT+

Back to LGBT Basics - Plus

National Ambulance
LGBT+ Network

Back to LGBT Basics - Plus

Helping to demystify the
concepts of sexual orientation
and gender identity

Celebrating the sexual orientations
and gender identities of all our
patients, staff and communities

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Josh Barraclough, Tony Faraway and Alistair Gunn
November 2022

Find us online:
ambulanceLGBT.org

National Ambulance
LGBT+ Network

@NatAmbLGBTUK

This resource focuses on exploring the + in LGBT+.

This looks at the range of sexual orientations and gender identities, as well as some other aspects not covered in either of these.



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Article: Intersectionality



Rachel Czyzewska

Business Planning Manager
Yorkshire Ambulance Service

Intersectionality first gained traction within academia in the last ten years and the concept is something we've all become more aware of, even if we don't fully understand it.

With intersectionality gaining more of a spotlight in the public sector, the meaning has become less clear. Intersectionality is defined as 'the interconnected nature of social categories such as sexuality, creating overlapping and the interdependent systems of discrimination or disadvantage'.

Intersectionality acknowledges that everyone has their own experience of discrimination and oppression, and it is important to consider anything and everything that can marginalise people. In a nutshell, intersectionality describes how individual characteristics – including race, sexuality, class, gender, age, and more – 'intersect' with one another and overlap and consider how this affects people's different experiences of both marginalisation and privilege.

Understanding and adopting intersectional thinking practises into daily life is important to ensure no one is left behind in the fight for justice and equality.

The concept of intersectionality was first introduced by Professor Kimberlé Crenshaw in 1989 but did not formally enter in dictionary definitions until 2015.

There are misconceptions that intersectionality is some kind of ‘oppression Olympics’, with a hierarchy of those who experience the most discrimination at the top and those with the most privilege at the bottom. However, this is not representative, and the aim of intersectionality is to eliminate the system of identity hierarchies and generate a system that is based on equality, and recognising how identities interact is a big part.

An example is someone who identifies as part of the LGBT+ community but is also of Muslim faith. Being a Muslim and identifying as LGBT+ in some countries is simply not an option. The intersection of these two things can be very complicated and catastrophic for anyone implicated.



Understanding and adopting intersectional thinking practises into daily life is important to ensure no one is left behind in the fight for justice and equality.



Thinking about ambulance work, which increasing has parallels with social work, intersectionality is useful for analysing many forms of oppression, including, ageism, racism, ableism, sexism, cissexism and classism in regards their interaction to influence lived experiences. A person’s combination of identities are important and taking a person-centred approach allows ambulance staff to better understand patient needs and support them.

If we take the perspective of considering a person who identifies within the LGBT+ and is from an ethnic minority background and has a disability. This person could face discrimination based on each of these identities, however it is important to remember that everyone has a unique kaleidoscope of identities and as such everyone will have varying experiences when it comes to encountering bias or barriers, even amongst people with similarities based on group identity.

Intersectionality can be observed within the pandemic. When global lockdown and

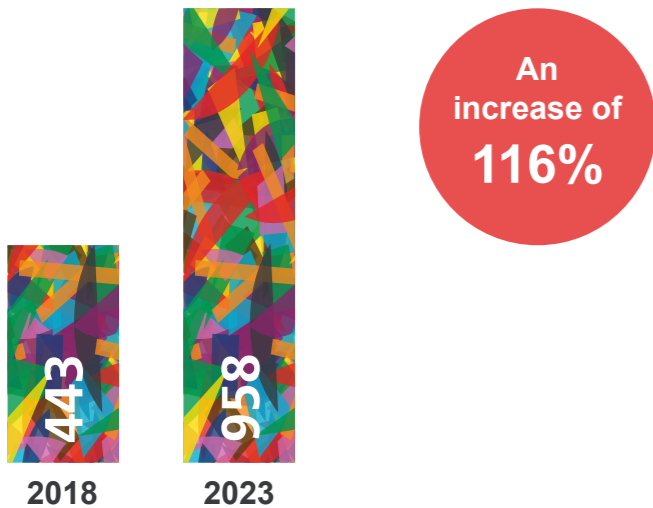
restrictions were imposed on populations, each individual had a different social intersectionality experience as a result. For example, a single person or parent will have had a different experience to households with multiple people.

The take-home message is that it is important to always consider people’s individual identities and how these interact together. People’s unique experiences and different perspectives mean we need to increase our awareness of how things join up, rather than separating out different aspects of identity.

6 Insights into LGBT+ Staff Survey Results 2023

1

We doubled the response rate!



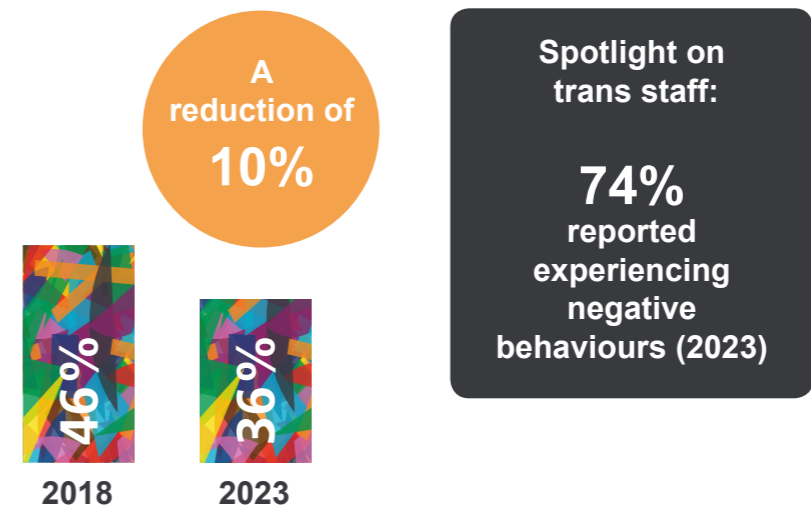
It may be a reflection of better promoting, but it could also be that more people feel safe actually taking part in a national LGBT+ survey. We'll never know for sure as we didn't ask the question, but the increased number of respondents makes the survey more representative of what it is like to be LGBT+ and working for our NHS ambulance services.

It is also great to state that we have representation from every ambulance service in the UK and from all the different roles and service lines, including patient transport, Integrated Urgent Care centres as well as the emergency services.

The proportion of volunteers responding in this latest survey was three times that of the previous survey.

2

Incidences of negative behaviours have reduced



Some good news is that it appears incidents of negative behaviours towards LGBT+ staff has reduced. The significant trend downwards is a welcome statistic, but still not good enough. The responses to this question indicate that around a third of LGBT+ staff experience negative behaviours because of the perceived sexual orientation or gender identity.

Most of the people acknowledging negative behaviours reported incidences of name calling, teasing and banter and this originated from colleagues and patients. Whilst we may always have some challenge from patients and public, our view is that there is no excuse for negative behaviours from colleagues and we have more work to do to get that figure to zero.

“I have witnessed management taking zero action against openly transphobic remarks by staff on station, including derogatory remarks about staff members and patient groups.

As a Trust with LGBT+ representation at the highest levels, the prevailing attitude amongst a worrying number of staff is appalling.”

3

Fewer people are 'out' at work



2018



2023

A
reduction of
12%

Spotlight on
bisexual staff

32%
reported being
out to all or
most people
(2023)

Based on people
reporting being out to
all or most people

At face value this may seem like a negative change and that fewer people are able to express their sexual orientation or gender identity at work. Since one of the aims of the National Ambulance LGBT+ Network is to ensure our services are safe spaces for LGBT+ people to work, the idea that fewer people feel able to bring their true self to work is not good news.

One of the aims of this survey was to reach as many LGBT+ people as possible and not just those who typically interact with staff networks. The large increase in people responding to the survey means it is likely this has been achieved and therefore the results of this survey are likely to be more representative overall.

4

Ambulance services continue to be safe place for LGBT+ people to work



2018



2023

A
reduction of
3%

The great news is that well over 90% of respondents indicate that ambulance services are safe places for LGBT+ people to work. We are not unduly concerned about the 3% reduction which is likely to be a natural variance from the increased response rate.

In this year's survey we asked if people thought the work of the National Ambulance LGBT+ Network is making services safer for LGBT+ people. Around half the people responding stated 'not sure' which means we have more work to do on communicating out to the wider workforce and telling people about the work we are doing. Hearteningly, for those people giving a definite answer, the ratio of people saying 'yes' was 5:1.

"I have found my ambulance service to be overwhelmingly a good place to be for LGBT+ staff.

Attitudes and behaviours of some people will always be challenging but the culture is changing and I feel that my ambulance service is more supportive than general society."

5

A wider spectrum of identities is more visible



In this year's survey we asked people to identify which part of the LGBT+ acronym they identify with. It is fantastic to report that we have representation from all but one of the different identities, including 'questioning'.

The proportion of people identifying as trans has increased over threefold, with many more people stating that their gender identity differs from that assigned at birth.

6





Staff networks have more work to do to improve their inclusivity and promote their purpose

Although the vast majority of people responding to the 2023 survey were very celebratory about the national and local LGBT+ networks, there were a smaller number of responses which we need to listen to and take heed of.

Communication about the work of the networks and making events more accessible were the main underlying issues identified.

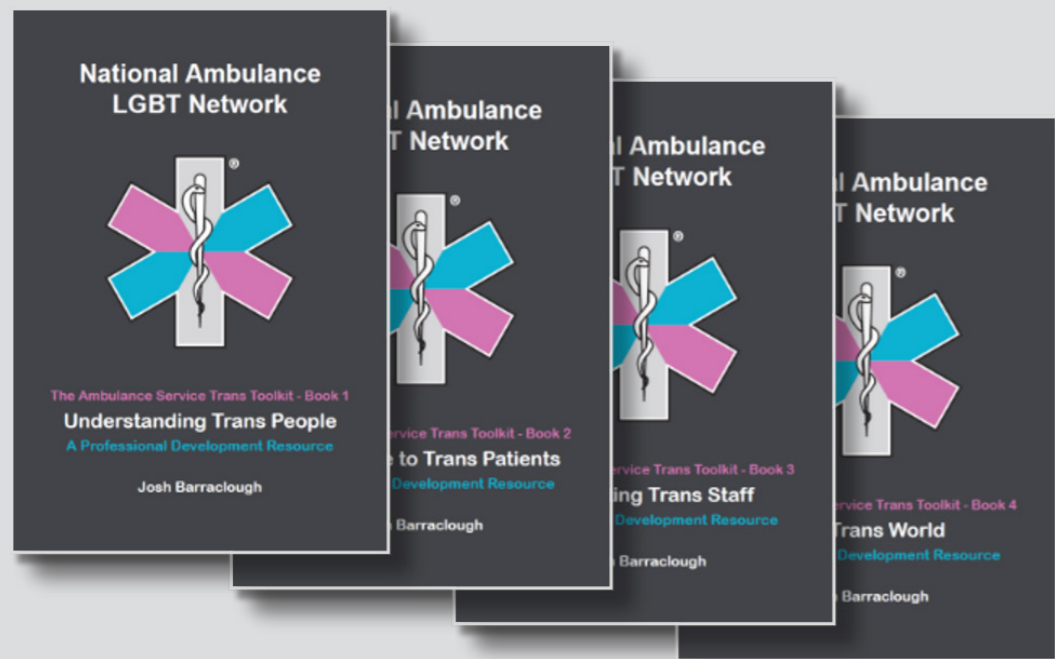
For some people the promotion of LGBT+ issues seems to have a more negative impact on them, with a very small number of people suggesting this can be divisive.

Many people made suggestions as to things the National Ambulance LGBT+ Network, and Ambulance Trusts, need to do to improve the lives of LGBT+ staff. This included:

-  **Ensuring that negative behaviours are properly challenged at all levels.**
-  **Make training around LGBT+ issues mandatory.**
-  **Improvements to work-life balance and supporting more staff to attend network events.**
-  **Better promotion and access to networks with more information about the support they can provide to staff.**

Additional Learning Resources

The Trans Toolkit

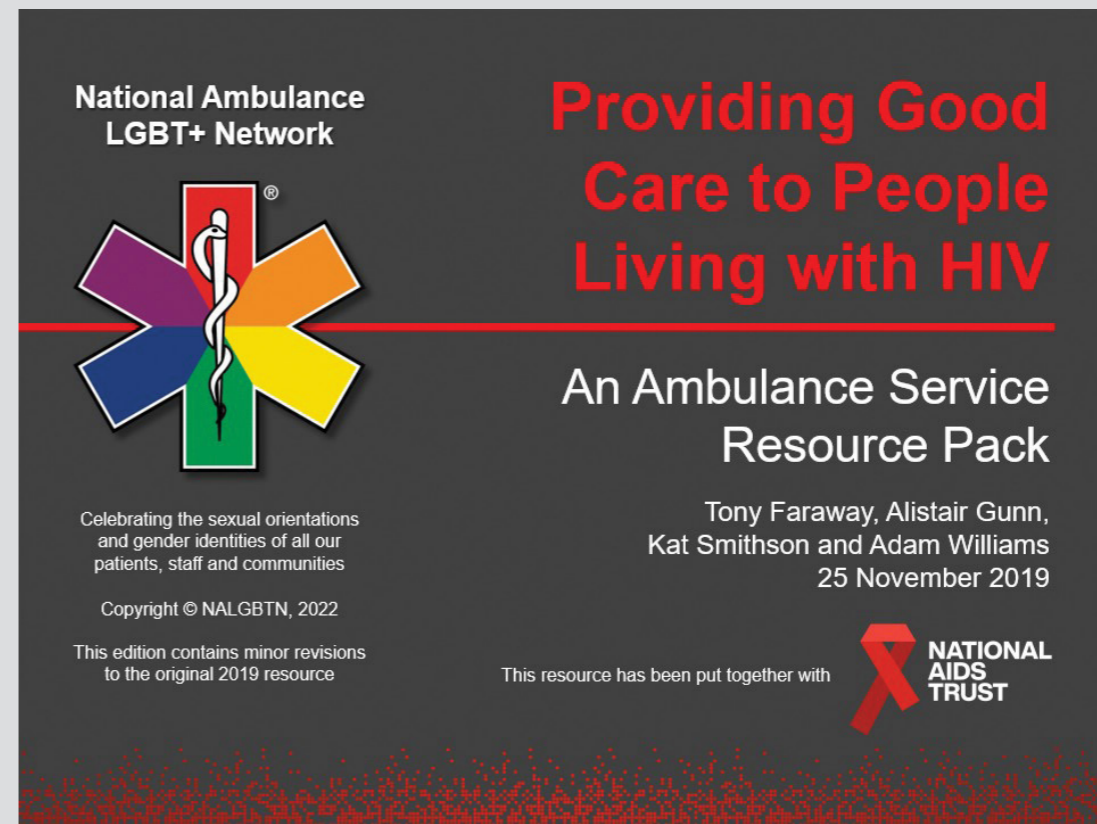


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This professional development resource comprises four books of information. The first three are designed to help you understand the lives of transgender people and then apply this knowledge to patient facing situations and working with staff who are transitioning. The first three books have sets of confirmation questions which help to gain your CPD credit.

The fourth book is for interest and includes information about transgender people in the media and sport and how transgender people are recognised around the world. Also in the final book you will find a whole host of references and links in case you want to find out more. There are no confirmation questions for this book.

Providing Good Care to People Living with HIV



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your copy

This professional development resource comprises one book which is split into two halves.

The first half looks at patient experience and staff knowledge, and the second focusses on updating your knowledge on treatments and best practice.