LGBTQ+ Network

Brighton and Sussex University Hospitals NHS Trust

BSUH LGBTQ+ Staff Network: Our Journey

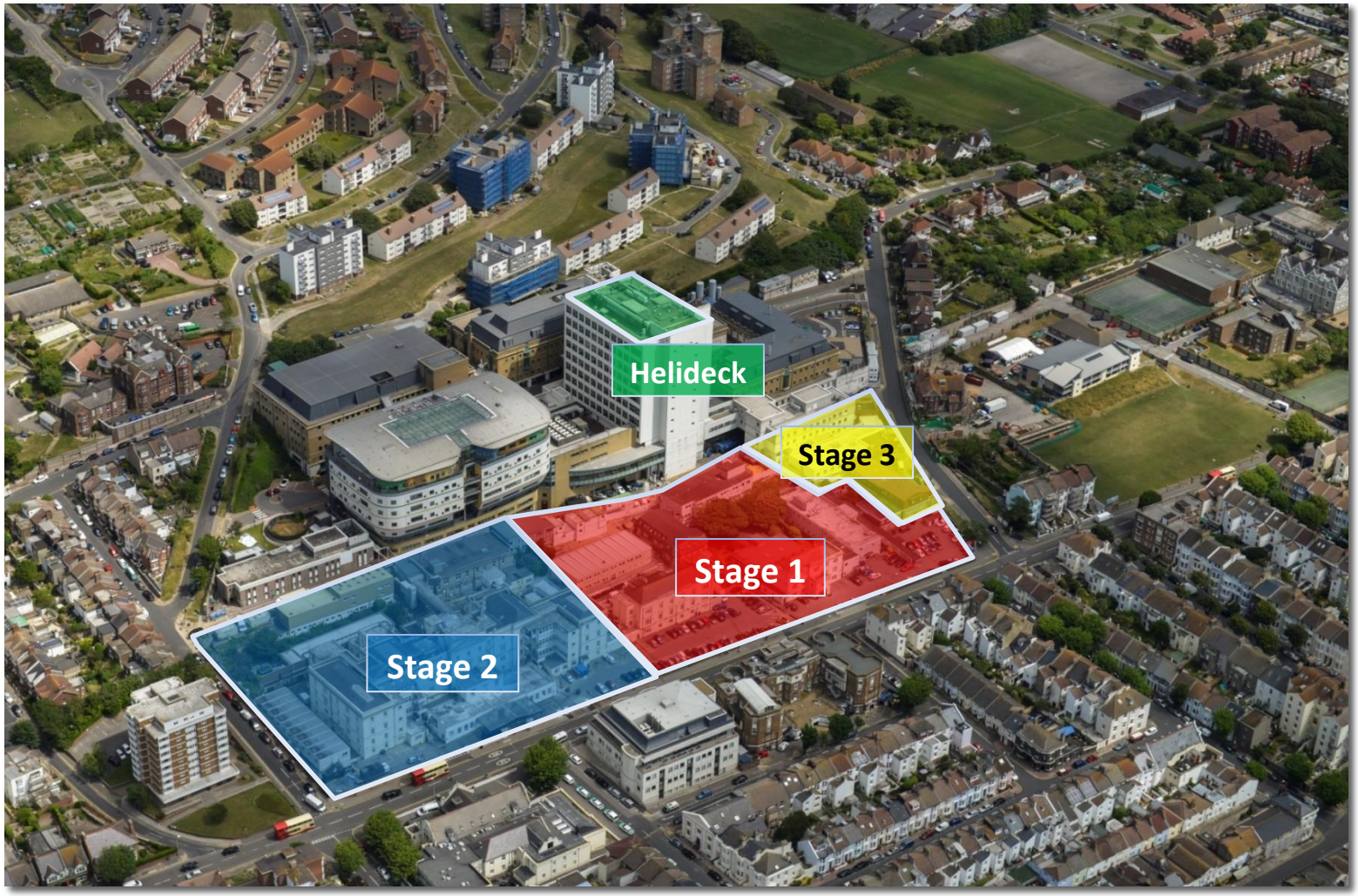
Thursday 19th September 2019

Nick Groves

BSUH LGBTQ+ Network Convenor

Preferred pronouns: He / Him

‘3Ts’ Redevelopment Footprint



‘3Ts’ Design

‘3Ts’ Stage 1

History of Cultural Challenges

Eden Charles, People Opportunities

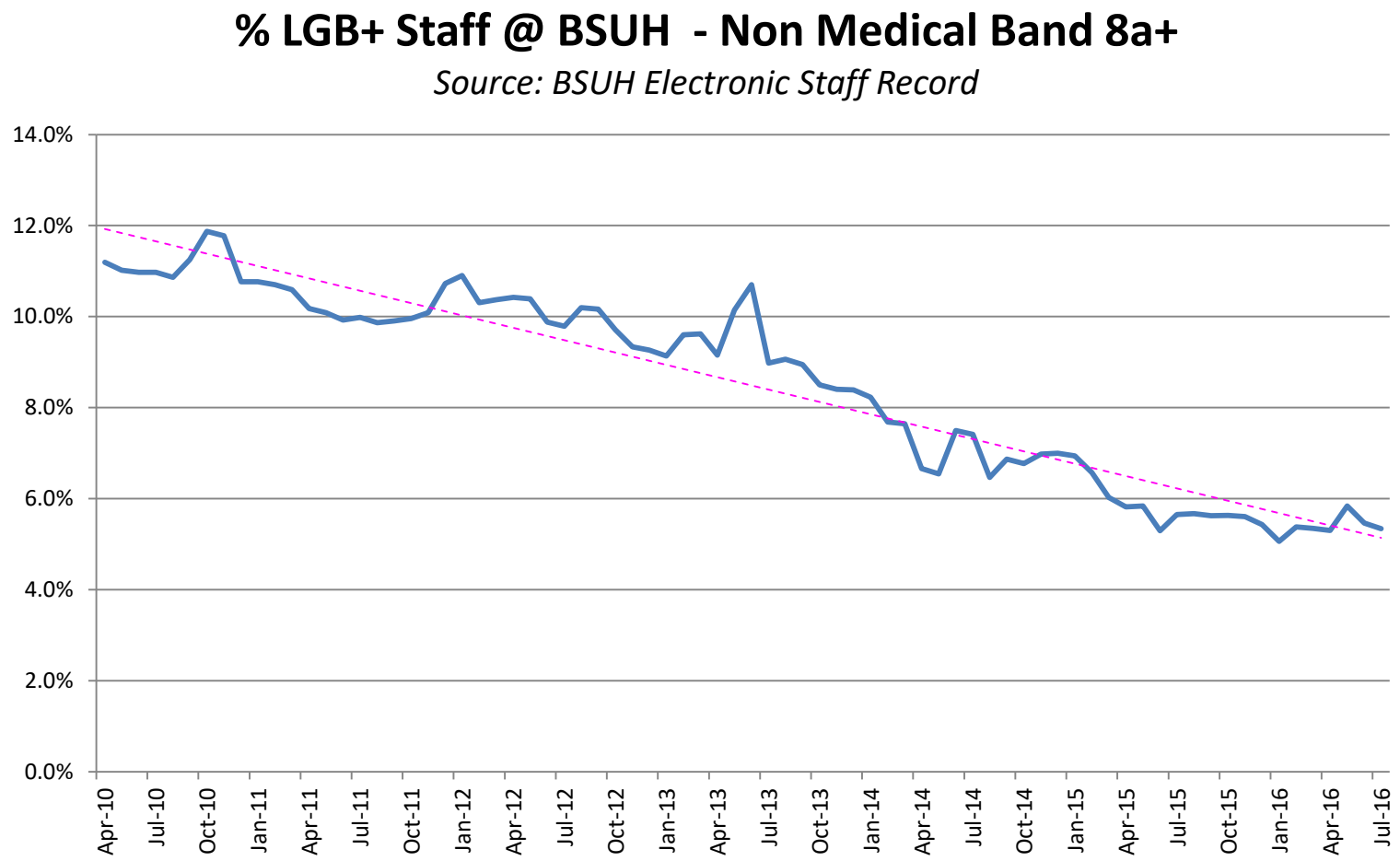
'Equalities & Cultural Change within BSUH', 2017

- Poor physical environment
- High turnover in senior leadership
- Etc.
- Cycle of broken promises, mistrust, disengagement…

- ***'The cultural issues BSUH faces are a symptom not a cause…'***

People Opportunities
Developing our future leaders and organisations

Bellwether Effect



2015 Stonewall WEI

Stonewall Workplace Equality Index

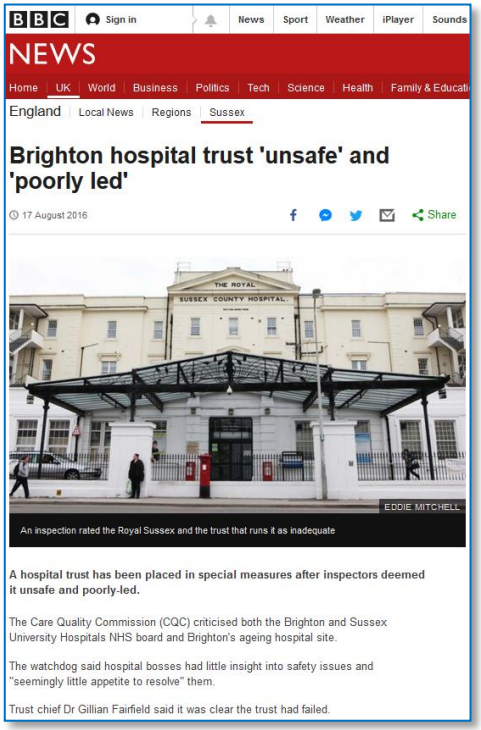
- 319th / 397
- Lowest (worst) position since BSUH started working with Stonewall in 2005

2016 CQC ‘Inadequate’

Care Quality Commission

Ratings	
Overall rating for this trust	Inadequate
Are services at this trust safe?	Inadequate
Are services at this trust effective?	Requires improvement
Are services at this trust caring?	Requires improvement
Are services at this trust responsive?	Inadequate
Are services at this trust well-led?	Inadequate

Staff from BME and protected characteristics groups reported that bullying, harassment and discrimination was rife in the organisation with inequality of opportunity. Data from the workforce race equality standard supported this. Staff reported that inconsistent application of human resource policies and advice contributed to inequality and division within the workforce and led to a lack of performance and behaviour management within the organisation. These cultural issues had been longstanding within the trust without effective board action.



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NEWS

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Brighton hospital trust 'unsafe' and 'poorly led'

17 August 2016 Share

An inspection rated the Royal Sussex and the trust that runs it as inadequate

A hospital trust has been placed in special measures after inspectors deemed it unsafe and poorly-led.

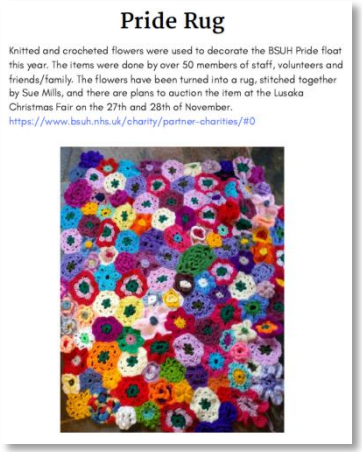
The Care Quality Commission (CQC) criticised both the Brighton and Sussex University Hospitals NHS board and Brighton's ageing hospital site.

The watchdog said hospital bosses had little insight into safety issues and "seemingly little appetite to resolve" them.

Trust chief Dr Gillian Fairfield said it was clear the trust had failed.

2016 Orlando Nightclub Shooting

Planning for Pride 2017



Pride Rug

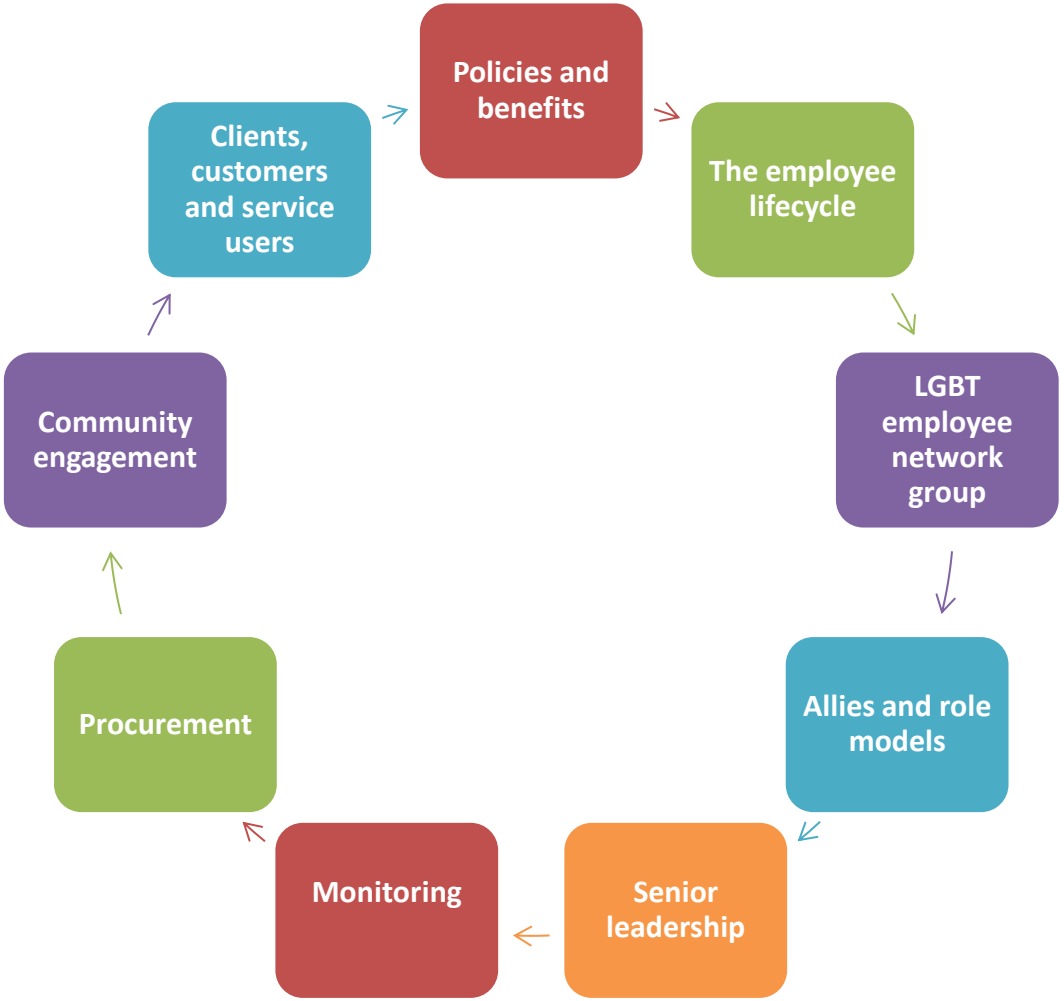
Knitted and crocheted flowers were used to decorate the BSUH Pride float this year. The items were done by over 50 members of staff, volunteers and friends/family. The flowers have been turned into a rug, stitched together by Sue Mills, and there are plans to auction the item at the Lusaka Christmas Fair on the 27th and 28th of November.
https://www.bsuh.nhs.uk/charity/partner-charities/#0

Pride 2017: Proudly Led

Stonewall WEI Benchmarking

Stonewall DIVERSITY CHAMPION

Stonewall
Acceptance without exception



LGBTQ+ Inclusion Conference 2019

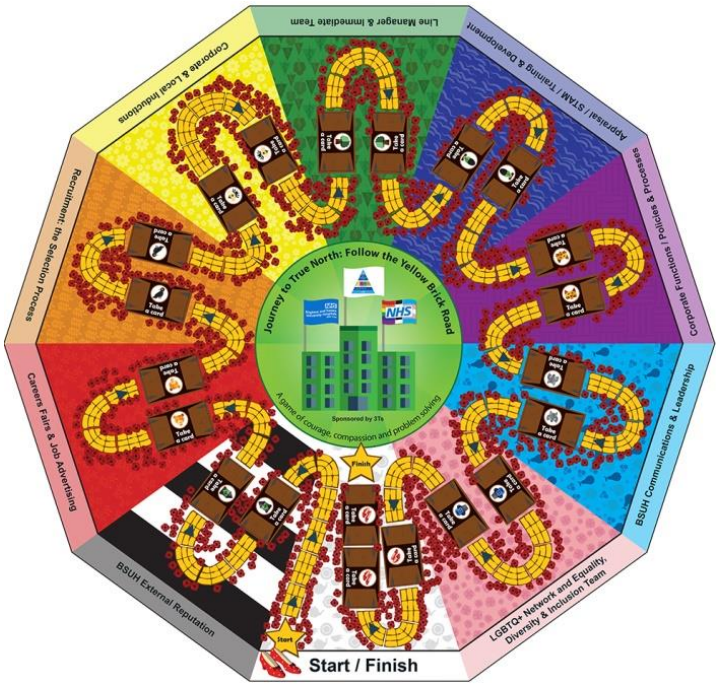
Dame Marianne Griffiths

Ali Hannon, inclusion advocate

Pete Mercer, Stonewall

Stonewall Workplace Equality Index 2019

- 143rd / 445
- 15th / 54 in Sector
- 51% for Trans Inclusion



LGBTQ+ Conference Stalls

University of Brighton

HEALTH4LGBTI
REDUCING HEALTH INEQUALITIES EXPERIENCED BY LGBTI PEOPLE

Switchboard
Connecting you to LGBTQ support

University of York

The York Management School

LGBT+ Networks
TOWARDS AN INCLUSIVE WORKPLACE

Stonewall

UNISON

Royal College of Nursing

allsorts youth project *with RACH*

PAVILIONS

NHS Leadership Academy
Kent, Surrey and Sussex

NHS Health Education England

EiSELE CONSULTING

Brighton & Hove Sexual Health & Contraception Service

CLINIC

Connections
Connecting staff, services and support

Education and Knowledge
BRIGHTON AND SUSSEX UNIVERSITY HOSPITALS NHS TRUST

LGBTQ+ Network

Brighton and Sussex University Hospitals Charity
making it better

HELP
Health Employee Learning and Psychotherapy

- 3Ts
- 'Social Side' card
- BSUH Religion & Belief Forum
- Disabled Staff Network
- Equality, Diversity & Inclusion Team
- Freedom to Speak Up Guardian
- Kaizen Office
- Midwifery

CQC January 2019

Care Quality Commission

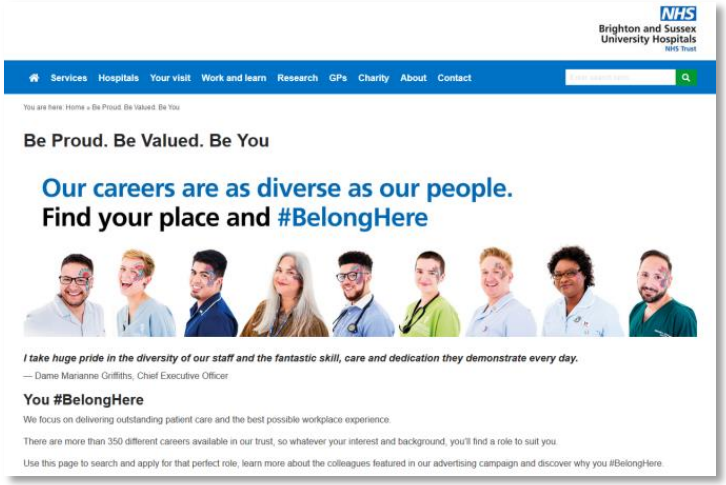
'Staff told us that culture at the Trust had improved. They told us that the Trust is 'proudly diverse' in its support of the LGBTQ+ community through its policies and processes designed to support staff.'

BSUH @ Prides 2019

Disability Pride BRIGHTON

Trans Pride Brighton & Hove

#BelongHere Recruitment Campaign



BSUH @ B&H Pride 2019

BSUH @ Pride 2019

BSUH Orthoptics @BSUH_Orthoptics · Aug 1

Getting ready to celebrate #BrightonPride this weekend thanks to our @BSUH_NHS party pack! Thanks to the wonderful team at @BSUH_LGBTQ and @bsuhcharity for putting this together!

PatientExperienceHannah @HannahPacifico · Aug 1

The Patient Experience Team just got their Pride Pack #proudtobebsuh #belonghere looking forward to cheering along our fantastic float on Saturday @BSUH_NHS @BSUH_LGBTQ @bsuhcharity

BSUH NHS LGBTQ+ Network @BSUH_LGBTQ

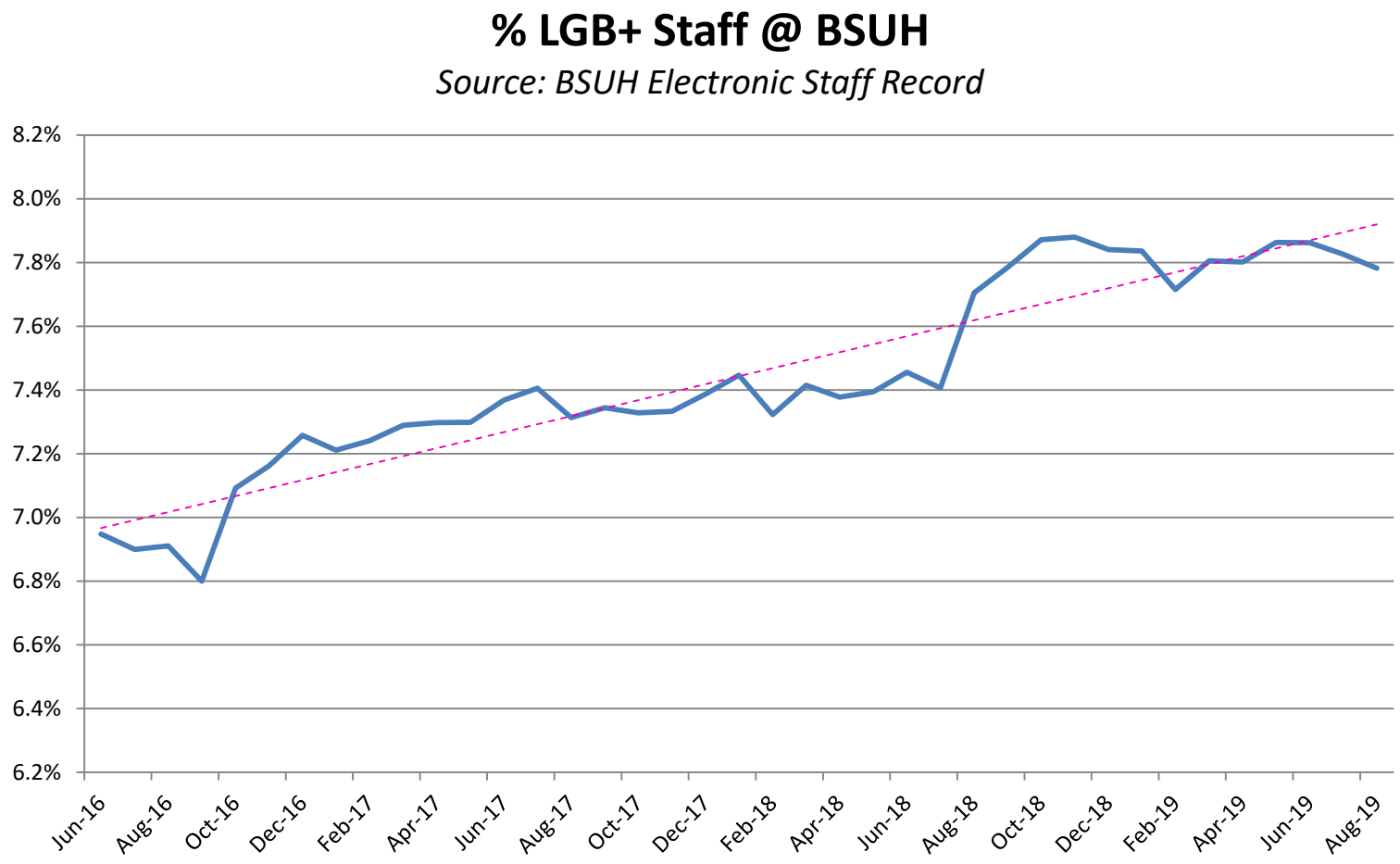
Our fabulous RSCH Acute Assessment Unit team @BSUH_NHS joining us in celebrating Pride! #BelongHere @bsuhcharity bsuh.nhs.uk/find-your-plac...

katherine day @kattie_lou

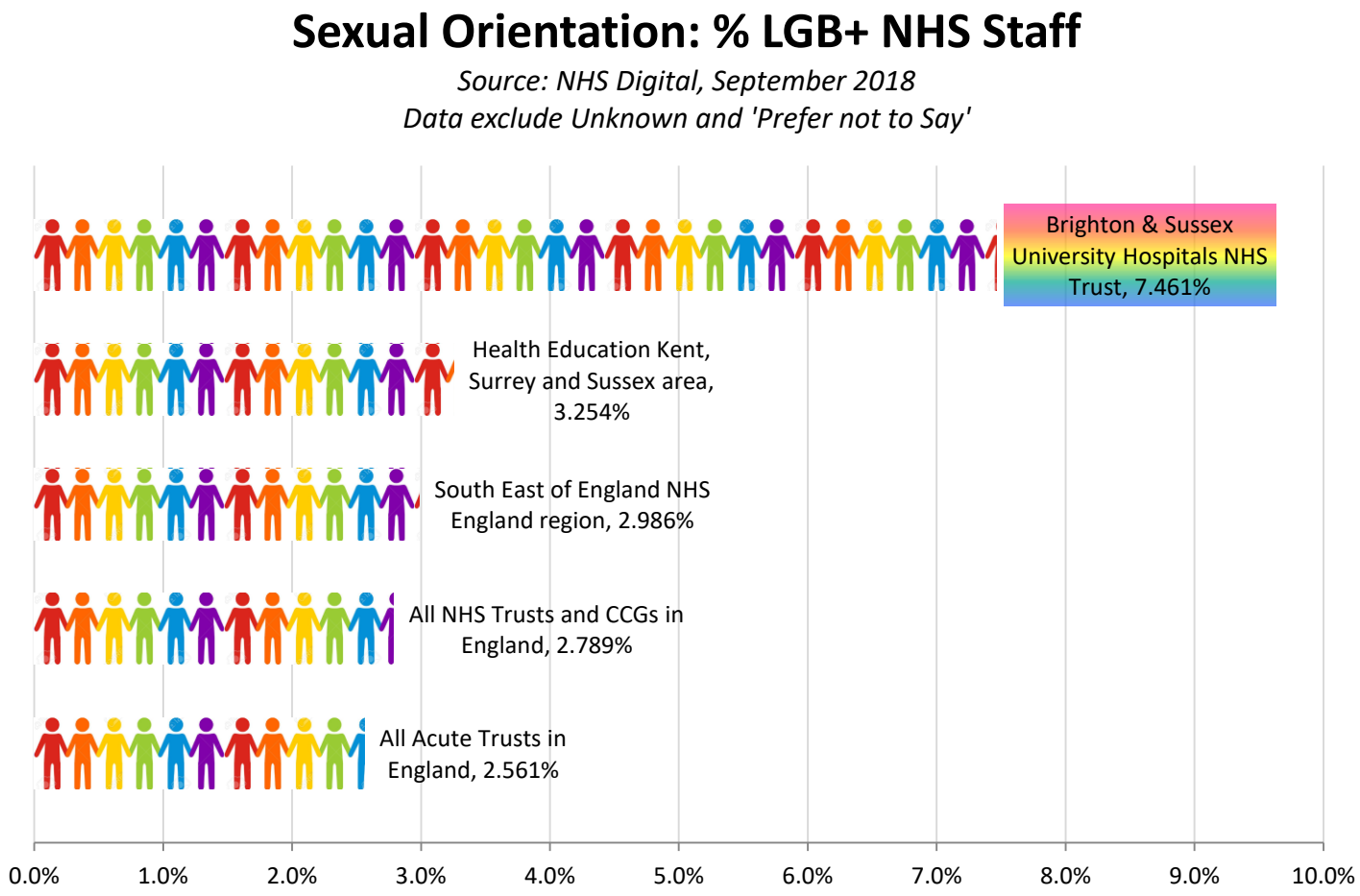
#BrightonPride2019 The #BSUH_NHS Imaging department in Brighton are preparing to welcome anyone unfortunate enough to require our services this weekend! We even managed a lead apron rainbow. @BSUH_NHS @BSUH_LGBTQ

BSUH @ Pride 2019

Is it Working?



Is it Working?



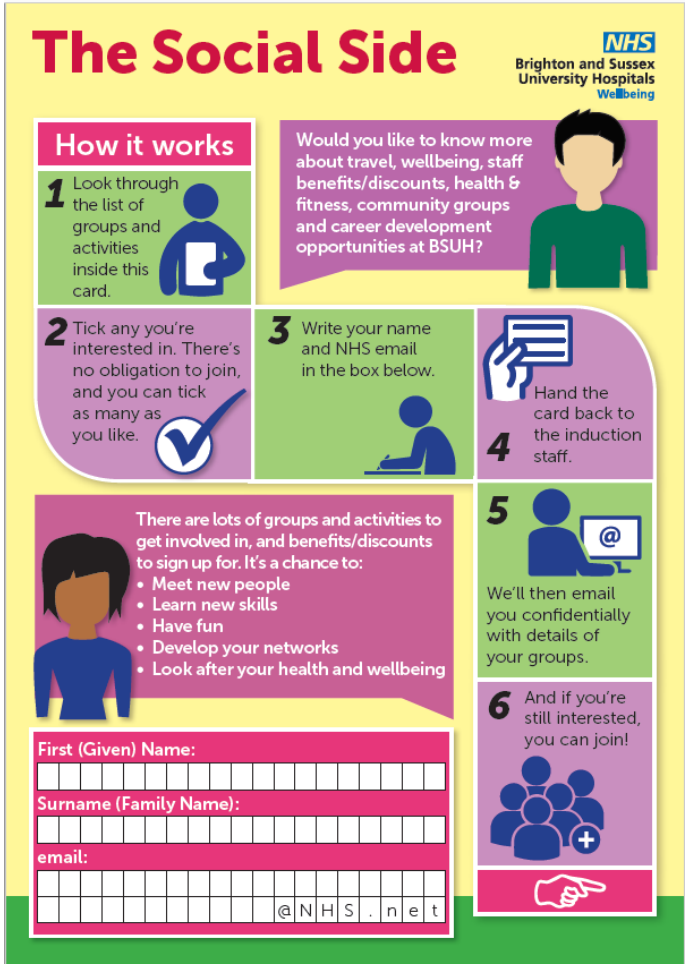
1. Build Your Membership

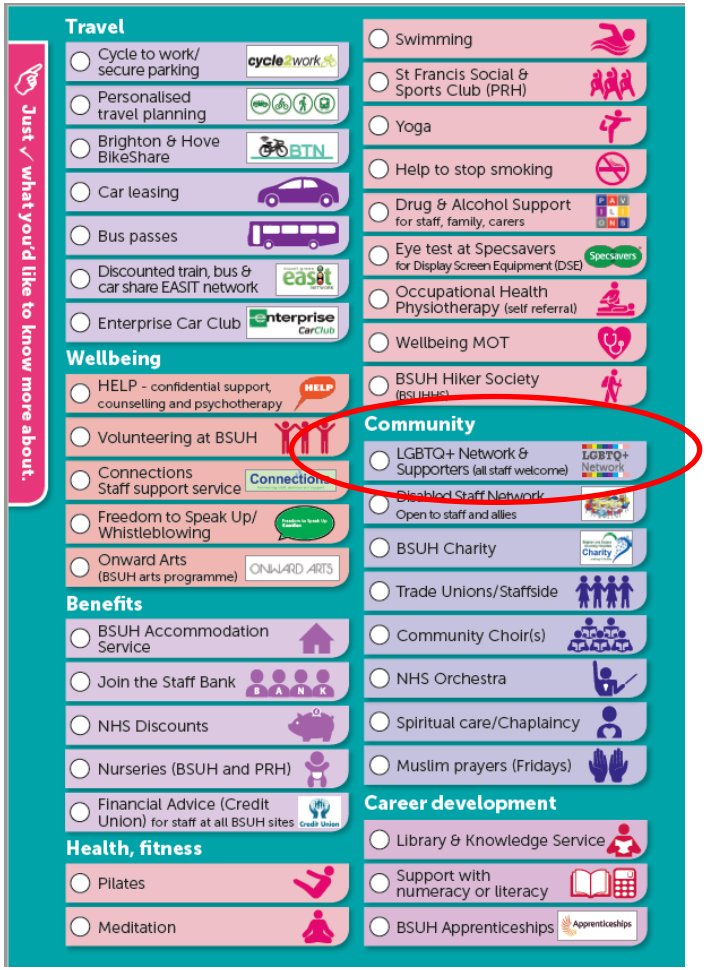
Consider practicalities

- Membership / circulation list
- Are Allies separate from LGBTQ+?
- Voting / governance

Use smart (‘nudge’) techniques to maximise your impact

‘Social Side’ Card



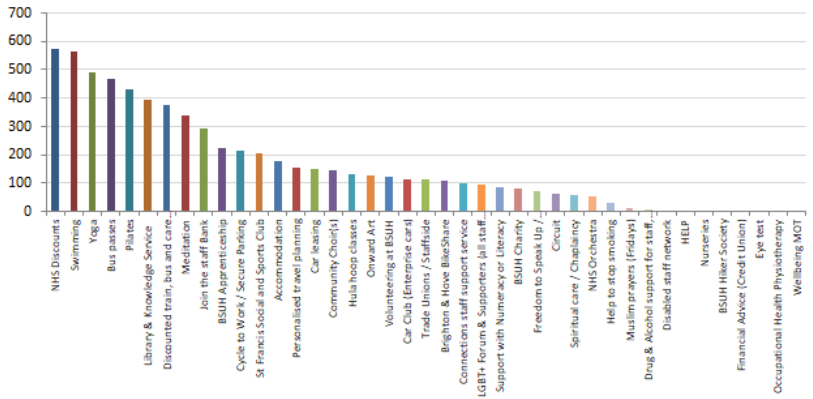


‘Social Side’ Card

Social Side Statistics

11/09/2019

Cumulative total of Induction statistics



Average box ticked per card :

Includes L VH

Total cards returned:	890
number of ticks on all cards	6041
Average ticks per card	6.79

Comments:

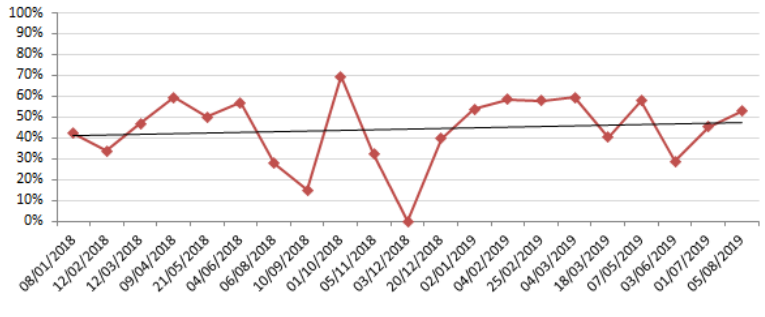
Leaflets were checked back to 12th of March to 10th September

Older dates couldn't be checked as leaflets were not found

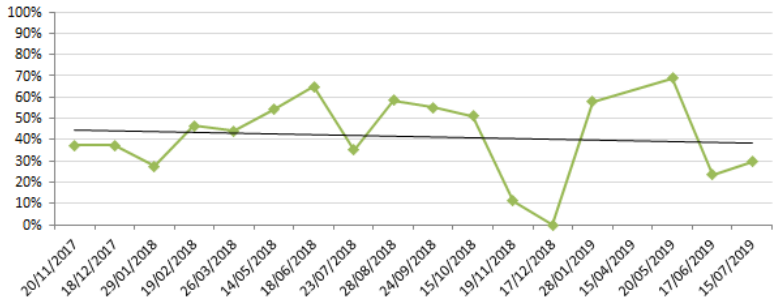
All Trust leaflets were previously amalgamated, now they are separate

Please note count of interest declared per service includes L VH

RSCH



PRH



1. Build Your Membership

Consider practicalities

- Membership / circulation list
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Use smart ('nudge') techniques to maximise your impact

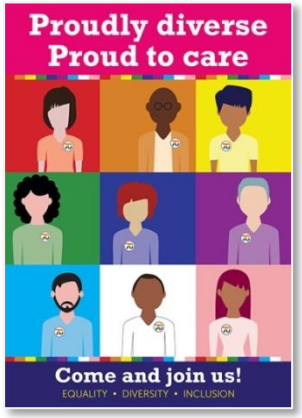
Size isn't all (eg. attendance at Network events)

- Wider impact of Network offer

'% engaging' better metric – requires creative solutions

- E-networking
- Diverse events / activities
- Package Network activities as development opportunities (linked to appraisal/development plans)

1. Build Your Membership



LGBTQ+ Network

2. Reach out to Allies

‘Straight Ally’ rather outdated concept

- Allies come in all shapes and sizes (and all Sexual Orientations and Gender Identities)

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Power of ‘inclusion signifiers’ (eg. lanyards, pins, badges)

- An Ally is the person who puts their ‘shoulder to the wheel’

Impact of personal networking – ‘reaching out’

Partnership with other Staff Networks

- Common cause, recognising intersectionality

Allies within LGBTQ+ umbrella

- How are you using the platforms you have?
- (How will you use your platform when you have it?)

3. Educate – and Be Educated

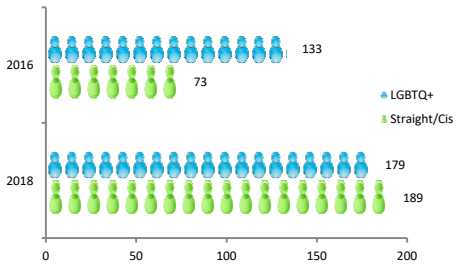
Evidence re LGBTQ+ health inequalities useful way in

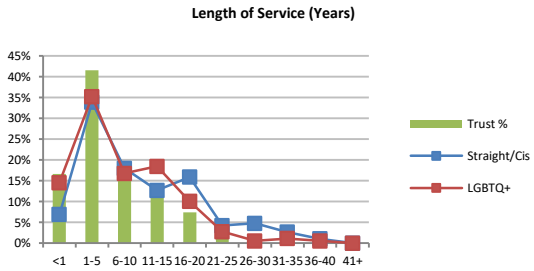
Power of data – and staff stories

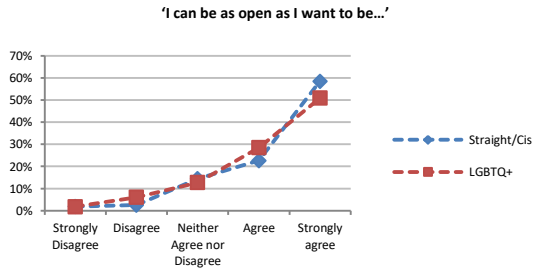
NHS Staff Survey 2018: by SO

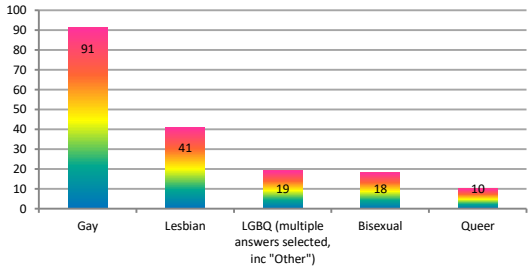
NHS Staff Survey 2018: Net Higher / Lower Scores vs Heterosexual

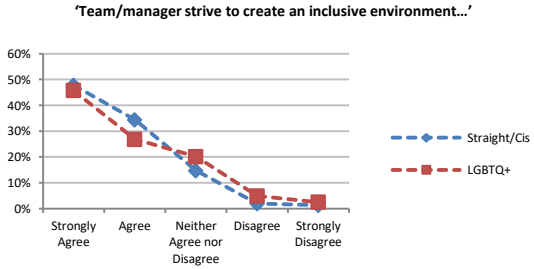
LGBTQ+ Staff Survey 2018

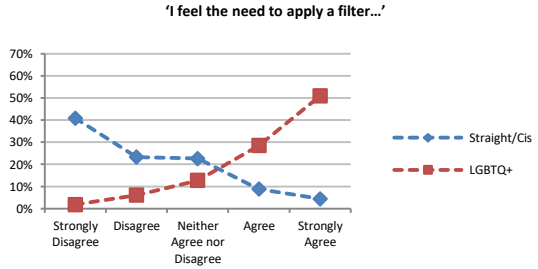


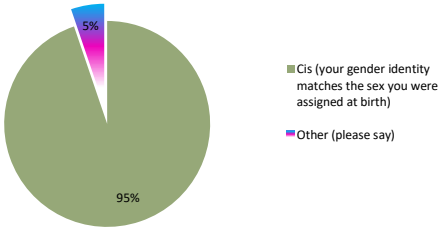


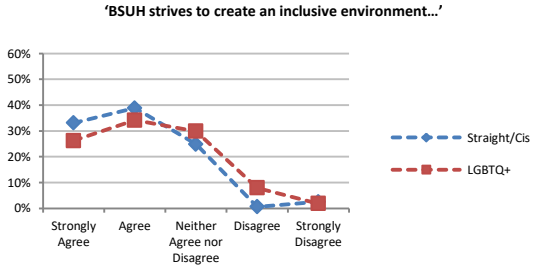


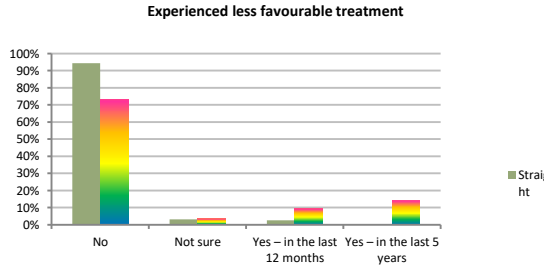




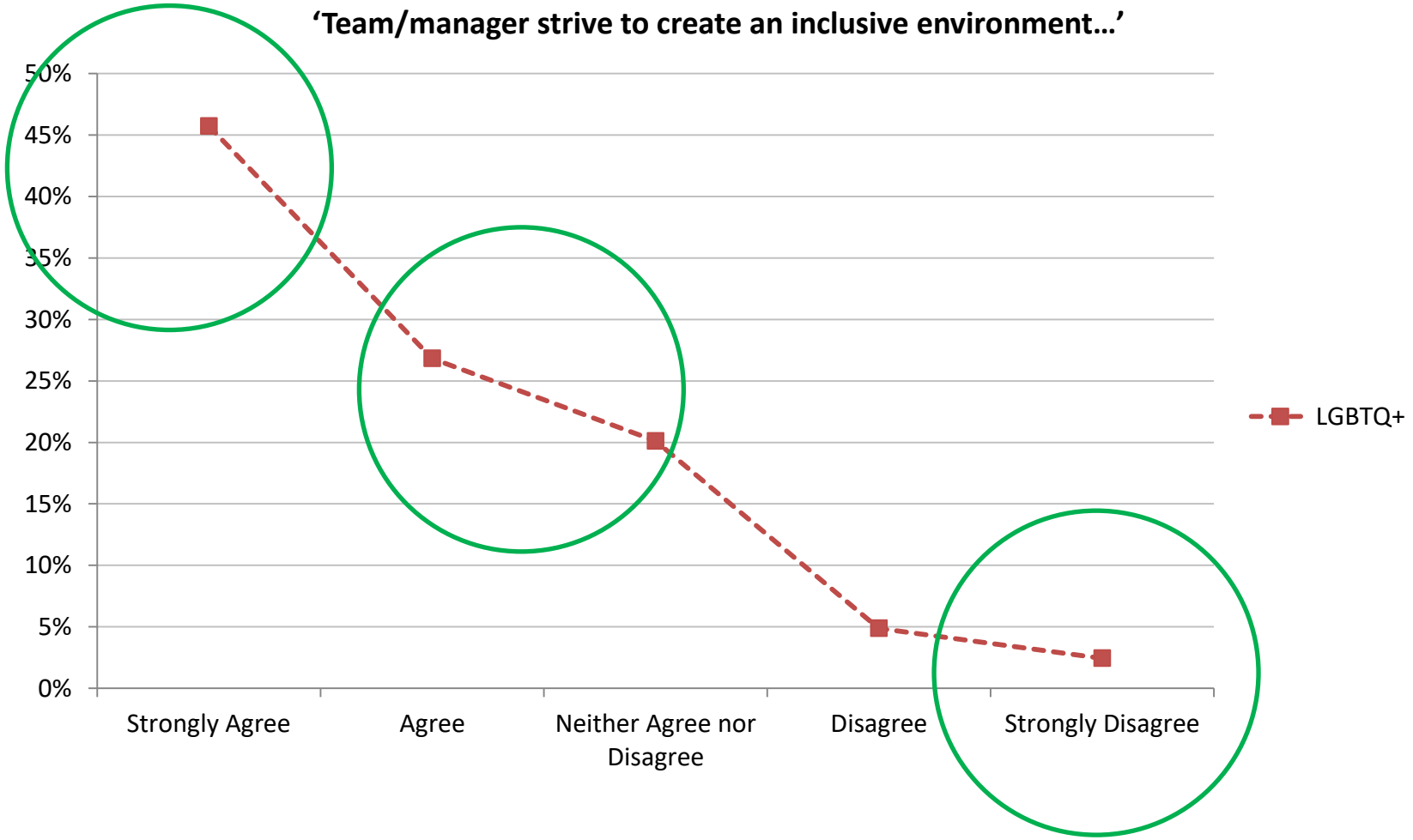




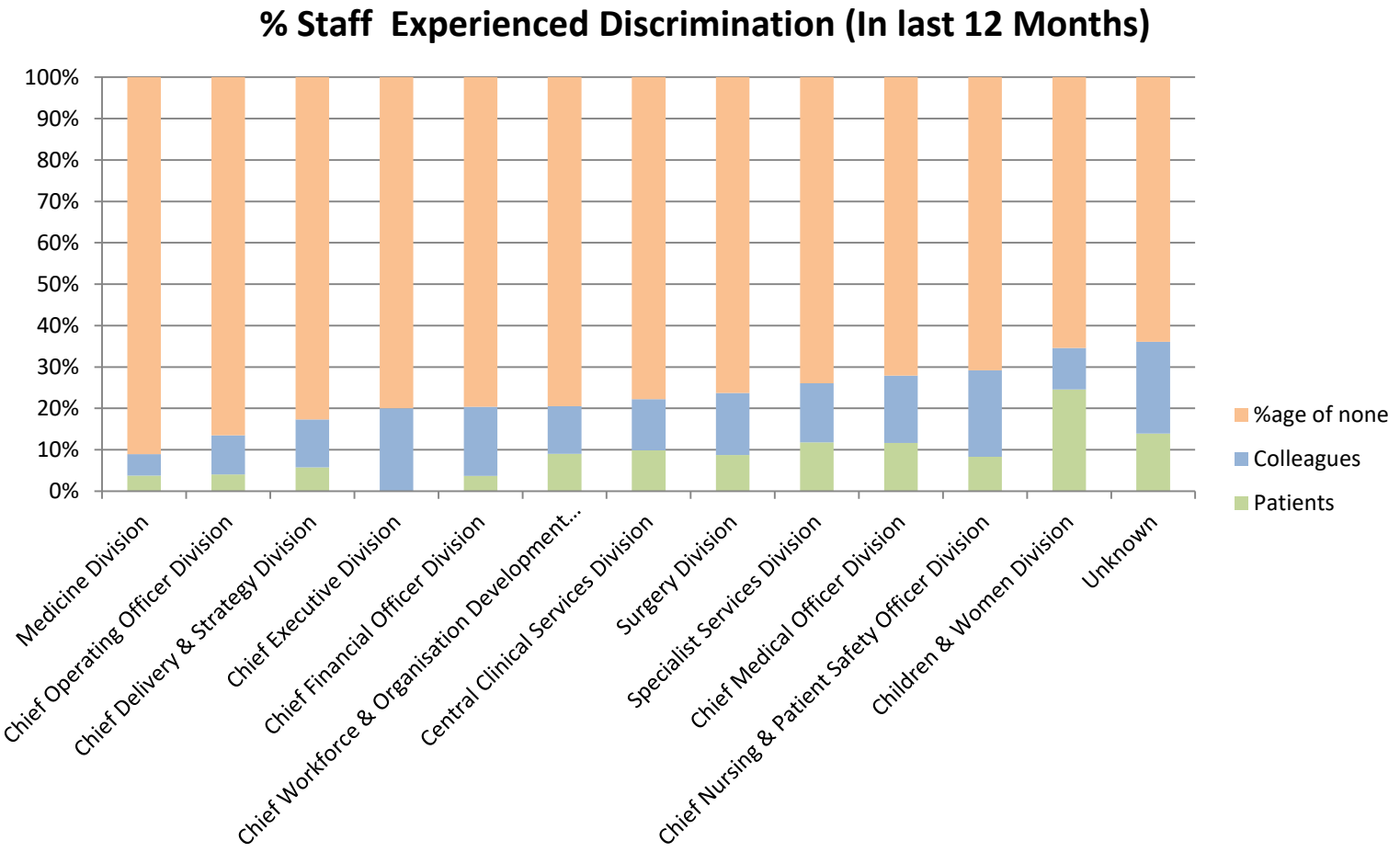




LGBTQ+ Staff Survey 2018



‘Iris’ E-learning Engagement Survey



Source: BSUH Iris E-learning Engagement Survey, N = 3,011 staff (headcount)
NB. Design of survey means discrimination options are mutually exclusive

LGBTQ+ Staff Experience

Key Points

- The majority of LGBTQ+ respondents say they have not been treated less favourably (73%, 124 people) and work in a team/for a manager who strive to create an inclusive environment (73%, 119 people) *
- However 40 LGBTQ+ respondents (24%) say they have been treated less favourably – 16 (9% of all LGBTQ+ respondents) within the last 12 months
- Both LGBTQ+ and Straight/Cis respondents said they had also observed poor behaviour towards / less favourable treatment of LGBTQ+ colleagues

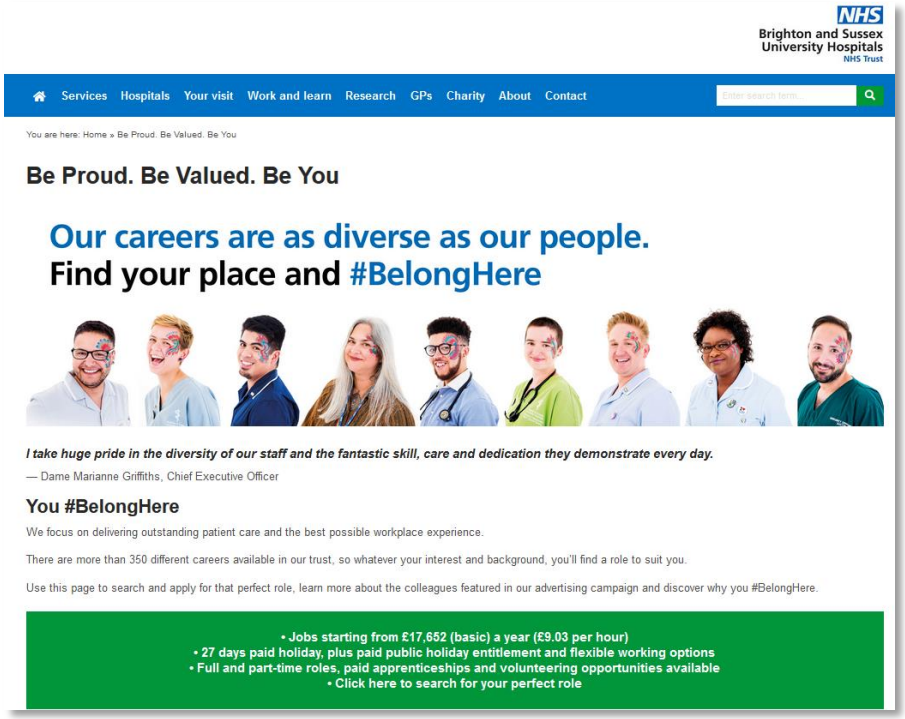
Negative Experiences

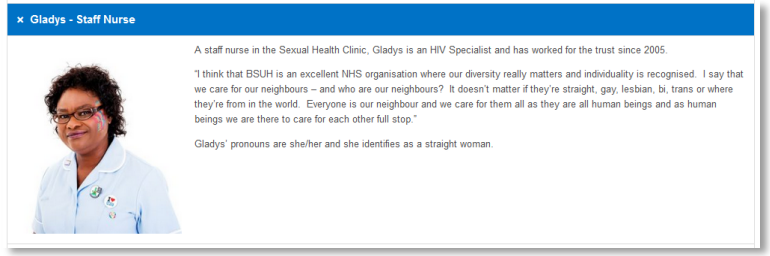
- '…have had a few comments (eg. 'bet you're used to having a sore @rse' after slipping onto the corner of a desk and banging my lower back) that were possibly meant as jokes but weren't funny.'
- 'Several times one of the Band 6s calls people 'poof' or 'lezzer' and laughs. One woman challenged her and was bullied afterwards. Senior staff don't want to hear about it…'
- 'Was told I cannot work from home or do flexitime because, unlike my colleagues, I have no children or other family obligations.'
- '… Casual derogatory remarks, eg. implying promiscuity, assumptions that relative contributions to the life of the Trust should be greater since I have no childcare commitments.'
- 'I had to move from the ward where I was working.'
- 'I was reported as being lewd by a Ward Clerk. It was found I was just talking about my husband just like any hetero would.'
- '… derogatory comments about sexual orientation. Public humiliation for myself.'
- 'One consultant was talking about another colleague and said the reason they were a failure was because they were trans [and] were having problems.'
- 'Fellow staff unaware [of my SO], but have overheard unflattering comments about bi people in general.'
- (S/C) 'I have not but have seen a lesbian member of the team bullied because she is gay.'

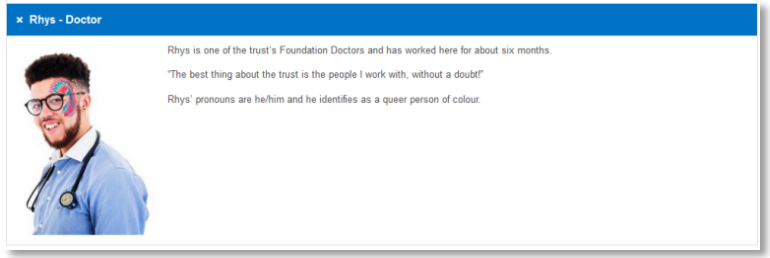
**** Notes***

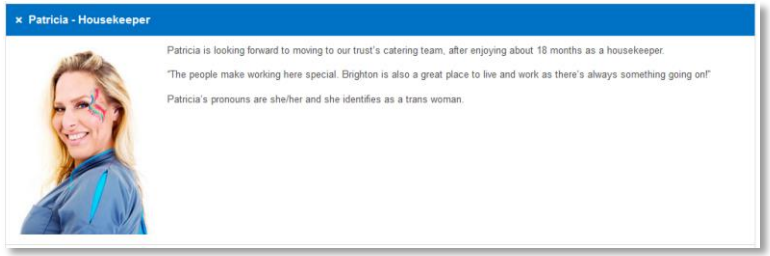
- A slightly different number of people replied to these questions.

#BelongHere Recruitment Campaign









3. Educate – and Be Educated

Evidence re LGBTQ+ health inequalities useful way in

Power of data – and staff stories

Safe / trusting space – ‘OK to ask questions’ (respectfully)

Be mindful in how you ask about Gender Identity

- eg. ‘Trans history’
- ‘Gender as ascribed at birth vs now’

Own learning and awareness

- LGBTQ+ Seminar Programme

4. Be Smart about Priorities

Piggyback on existing activities

- Add LGBTQ+ perspective to existing activities (eg. #NoExcuse4Abuse Violence & Aggression campaign)
- Tailor comms for an LGBTQ+ audience (eg. Smoking Cessation, staff support services)
- Bespoke activities (eg. LGBTQ+ Mentoring)

Recommend Stonewall WEI as a framework

- Structured, systematic
- Helpful feedback from Client Advisor

Network Annual Plan & Resource Plan

- Align with corporate priorities / programmes
- Reflects changing LGBTQ+ Network membership

5. Marathon not a Sprint

Build ‘level foundations’

- Recognise own context – seize opportunities
- Invest time in:
  - Building relationships with senior leadership – Network as ‘trusted partner in solution’
  - Speaking truth to power – LGBTQ+ staff need to know you’ll advocate (even when uncomfortable)
  - Encouraging LGBTQ+ staff & Allies to ‘step up’ to do the work

Look after own health & wellbeing

- Pace yourselves – risk of burnout
- Succession planning – still feels quite precarious

‘Yes we can’

- We can make the difference – for staff and patients (and organisational outcomes)

We Can Make the Difference

LGBTQ+ Network

Brighton and Sussex University Hospitals NHS Trust

BSUH LGBTQ+ Staff Network: Our Journey

Thank You!