

Working with Lesbian, Gay, Bisexual and Transgender People

Good Practice Guidelines for Health Service Providers

- 👍 Don't assume everyone is heterosexual (e.g. service users, carers, parents, colleagues).
- 👍 Respond positively when people disclose their sexual orientation and/or gender identity.
- 👍 Ensure respect, confidentiality and privacy is shown to all LGBT people.
- 👍 Address issues of same-sex partners and next-of kin in care settings in a sensitive manner.
- 👍 Be informed about the health issues of Lesbian, Gay, Bisexual and Transgender (LGBT) people.
- 👍 Ensure all relevant paperwork uses language which is inclusive of LGBT people and their families (e.g. information leaflets, questions used in history taking).
- 👍 Where relevant, all health related publications should include references to and images of LGBT people.
- 👍 Be familiar with local LGBT groups and services and develop working relationships with them.
- 👍 Display contact details, posters and literature of local and national LGBT services in your waiting areas.
- 👍 If you are unsure of appropriate language, ask LGBT person/group for guidance.
- 👍 Build your knowledge and skills through LGBT awareness training.
- 👍 Address unacceptable, offensive or discriminatory comments and/or actions relating to LGBT people.