



Calling all healthcare professionals

5 actions for
LGBTQIA+ inclusive
healthcare



DEMAND
DIVERSITY
Be the change

Do more than tick-box training

You've ticked the boxes with those online modules, but are you truly equipped to navigate real-world situations without implicit bias? Feeling unsure about approaching certain scenarios? We've listened.

Our guide provides training that the LGBTQIA+ community deems essential, alongside guidance on the stuff you've expressed a need for.

55%

of healthcare
professionals have **NEVER**
received any specialised
LGBTQIA+ training

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*...one time when I disclosed my gender to the doctor, there was a very uncomfortable conversation around gender that **led to discrimination...** So after that, I just **didn't really go to the doctor unless I absolutely needed to.***

Genderqueer patient

Make that first impression really count...

The initial interactions with a healthcare service can be an incredibly anxious time for many trans and non-binary people. Being 'othered' when scheduling appointments or on medical forms, or 'outed' in the waiting room can leave individuals feeling disempowered and distressed, potentially discouraging them from seeking future care.

Our guides are here to ensure your interactions leave a positive impression.

03 Signpost! Give more than a leaflet on the way out

The wait for referrals or appointments can be a lonely road, especially for LGBTQIA+ people awaiting gender identity consultations. Signposting to accessible resources, networks, and community support is absolutely crucial. Being prepared with a mix of national and local LGBTQIA+ organisations and groups for the individual and their support system could transform isolation into connection on their journey.

Our guide has you covered with signposting essentials.

66%

of LGBTQIA+ people felt they didn't receive enough or the right type of support during a healthcare appointment

80%

of LGBTQIA+ people said they would feel more comfortable attending healthcare appointments if there were visible signs of allyship

04 Simple gestures can make a big difference

While systemic issues require attention, don't underestimate your power to make a difference. Wearing a Pride badge, displaying pronouns, or showcasing inclusive accreditation signals allyship and fosters safe spaces for LGBTQIA+ individuals.

Ready to take these small but impactful steps? They're yours for the taking.

05 Create that safe space

In healthcare, every detail counts. Yet, too often, LGBTQIA+ individuals stay silent about their symptoms and experiences or avoid seeking medical help due to fear of discrimination.

It's your duty to create safe, welcoming spaces and ask the right questions sensitively. Our guide helps you do just that.

100%

of HCPs stated they have one or more concerns when interacting with LGBTQIA+ patients

Want to join the movement in making healthcare more inclusive? Visit www.demanddiversity.net and sign up to the mailing list to be notified when our 'how-to' guide for healthcare professionals, developed in collaboration with the LGBTQIA+ community, is available for download.

Thank you to everyone who took part in this research as part of **COUCH Conversations**. Your contributions are shaping the future of inclusive care for the LGBTQIA+ community.

* All statistics and quotes were gathered from our survey data and in-depth interviews with HCPs and the LGBTQIA+ community.

