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Bwrdd Iechyd
Addysgu Powys
Powys Teaching
Health Board



Gender Awareness Training

Tîm y Gymraeg a Chydraddoldeb / Welsh Language and Equality team

Today's objectives:

- Better understand gender identity and its implications for healthcare needs.
- Learning how to ensure equality and provide a person-centered approach.
- Good practice tips to help ensure patient and staff dignity.
- Discuss terminology and build our confidence.



Gender Awareness

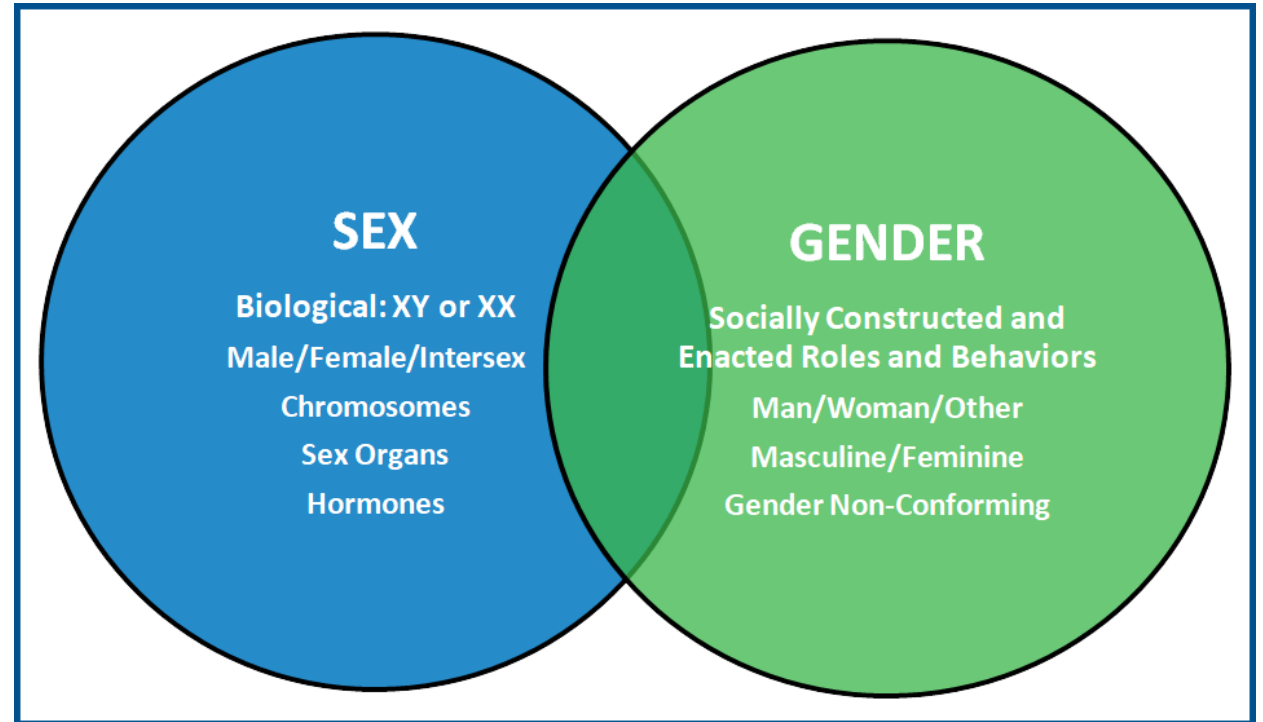
“Gender awareness raising aims to increase general sensitivity, understanding and knowledge about gender (in)equality”
- *European Institute for Gender Equality*

This in turn:

- ❖ Helps provide patient-centred care for our patients and service users, improving health outcomes and experiences.

Gender VS Sex

*On a piece of paper (or in the chat)
take a minute to jot down
what you think the differences are
between these two terms.*



amwa-doc.org



Gender identity

- It means who someone 'is inside' in terms of being male/female or other/neither, which *could* be different from how they appear.



Gender identity

- Gender is at least partially a 'social construct' – this means it is formed by social and cultural expectations rather than biological reality.

Can you think of a common bias /
stereotype people have?



Bias

- Unconscious / conscious.
- It can lead to discrimination
- Gender bias can be about any gender
- Stereotypes

How does this affect healthcare?

- ❖ Diagnosis times
- ❖ History of 'hysteria'
- ❖ Intimate appointments
- ❖ 'Professional patients'
- ❖ Likelihood of seeking help



Sexual Orientation

- “Sexuality and sexual orientation is about who someone feels physically and emotionally attracted to. This can be romantic or emotional attraction, or both” – NSPCC
- Independent of gender & sex.
- Not just gay or straight.
- Treat everyone with respect and dignity.
- False assumptions - not everyone's relationships / family dynamics look the same.





Right to Fairness and Respect

- ***Everyone*** has the same right to respect and fair treatment.
- Give a voice
- Not up to us to make decisions

Good practice

- ❖ Use Gender Sensitive language
([Gender awareness-raising | EIGE \(europa.eu\)](#))
- ❖ Challenge internal biases
- ❖ Ask questions
- ❖ No 'one size fits all'





Part 2

A deeper look at trans people's experience and how best to support them.



Patient Story

Shortly after coming out as a trans man I needed to see a doctor. I was having severe chest pains, and had called 101, who'd sent me to A&E. I'd brought my binder with me, which is a tight garment designed to conceal a trans man's breasts. The only reason I mentioned it was that I wondered whether wearing the binder had caused a trapped nerve or put pressure on my ribs. I took it out to show the doctor and told him that I was trans, and he literally took a step back away from me and put his hands up, like he'd just been told I had some kind of flesh-eating virus. I knew immediately I was in for a hard time. I was not long out of the closet, so I hadn't been in this situation before. He stopped examination and started asking really weird questions. He asked me whether my breasts were real. Then he asked me if I had "both" down below. I said no, I have a vagina. He then asked me if I had a large clitoris, and whether I was able to have children. He asked me to describe my genitals. I was shocked, as was the nurse standing nearby, but I didn't feel brave enough to challenge him. After I'd answered the questions he told me I wasn't really trans, because real trans people have both sets of genitals. It was clear he was talking about intersex people, not trans people, and that he clearly didn't know the difference. Even if I had been intersex his questions were irrelevant, dehumanising and intrusive, and had absolutely nothing to do with my chest pain. He left for a moment, and the nurse apologised to me and told me that I'd handled it very well. It was kind, but I wish she'd stepped in while he was asking his humiliating questions. The doctor didn't touch me again and wrote off my chest pains as anxiety due to me being off work. During his interrogation I'd explained I was off sick because of poor mental health, and he suggested this was caused by my "confusion" around my body. To this day, it is one of the most transphobic exchanges I've ever had. After I was discharged I went to see my GP. She checked me over quickly and explained that the pain was due to inflammation of the muscles between my ribs. She wondered out loud how the A&E doctor could possibly have missed it. I told her what happened and she was furious, and urged me to write a complaint; however I was so traumatized from the way he'd spoken to me that I just didn't want to deal with it.

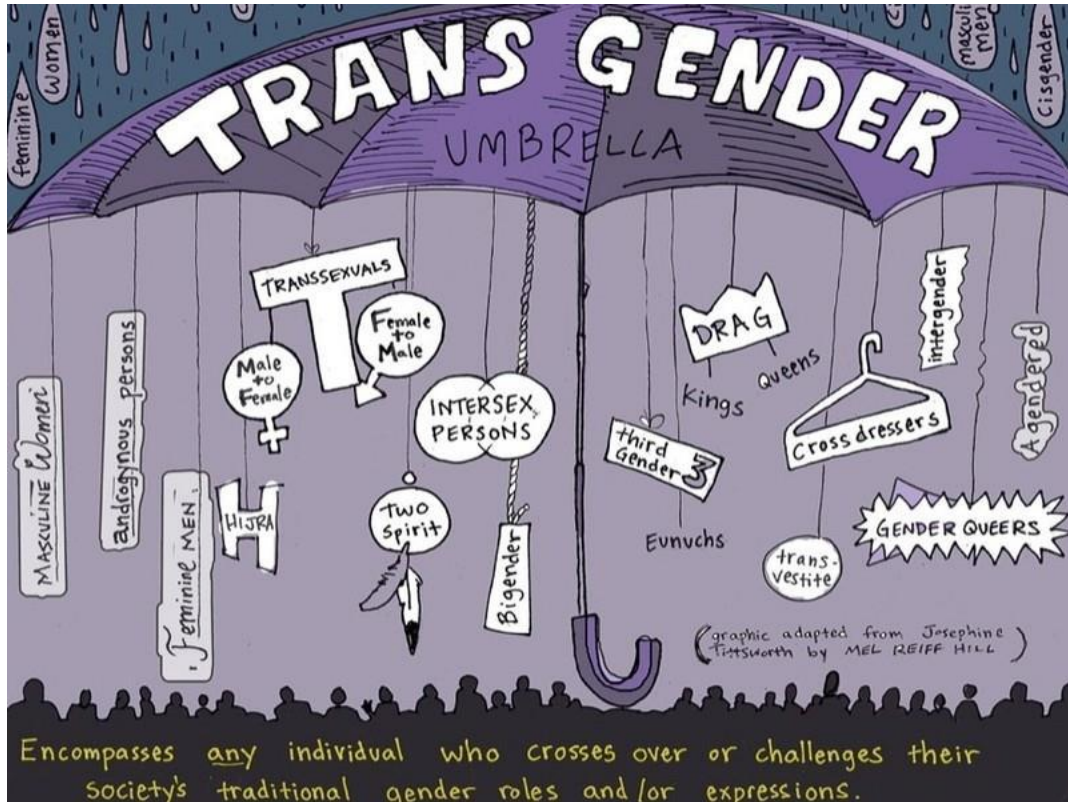
Exercise: The Restaurant

Imagine you are sitting alone at a table in a busy restaurant, dressed in the clothes typically associated with a gender you do not associate with yourself.

Think: how do you feel?



What does trans mean?



❖ Umbrella term

❖ Gender identity is not the same as, or does not sit comfortably with, the sex they were assigned at birth. - stonewall.org.uk

❖ Trans is the opposite of 'cis'

❖ Transgender/non-binary/genderqueer.

History

Where and when is the first documented record of a trans person?

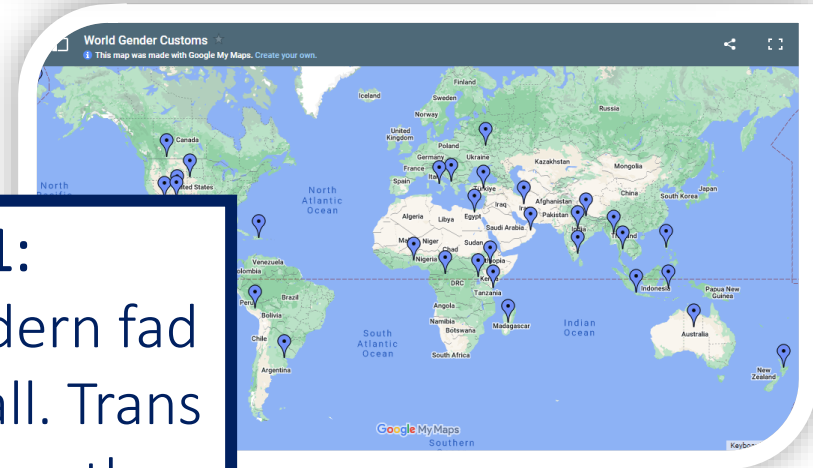
- A) 1972 in the US
- B) 1921 in Germany
- C) 1852 in England
- D) Middle ages France, circa. 1300
- E) Ancient Greece, circa 250 BCE
- F) Sumeria 4500 BCE

Answer: F) Sumeria 4500 BCE
The 'gala'



There have always been trans people

- ✧ Trans groups or Third genders
- ✧ Independent
- ✧ Would not necessarily conform to our modern definition of trans
- ✧ *Hijra* in India & Thai *Kathoey*



A Map of Gender-Diverse Cultures | I

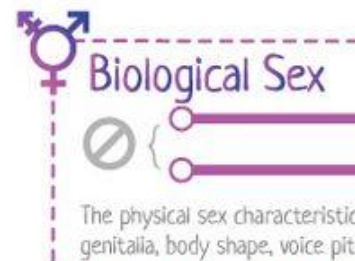
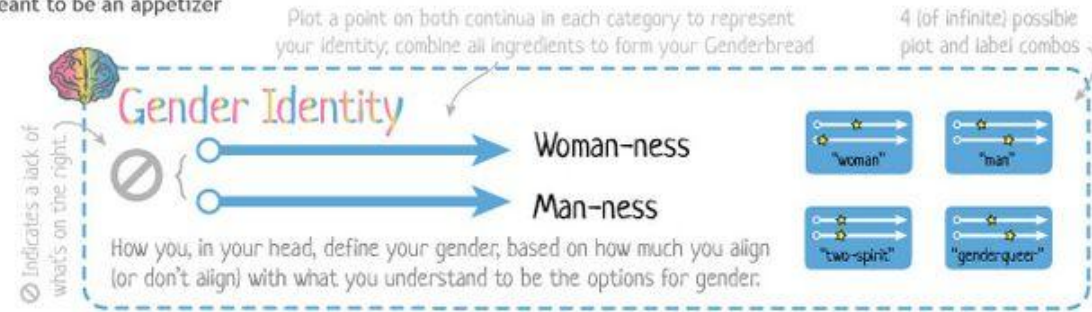
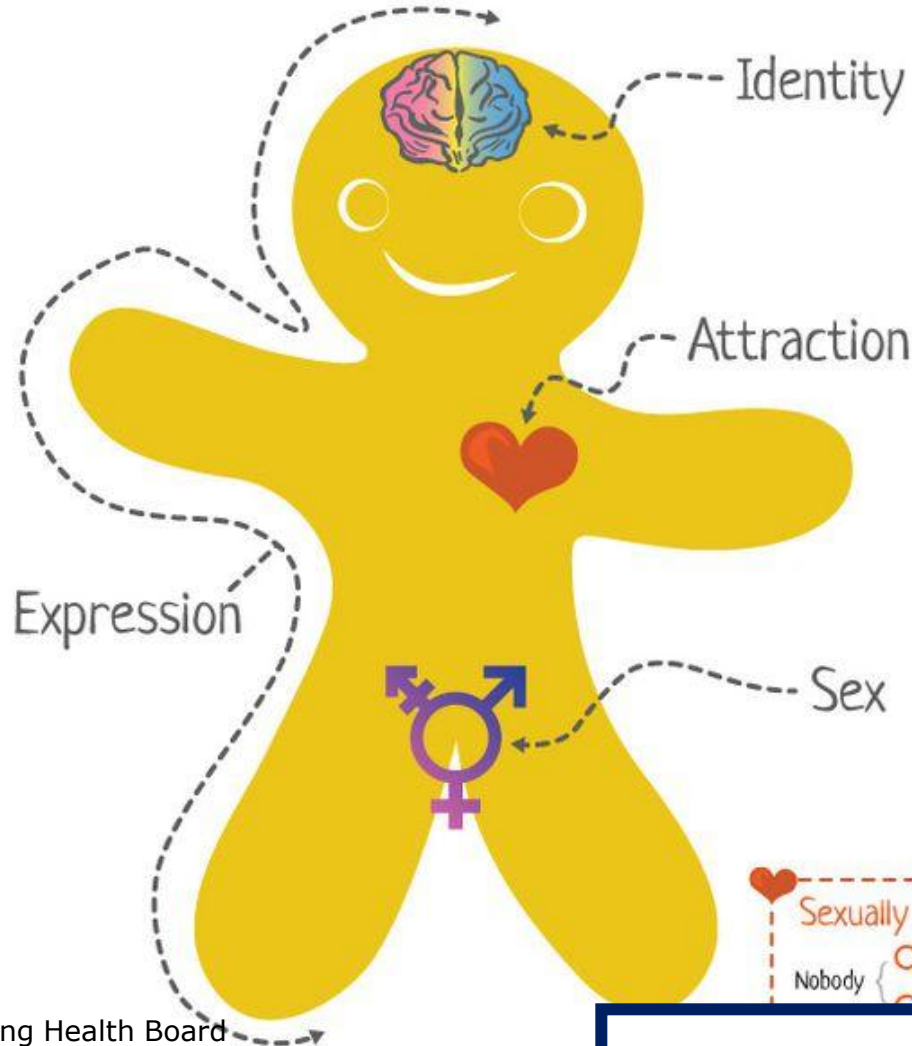
Misconception #1:

Being trans is not a modern fad
or even a new thing at all. Trans
people are found all over the
world through history.

The Genderbread Person v3.3

by its pronounced **METRO**sexual.com

Gender is one of those things everyone thinks they understand, but most people don't. Like *Inception*. Gender isn't binary. It's not either/or. In many cases it's both/and. A bit of this, a dash of that. This tasty little guide is meant to be an appetizer for gender understanding. It's okay if you're hungry for more. In fact, that's the idea.



Misconception #2:

Trans people are not 'just' or 'extremely' gay. Being trans has nothing to do with sexual orientation (being straight or gay). A trans person could be attracted to any gender(s), or none.

Intersex:

A broad term for someone whose biological sex is not unambiguously male or female. They may be assigned any sex at birth and may not know they are intersex, and may have any gender identity.

		Sex (Assigned at Birth)	
		Male	Female
Gender Identity	Male	Cisgender Male	Trans Man
	Other	TRANS GENDER Non-binary	
	Female	Trans Woman	Cisgender Female

Intersex:

A broad term for someone whose biological sex is not unambiguously male or female. They may be assigned any sex at birth and may not know they are intersex, and may have any gender identity.

Video

THE SCIENCE OF BEING TRANSGENDER

Misconception #3:

You don't need to memorise, understand or even agree with everything we have discussed to provide appropriate and healthcare to a trans person.

Person-centred care means treating people with kindness and respect and allowing them to define their own identity, rather than saying what they are or should be.

What does 'transitioning' mean

This *could* involve some or all of the following:

- ❖ Clothing, makeup or wigs.
- ❖ Using a different name and/or pronouns (she/her/him/they).
- ❖ Using different facilities e.g. toilets
- ❖ Changing passports, medical forms, etc.
- ❖ Speaking differently
- ❖ Wearing a binder or a packer.
- ❖ Hormonal treatments
- ❖ Cosmetic treatments e.g. hair removal
- ❖ Surgery

Misconception #4:

Not all trans people have had or want surgery.

Don't make assumptions.

A trans person's gender is not defined by whether they have undergone or intend to undergo any particular treatment.



Misconception #5:

Similarly a trans person does not need to be 'trans enough' before they can be treated as per their gender identity.

Pronouns

When do we use pronouns?

- ❖ We use pronouns every day!
- ❖ We use instead of someone's name. For example: How was she ? Where did you meet him? Did they have a nice time? Someone left their jacket...

GENDER-SPECIFIC & GENDER-NEUTRAL PRONOUNS

GENDER-SPECIFIC PRONOUNS

are the ways we refer to each other in the third person. People who are transitioning in some way might choose to change their pronouns.

SHE

HIS

HE

HERS

GENDER-NEUTRAL PRONOUNS

THEY
THEM
THEIR



I saw Lauren come to work today and **they** seemed really happy. I wonder if it has anything to do with **their** weekend. I hope I see **them** soon to hear all about it!

ZE [ZEE]
SIE [SEE]
ZIE [ZEE]
HIR [HEAR]



I saw Lauren come to work today and **ze** seemed really happy. I wonder if it has anything to do with **hir** weekend. I hope I see **hir** soon to hear all about it!

ASK



You cannot tell someone's name or pronoun just by looking at them.

RESPECT



If someone takes the time to let you know their name and pronoun, use and respect it. It's not up to you to decide someone else's identity.

PRACTICE



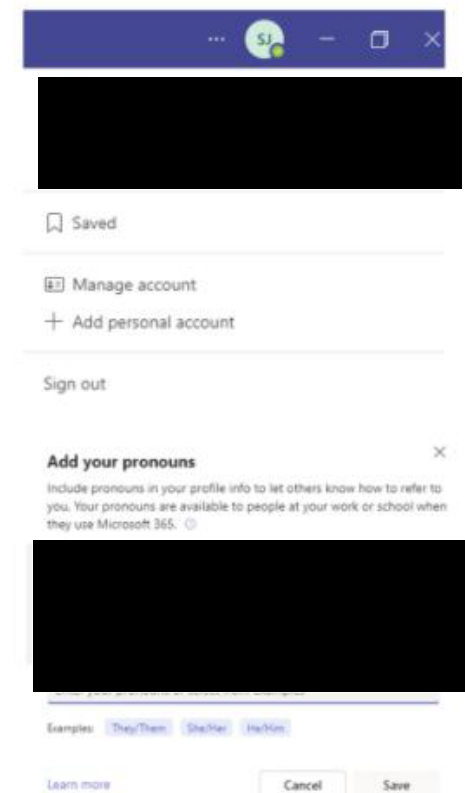
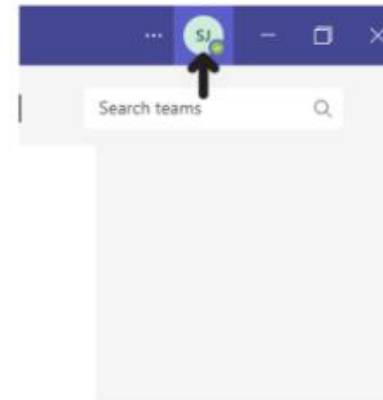
If you have difficulty using someone's pronoun and name, practice. Ask co-workers, peers, and friends to point out when you've made a mistake.

Pronouns

- ✦ To promote inclusivity
- ✦ Teams
- ✦ Signature

Swyddog Cydraddoldeb a'r Iaith Gymraeg
Equality and Welsh Language Officer

Bwrdd Iechyd Addysgu Powys | Powys Teaching Health Board



Legal overview:

Equality Act 2010 and the Equality Duty



Facts and figures – LGBTQ+ health

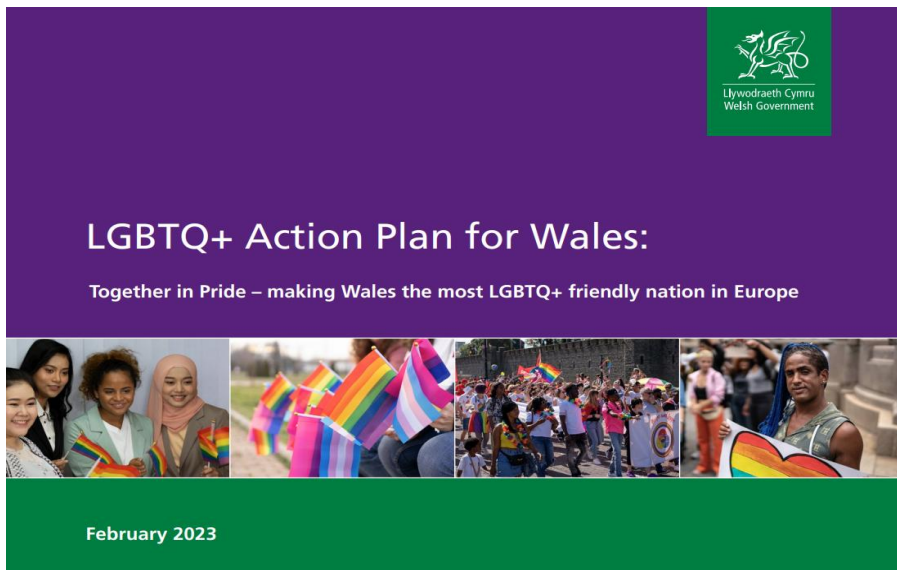
- ❖ 13% experienced some form of unequal treatment from healthcare staff.
- ❖ Almost 23% have witnessed discriminatory or negative remarks by healthcare staff.
- ❖ 14% have avoided treatment for fear of discrimination.
- ❖ 70% of trans people report being impacted by transphobia when accessing general health services.
- ❖ 90% of trans people reported experiencing delays when seeking transition-related healthcare.





LGBTQ+ Action plan

- ❖ Homelessness
- ❖ Domestic abuse
- ❖ Needs disregarded
- ❖ How are they reflected
- ❖ Conversion therapy
- ❖ Statistics



Services to be mindful of...

- ❖ No gender services for transgender children and young people in Wales.
- ❖ Maternity and fertility services
- ❖ Sexual health



LGBTQ+ Action plan

How to give trans patients the best care

- ❖ Don't make assumptions
- ❖ Attitude
- ❖ Respect
- ❖ Use your pronouns and ask all of your patients their
- ❖ Signpost to support groups
- ❖ 'Trans broken arm' syndrome
- ❖ Be consistent
- ❖ Gender specific accommodations – toilets / patient rooms
- ❖ Language



TRANS RIGHTS
ARE
HUMAN RIGHTS

❖ Fair Care for Trans and Non-binary People | Royal College of Nursing (rcn.org.uk)

- ❖ Ask for help
- ❖ Competence is key
- ❖ Be courageous
- ❖ No inappropriate questioning
- ❖ Affirm their gender identity
- ❖ Ensure care/support plans are appropriate.
- ❖ Do not 'out' them or discuss their history with others.
 - ❖ If you need to, ask permission first if possible.
- ❖ Trans buddy/staff being part of the LGBTQ+* network
- ❖ Mistakes happen



Medical records

- ❖ NHS information systems
- ❖ System administrators
- ❖ You may need to create new records.
- ❖ Most approaches will have setbacks/issues.
- ❖ Patients needs



Information on NHS Gender Services in Powys leaflet



NHS Wales screening information
for people who are:



Transgender
Non-binary
Gender-diverse



www.phw.nhs.wales/screening
This leaflet is available in Welsh.
It is also available in other formats.

Screening services

 [Screening information](#)

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LGBTQ+ Awareness

- ✦ Pride
- ✦ LGBTQ+ History Month
- ✦ Trans day of visibility
- ✦ Trans day of remembrance



*A powerful
message...*



Terms & handy links

- ❖ [Fair care for everyone | Students | Royal College of Nursing \(rcn.org.uk\)](https://www.rcn.org.uk/education/fair-care-for-everyone-students)
- ❖ [List of LGBTQ+ terms \(stonewall.org.uk\)](https://www.stonewall.org.uk/education/list-of-lgbtq-terms)
- ❖ [Rhagenwau ar Teams / Pronouns on Teams \(sharepoint.com\)](https://sharepoint.com/Rhagenwau-ar-Teams-Pronouns-on-Teams)
- ❖ [Fair Care for Trans and Non-binary People | Royal College of Nursing \(rcn.org.uk\)](https://www.rcn.org.uk/education/fair-care-for-trans-and-non-binary-people)
- ❖ [I am your trans patient](#)

Recap...

- Affirm their gender identity
- Standardize use of pronouns
- Being trans is a natural part of human diversity
- Be sensitive and keep their needs #1 priority



How to get in touch

- ❖ Service Lead for Welsh language and Equalities: [REDACTED]
- ❖ Welsh Language and Equalities Services Officer: [REDACTED]

