

2<sup>nd</sup> May 2019

Margaret Kilner  
Chief Officer  
Healthwatch Sheffield  
The Circle  
33 Rockingham Lane  
S1 4FW

Dear Margaret,

**Re: Experiences of transgender and non-binary people accessing health and care services in Sheffield**

Thank you for your letter and associated report on the above topic, apologies we have not replied earlier. I have read through these and shared them with the relevant members of my team to consider. We are fully in support of the report and the recommendations within it. As a provider of both physical and mental health services, both in acute and community settings, we are always cognisant of the need to ensure that our services are accessible and responsive to all.

From your letter, I believe the ask at this stage was for us to consider the five recommendations in the report and to provide initial feedback as to the actions we would take in response to these. I have therefore broken the remainder of this letter down to consider each of these recommendations in turn:

***Recommendation 1: Increase support in primary care***

This recommendation relates solely to provision of primary care services which we do not provide. However, should there be any actions that span the primary and secondary care interface we would be more than happy to work with any of our partner organisations

***Recommendation 2: Proactively managing waiting times***

We do not provide Gender Identity Clinics. However, we proactively manage all of our waiting times across all of services. Any of these could involve patients or families that are transgender or non-binary.

John Somers  
Chief Executive



Sarah Jones  
Chairperson

### **Recommendation 3: Coordinate cultural change in health and care settings**

As an employer we recognise the importance of ensuring that all of our staff exhibit the right values and behaviours and the subsequent positive 'ripple effect' this can have on the wider population. The Trust has Equality and Diversity training as a mandatory item for all staff. I have asked for this to be reviewed to ensure that it includes sufficient information with regard to transgender and non-binary people.

I also note from the report that the Rainbow Alliance LGBT+ network across Leeds and York Partnership Foundation Trust has examples of good practice that may be transferable to ourselves. I have asked our Director of Human Resources to review this and ensure that we take the appropriate actions

### **Recommendation 4: Do ask, do tell**

From this recommendation, there are two actions that we will be taking. The first is to ensure that our Equality and Diversity training includes details associated with the use of preferred names and pronouns and that that these are asked for in a discreet, but initial and direct manner so that they can be established straight away.

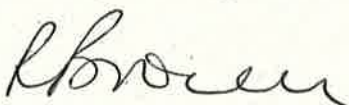
I have also asked Kevin Connolly, the Trust's Chief Information Officer to review both our electronic and hard copy record systems so that patients preferred names and pronouns can be recorded. This will include the ability for multiple gender options to be recorded, including the option for those who wish to self-identify.

### **Recommendation 5: Embed shared decision making and co-design**

As a Trust we regularly seek feedback from both patients and the families that use our services. We have a very active Youth Forum that seeks to involve patients in shaping our future service model and also, regularly have children on interview panels for our senior roles. The input of transgender and non-binary people into our service models would be valuable and welcome, any further support you can provide us with would be most welcome.

I hope that the above shows our commitment to reviewing our practices in response to the report. If you require anything further from us at this point, please do not hesitate to contact me.

Yours sincerely,



John Somers  
Chief Executive  
Sheffield Children's NHS Foundation Trust

cc.  
Executive Team  
Kevin Connolly, Chief Information Officer

John Somers  
Chief Executive



Sarah Jones  
Chairperson