

Some thoughts to take away - suggestions of best practice from Trans and Non-binary service users



Dignity and respect for the patient:

“Don’t be afraid of a conversation. If you don’t know, just ask. Talk to me about it”

“To be treated like any other patient, with respect”

“Talk to us, find out what we feel, if there’s anything you can do then and there, even as small as noting pronouns or offering to be their preferred doctor, then do it”

Transparency about the service available:

“I don’t want to hear the optimistic version of what could happen to me. It gives me false hope; tell me realistic times, and realistic facts”

“Give better information about waiting times and also try to keep the websites up to date”



Using correct genders, pronouns, and names:

“Gender us correctly, if we’ve changed our documents, don’t mention our dead name”

“At some places there is no scope for a preferred name. This needs to change”

“Your forms should be gender inclusive”

Some training and general awareness:

“Education on gender diversity. I may be Trans but we are all very different”

“Be knowledgeable about trans people (e.g. using chosen name/pronouns, knowing what impact dysphoria related issues may have, being aware of physical transitioning options, being aware of practical interventions such as chest binders, packers, tucking...But also don't be afraid to ask the individual if unsure what situation applies to them specifically”

“They need to know about Trans and non-binary people and be receptive to learn.”



Clear communication:

“There needs to be more communication between different departments in the NHS”

“Occasional calls to reassure you that you're still on the waiting list (GIC). Update on how far along you are. It shows that they still care.”

“There needs to be communication and reassurance while waiting, and in-between appointments”