

Warwickshire Pride Survey Summary

Experiences of Healthcare

About the Survey

As part of Healthwatch Warwickshire's commitment to engaging with seldom heard groups we sought out the views from the LGBT+ community during Warwickshire Pride (17/08/18) on their experiences with Health and Social Care services. In particular we asked about their experiences disclosing their LGBT+ status. Our aim was to see if any further work needed to be done with this group. The following summary highlights the main findings, for more information get in touch using our contact details at the end.

Summary of Respondents

77 responses

68 included
62 considering themselves as LGBT+* & 6 answering on someone's behalf

Age: We spoke to a range of ages with the most common group being 25-34

Connection to Warwickshire: The majority of respondents had a close connection to Warwickshire, living, working or using services in the area (see Figure 1). Many who responded 'other' said they were either, born here, their partners lived here or were from Coventry.

Services used: Respondents reported using a range of services within the last 12 months, as listed here by most common to least: GP, NHS, Pharmacies (over 1/3 of the respondents having used each of these), Mental Health, Council, Sexual Health, 'Other' and Family Planning Services (each used by fewer than 10 respondents).

*LGBT+ was defined on the survey as "Lesbian, gay, bisexual, transgender or intersex, or having a minority sexual orientation or gender identity"

Connection to Warwickshire

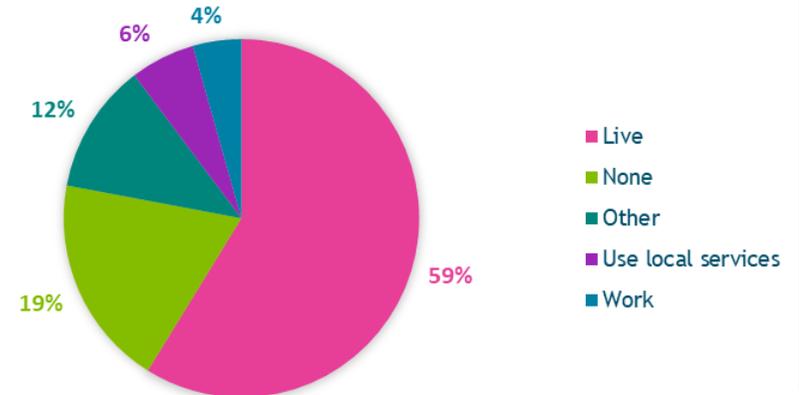


Figure 1.

Results

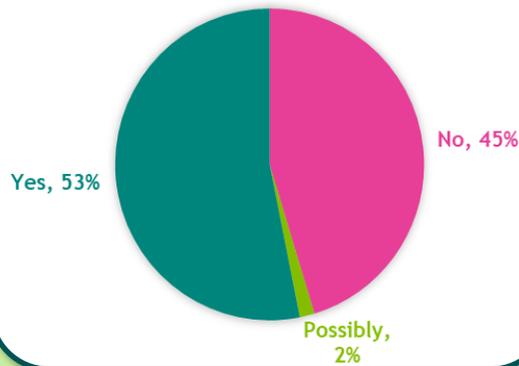
Did the NHS service meet your needs?

Satisfaction with services was high with saying their needs were met by NHS services **94%** (a higher proportion than reported for private healthcare). For those who were not satisfied this was mostly due to waiting times.

Did you disclose your sexual orientation/gender identity?

53% Just over half reported having disclosed this, as shown in Figure 2 over the page.

Did you disclose?



Results continued

How satisfied were you with the response to this disclosure by Healthcare staff?



80% of those who disclosed were **satisfied** with the response (the remaining respondents were neither satisfied nor dissatisfied). When asked to explain, the main reasons concerned: **efficiency, understanding and kindness** (as highlighted in the word cloud to the left).

Figure 2.

Why did you not want to discuss your sexual orientation?

25 of the 29 who did not disclose gave one or more reason for this lack of disclosure, these are shown in Figure 3. The primary reason given was that their sexual orientation was **not relevant** to the discussion.

3 Respondents reported explicitly negative reasons for not disclosing their LGBT+ status such as being **afraid of a negative reaction**.

Reasons for non-disclosure

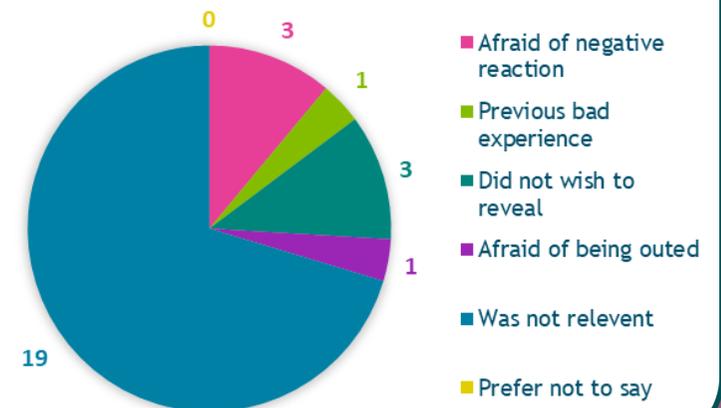


Figure 3.

Next steps

Overall, this survey gives a picture of the LGBT+ community as being mostly satisfied with their receipt of Health and Social Care Services, although there is a minority who felt uncomfortable revealing their LGBT+ status to healthcare staff who's experiences should not be overlooked.

Despite these positive findings we must not rule out sampling bias (as our sample was selected entirely of Pride attendees) or any other limitations of this survey. As there are a number of related additional reports are being published this Winter, we will also be using the information from these reports and liaising with the associated organisations to inform our work in this area going forward.

Our contact details

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