



# Patient Survey



**Please do this survey. It will help our NHS Trust know if we are being inclusive for people who are LGBT+**

**You do not have to be LGBT+ to do the survey  
We want to hear from everyone**



**We do not ask for your name or any other information that could show who you are**

**Most of the questions have  
Yes or No answers**



# What words mean



We use some words in this survey which you may not be sure about what they mean. We have printed them in **blue** and tried to explain them here.



**LGBT+** stands for “Lesbian, Gay, Bi-Sexual, Transgender and the + plus sign is for other ways people think of their gender such as queer, asexual, intersex etc.

**Lesbian** = a woman who is attracted to other women.

**Gay** = a man who is attracted to other men (some lesbians call themselves gay).

**Bisexual** = someone attracted to more than one gender.

**Transgender** = someone who feels their gender is not the same as the sex they were given when born. In this survey trans also means non-binary people.

**Non-binary** = someone who thinks of their gender not simply as either a man or a woman.

**Sex** = when you are born, you are classed as male or female. This is decided by what sexual organs you have such as a penis or vagina.

**Gender** = how male or female someone feels. Gender is not the same as someone’s sex. Someone may have been born with the sex organs of a man, but feel they are a woman.

Some people may feel they have no gender, or feel they are somewhere in-between genders, or change genders.



# The questions

**1.** Do you think you are part of an **LGBT+** community?  
(You can pick more than one)

- Yes – Lesbian
- Yes – Gay
- Yes – Bi
- Yes – Trans
- Yes - Non-binary
- Yes - I identify in a different way
- No – Please carry on doing the survey



**2.** Are you, or have you been a patient of this NHS Trust, or are you filling in this survey for someone else?

- I am doing the survey for me
- I am doing the survey for someone else



**3.** Have you had an appointment with us?

- In the last 12 months
- Over 12 months ago



**4. Have you seen any LGBT+ posters or information such as leaflets in the hospital?**



- Yes – Posters
- Yes – Other Information
- Not been to the hospital
- No



**5. Has any hospital staff asked you what pronoun to use to describe you?**

(Pronouns are he / she / they / xe etc.)

- Yes
- No



**6. Did you notice when the staff talked they used words that were not about one gender, such as saying "partner" instead of husband or wife, or saying "parent" instead of mother or father?**

- Yes
- No



**7.** Have you seen any unisex or gender neutral toilets or signs for them?

(These are toilets that can be used by anybody)

Yes

No



**8.** Have you been asked what gender you are, by a member of staff, or on a form?

Yes

No



**9.** Have you been asked by staff, or on a form if you have a trans history, or if your gender is not the same as the gender you were given at birth?

Yes

No



**10.** Have you been asked about your sexual orientation (if you are gay, lesbian or bisexual) by a member of staff, or on a form?

Yes

No



**11.** When you have been getting health care, have you seen or heard anyone being anti-LGBT+?  
("Anti" means being against something)

Yes

No



**12.** If you answered Yes, we are sorry you experienced anti-LGBT+ behaviour. Would you please answer 3 more questions about this?

Yes – Please carry on

No – Thank you for your help so far



**13.** What anti-LGBT+ experiences did you have while you were getting health care?

(You can tick more than one)



Homophobic behaviour

Homophobic language

(Homophobic = being against lesbian or gay people)



Biphobic behaviour

Biphobic language

(Biphobic = being against bisexual people)



- Transphobic behaviour
- Transphobic language

(Transphobic = being against transgender people)

- Inappropriate questions about sexual orientation
- Inappropriate questions about gender reassignment

(Inappropriate means asking you things that have nothing to do with why you are in hospital)



- Other sorts anti-LGBT+ behaviour

#### **14.** Did this happen more than once?

- Yes
- No



#### **15.** Did you feel able to tell someone about this at the time it happened?

(If it happened more than once, tick more choices)

- Yes – and it was dealt with in a way I was happy with
- Yes – but it was not sorted out
- No – I did not feel safe to tell someone
- No – For any other reason



**Thank you for doing this survey**

