

Freedom of Information Request: Our Reference CTHB_82_18

You asked:

1) What Equality and Diversity training does Cwm Taf University Health Board provide to its healthcare professionals staff?

Equality and Diversity training is an important aspect of our Strategic Equality Plan and the Health Board regards it as a core skill for all staff.

We have an e-learning package 'Treat Me Fairly' which is part of our mandatory core skills package for staff to complete.

We also deliver equality and diversity sessions as part of our management development training.

We deliver bespoke training to specific departments on request.

We also deliver a range of equality related training specifically in relation to sensory loss and welsh language and run events and provide regular communications to support this.

2) What refresher training if any do healthcare staff receive in regards to Equality and Diversity?

They are required to repeat their core skills training at regular intervals.

3) Does this include any elements relating to LGBT issues and LGBT patients?

Yes there are specific modules relating to sexual orientation (LGB) and trans* issues in 'Treat Me Fairly' (TMF).

We also cover both issues in the classroom training using a blended learning approach based on TMF but also include LGBT based examples and exercises.

We have also run specific workshops in relation to our new Recruitment and Retention of Trans* Staff policy. This has led to positive outcomes with many attendees committing to improving support for LGBT patients and staff.

I wish to request information relating to the number of complaints made to Cwm Taf University Health Board relating to LGBT patients and healthcare professionals.

I would like information on the number of complaints relating to:

4) Allegations of discrimination on the grounds of LGBT status.

i. Patients made about practitioners

None.

ii. Staff made against colleagues both medical and non medical

None.

5) Allegations of wrongful treatment on the grounds of LGBT status. Complaints made by patients or their friends or family. Treatment received from any healthcare practitioner.

None.

6) Complaints made by LGBT patients in regards to the provision of care.

None.

7) Complaints made by LGBT healthcare professionals on the grounds that they have been discriminated or suffered bullying by colleagues because of their LGBT status.

None.

8) I would also like the outcomes of these complaints in regards to:

a) closed with no further action

b) disciplinary action taken against the healthcare professional involved and what action was taken.

N/A

9) I would like to know the details of whether the healthcare professional complained about qualified either in the UK or abroad?

N/A

10) I would like to number of complaints in the last 18 months.

There have been no LGBT related complaints received.