Organisational Development & Inclusion

Presents

Transgender community and caring for them

Let's Start With a Few Questions

Avoiding Healthcare When Unwell

Q1: According to a UK-wide survey, what percentage of trans people said they avoided going to the doctor when unwell?

A. 27%

B. 43%

C. 57%

D. 67%

The answer is C: 57%

Let's Start With a Few Questions

Experience of Transphobia in Healthcare

Q2: What percentage of trans people in the UK report being affected by transphobia when accessing general healthcare services?

A. 30%
B. 50%
C. 70%
D. 90%

Transphobia
Prejudice or negative attitudes, beliefs or views about trans people. This can include the fear or dislike of someone based on the fact they are, or are perceived to be trans.

The answer is C: 70%

Let's Start With a Few Questions

GP Understanding

Q3: In a recent UK-wide survey, what percentage of trans people said their GP didn't understand their needs as a trans person?

A. 25%

B. 35%

C. 45%

D. 60%

55% for non-binary people

The answer is C: 45%

Today's Objectives

Learning, Reflecting and Taking Action

- Understand barriers faced by trans and non-binary people
- Reflect on a real CTM case and national data
- Explore practical ways to make care more inclusive
- Learn simple language and communication tips
- Understand the legal duty and recent court ruling
- Ask questions in a safe and open space

Understanding Who We Are Talking About

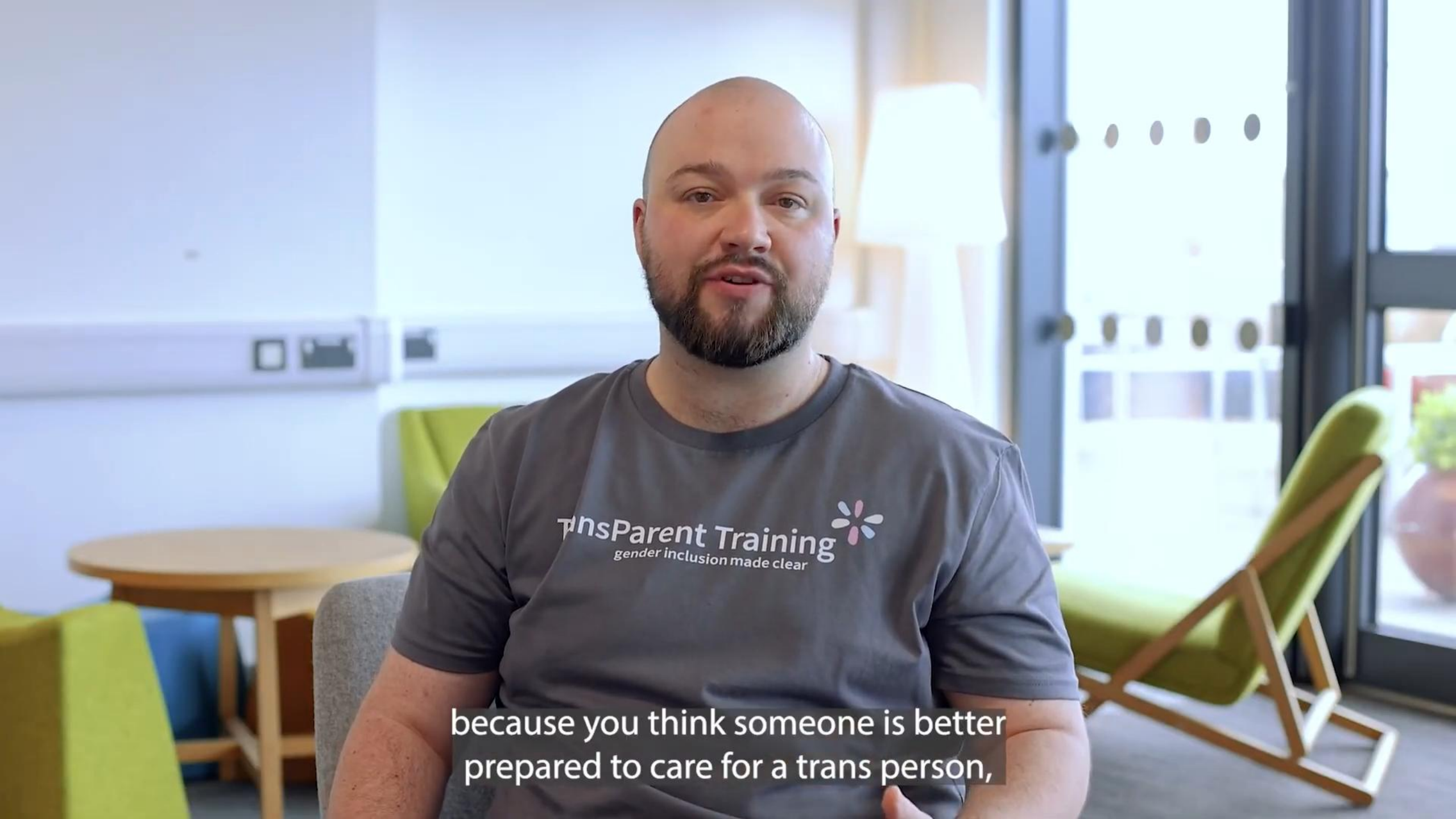
Clarifying key terms and identities we'll be using

Trans
A term to describe people whose gender is not the same as, or does not sit comfortably with, the sex they were assigned at birth.

Trans man/Transgender man
A term used to describe a man who was assigned female at birth.

Trans woman/Transgender woman
A term used to describe a woman who was assigned male at birth.

Non-binary
is an umbrella term for people whose gender identity doesn't sit comfortably with man or woman. Non-binary identities are varied and can include people who identify with some aspects of binary identities, while others reject them entirely.


TnsParent Training
gender inclusion made clear
because you think someone is better
prepared to care for a trans person,

Five key things we can all do to improve care for trans people

Trans, non-binary and gender diverse people

1. Believe people when they tell you who they are

- Respect their names and pronouns every time.
- In paediatrics, that means affirming young people's identities and those of their parents or carers.
- Avoid assuming a child is *"too young to know."* Listen and affirm.

2. It's not because they're trans

- Don't automatically link every health or mental health concern to gender identity.
- Ask, *"Would I treat this issue differently if this were a cisgender patient?"*
- Many challenges come from how others treat them, not from being trans itself.

3. Don't automatically refer on

- You don't need to be a gender specialist to offer good, safe care.
- Provide what support you can now, especially while waiting lists are long.

Five key things we can all do to improve care for trans people

Trans, non-binary and gender diverse people

4. Don’t expect patients to educate you

- Be proactive in learning.
- Avoid personal or unnecessary questions about gender or bodies.
- Show respect by seeking out information yourself.

5. Being trans is not a medical condition

- Gender identity is not an illness or diagnosis.
- Treat the presenting issue, not the person’s gender.

Why This Matters at CTM UHB

The Cost of Invisibility and Fear

Why That Matters

- That was a missed opportunity for care.
- It likely had a lasting emotional impact on him and his loved ones.
- It impacted our reputation and trust in our services.
- It could have escalated into a formal complaint or legal issue under the Equality Act 2010.
- It revealed gaps in staff confidence and understanding.

Real Experience:
A trans man from our CTM catchment opted to receive pregnancy care outside of CTM, choosing Cardiff & Vale instead. The reason? He didn't feel confident that our staff could meet his needs or treat him with dignity.


NATHAN WELCH
(he/him)
Let's talk about the medical considerations
around trans pregnancy.

Inclusive Language in Healthcare

Why Words Matter

Language Shapes Experience: Language can either affirm someone's identity or make them feel excluded. Inclusive language helps build dignity, trust and psychological safety.

Real Examples: Use 'birthing parent', 'chestfeeding' or 'parents' where it feels right for the individual.

Ask First: "How would you like me to refer to you today?" Simple. Respectful. Personal.

"I felt there was no framework of language that was inclusive of people who do not identify within the gender binary so it was consistently a triggering experience" - **non-binary/no gender, queer, Black or Black British African, disabled.**

What Does Good Care Look Like?

One of our core values at CTM is "We treat everyone with respect"

Respect Identity in Systems:

- Make sure records and forms reflect people's correct names and genders.

Introduce with Pronouns:

- Start interactions by sharing your own and asking for theirs.

Avoid Assumptions:

- Ask about family and support systems instead of guessing.

The Equality Act & Supreme Court Ruling

Understanding Rights and Responsibilities in Care

- Break down what the ruling says in simple terms.
- Help people understand what it means in real-life situations.
- Explain what it could mean for CTM UHB workers, managers and service users.

The Equality Act & Supreme Court Ruling

Legal/Policy Questions

The UK Supreme Court ruled that the term "sex" in the Equality Act 2010 refers to a person's biological sex as recorded at birth. This means that, under the Act:

- A 'woman' is a biological woman or girl (a person born female)
- A 'man' is a biological man or boy (a person born male)

If somebody identifies as trans, they do not change sex for the purposes of the Act, even if they have a Gender Recognition Certificate (GRC).

- A trans woman is a biological man
- A trans man is a biological woman

The Equality Act & Supreme Court Ruling

Addressing Questions & Concerns

Does this mean trans people are no longer protected under the Equality Act?

Are trans people now not allowed to use single-sex bathrooms, changing rooms or wards?

What if a service user complains that a trans person is in a single sex space?

Can patients request a specific gender staff member when receiving treatment?

Ongoing Review – Guidance may Change

Note: This is the current position, but it may change. The Welsh Government is reviewing this, and we'll update you as soon as new guidance comes out!

The Equality Act & Supreme Court Ruling

Addressing Questions & Concerns

Can we ask patients to confirm their biological sex? When is this appropriate?

What about staff uniforms, titles and access to single-sex facilities at work?

Does the ruling allow staff or patients to misgender trans people?

What about pronouns – Do we have to stop using someone's chosen name or identity?

Any Questions

Contact Us
Email: OD&I_CTM@wales.nhs.uk.

Thank you!

DIOLCH yn fawr



Useful Links

[List of LGBTQ+ terms]

[Supporting trans patients:
A brief guide for staff at the GP surgery]

[CTMUHB - FAQ's Supreme Court EDI (July 2025)]

[We Need To Talk About Trans Health Inequality Video Series]

[Stonewall – LGBTQ+ Facts and Figures]

[Trans Health Information for Healthcare Professionals]

[Trans + Non Binary Experiences Of Maternity Services]