CTM 2030
Ein Hiechyd
Ein Dyfodol
DATBLYGU CYMUNEDAU
IACHACH GYDA'N GILYDD

CTM 2030
Our Health
Our Future
BUILDING HEALTHIER
COMMUNITIES TOGETHER

LGBTQ+ Inclusion in the Workplace

Pride Month 2026: Inclusion, Allyship and Belonging



Housekeeping

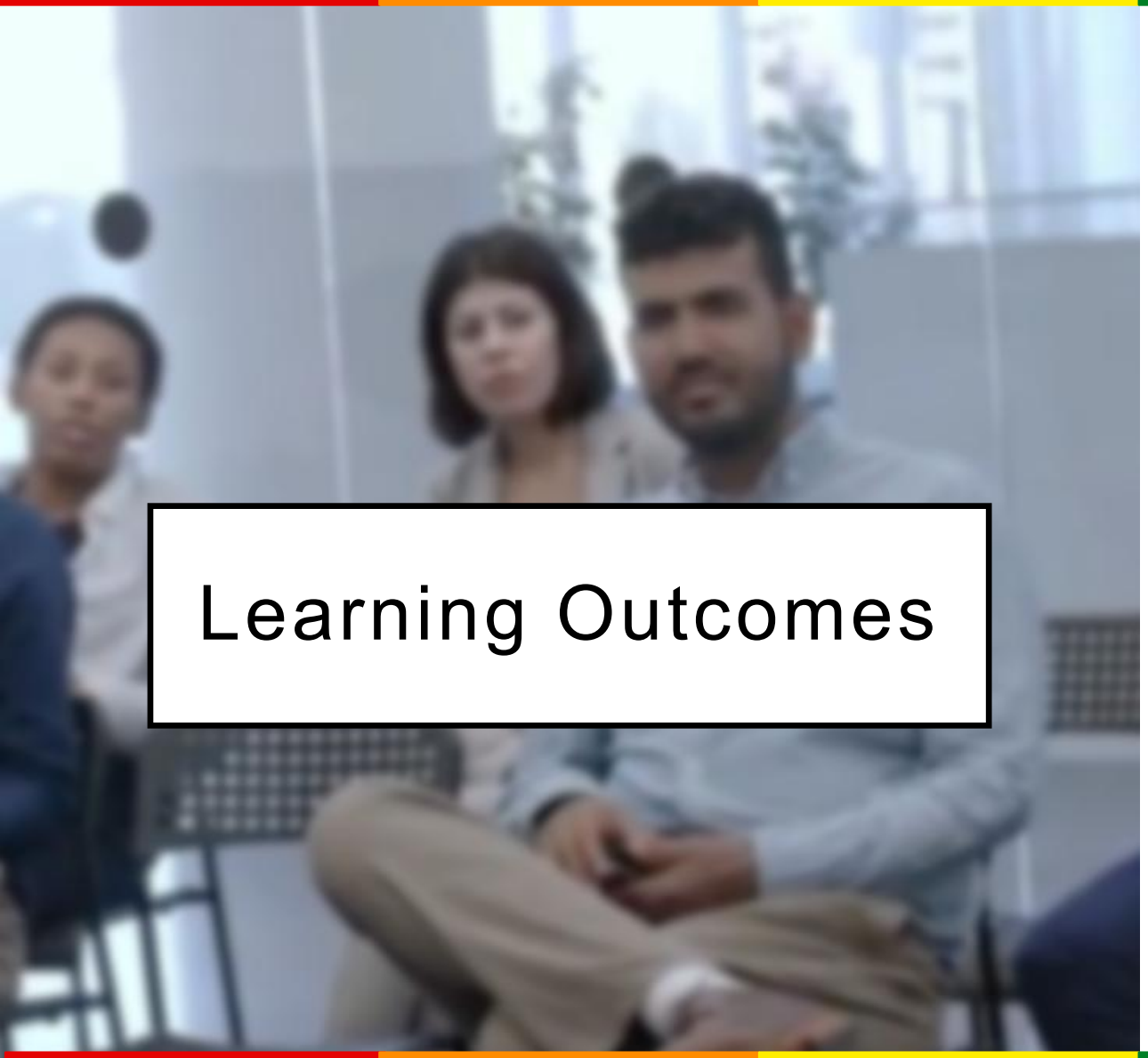
Timing
60 minutes

Recorded Session
This session is being recorded until the Q&A

Psychological safety
Some content may land close to home. Leave the room if you need to.

Ground rules
What's shared here stays here. Challenge ideas, not people. It's okay to pass.

Email the **SUS Guardians** at: CTM.SUS@wales.nhs.uk
Call us (Voicemail service) at: 01443 443796



Learning Outcomes

Objectives

Let's explore what we're aiming to achieve in this session.

- Understand LGBTQ+ identities and experiences in a healthcare
- Recognise the impact of inequality on patient care and staff
- Use inclusive language confidently in everyday practice
- Provide respectful, person-centred care to all patients and colleagues
- Take practical steps to create a safe, inclusive, and supportive workplace
- Understand legal and organisational responsibilities within the NHS.

Understanding LGBTQ+ people

What Does LGBTQ+ Stand For?

L

Lesbian

A woman who is attracted to other women. Some non-binary people also use the word lesbian for themselves.

G

Gay

Generally used for men attracted to men, but many people of any gender use it as an umbrella.

B

Bisexual

Attracted to more than one gender. Bi people exist regardless of the gender of their current partner.

T

Trans

An umbrella term: gender identity differs from sex assigned at birth. Not a sexuality - a gender identity.

Q

Queer

A reclaimed umbrella term, or someone exploring their identity. Only use it about someone if they use it first.

+

And much more

Intersex, Asexual, Non-binary, Pansexual, Aromantic, Two-Spirit, and all the identities not captured by the letters.



The Pride Flag - What Do the Colours Mean?



RED
Life

ORANGE
Healing

YELLOW
Sunlight

GREEN
Nature

BLUE
Peace & Harmony

VIOLET
Spirit

How Has the Pride Flag Changed and Why Does It Matters?



The Intersex-Inclusive Progress Pride flag

"The arrow points to the right to show forward movement, while being along the left edge shows that progress still needs to be made."

1978 **Gilbert Baker**

Original 6-stripe rainbow flag. Designed to represent the whole LGBTQ+ community. Each colour a symbol: life, healing, sunlight, nature, peace, spirit.

2017 **Philadelphia Office of LGBT Affairs**

Black and brown stripes added to represent LGBTQ+ people of colour and recognise that racial equality is inseparable from LGBTQ+ equality.

2018 **Daniel Quasar**

Progress Pride flag. Arrow points right -- forward movement. Left edge placement -- progress still to be made. Adds trans colours and stripes for marginalised communities and those living with HIV/AIDS.

2021 **Valentino Vecchietti**

Intersex-Inclusive Progress flag. Yellow triangle with purple circle added to represent the intersex community -- people born with a natural variation in sex characteristics.

LGBTQ+ People and Healthcare in the UK

13%

LGBT people have experienced unequal treatment from healthcare staff because they are LGBT

14%

have avoided seeking treatment due to fear of discrimination from healthcare staff

70%

of trans people report being impacted by transphobia when accessing general health services

23%

of LGBT people have witnessed discriminatory or negative remarks by healthcare staff

64%

of trans people reported avoiding the GP even when unwell

45%

of trans people said their GP did not understand their needs; 55% of non-binary people

Inclusive Language

Language to Avoid and What to Say Instead

Avoid	Say instead	Why it matters
'Homosexual' (in conversation)	'Gay' or 'Lesbian'	Not offensive -- more clinical and cold. Fine on forms. In casual conversation 'gay' or 'lesbian' is warmer and more common. Note: 'homo' as a shortening IS offensive.
'A transgender'	'A trans person'	Transgender is an adjective, not a noun. 'A transgender' is grammatically and respectfully incorrect.
'Preferred pronouns'	'What are your pronouns?'	Pronouns are not a preference. They are part of who someone is. Drop 'preferred' -- just ask: 'What are your pronouns?'
'Biological sex'	'Sex assigned at birth' (AFAB / AMAB)	More accurate. AFAB = assigned female at birth. AMAB = assigned male at birth. You may hear both forms used by patients and colleagues.
Assuming pronouns	Use 'they' until you know	Appearance does not tell you someone's gender identity. When in doubt, 'they' is always respectful.

Useful Trans Terms to Know

Cisgender (Cis)

A person whose gender identity matches the sex they were assigned at birth. Most people are cisgender.

Trans / Transgender

An umbrella term for people whose gender identity differs from the sex they were assigned at birth.

Non-binary

Someone who does not identify exclusively as a man or a woman. May use they/them or other pronouns.

Gender Expression

The outward way a person presents their gender -- clothing, name, behaviour. It may differ from identity.

Deadnaming

Using the name a trans person used before transitioning. Always use the name a person gives you. Even unintentional deadnaming causes real harm -- especially in clinical settings.

Gender Dysphoria

Distress when gender identity does not match sex assigned at birth. Not all trans people experience dysphoria -- it is not a requirement for trans identity. Use this term carefully in clinical contexts.

Pronouns - Why They Matter

What Are Pronouns and Why Do They Matter?

She / Her

Hi / Ei (Cymraeg)

She said her report was ready.
'Have you spoken to her?'

He / Him

Ef / Fe (Cymraeg)

He presented his research.
'I heard from him this morning.'

They / Them

Nhw / Eu (Cymraeg)

They shared their findings.
'I spoke with them yesterday.'

Combinations & Neo-pronouns

e.g. He/They | Ze/Zir | Xe/Xem

Some people use more than one set.
Ask: 'What are your pronouns?'

Not sure? Use 'they/them' as a default - singular they has been used in English since the 14th century.
Just ask: 'What are your pronouns?' Context matters - asking in private is often more comfortable, but is not a strict rule. Some people use more than one set and may switch between them.

Putting Pronouns into Practice

Add to your email signature

e.g. [Your Name] (he/him/ef/fe) | Job Title, CTMUHB
This normalises sharing pronouns - for everyone, not just LGBTQ+ colleagues. It also helps with gender-neutral names like Alex, or Welsh names where gender may not be obvious.

Introduce yourself with pronouns

'I'm Sarah, she/her/hi/hi.' At the start of meetings - if comfortable. Never require others to do so.

If you get it wrong: correct and move on

'Sorry - I mean they are doing great.' Brief, no drama, continue. Do not over-apologise or centre yourself.

In clinical and admin settings

Ask: 'What is your name and what are your pronouns?' Document and use them consistently. This is dignified, person-centred care.

Allyship in Action

What Does Allyship Look Like?

An ally actively supports the dignity, rights and belonging of LGBTQ+ people. Both visible and active allyship matter -- they are complementary, not a hierarchy.

Visible Allyship	Active Allyship
Wearing a rainbow lanyard	Speaking up when it is safe to do so, or seeking support, when you hear harmful language, jokes or stereotypes (microaggressions)
Attending a Pride event once a year	Taking responsibility for learning, so LGBTQ+ colleagues are not expected to do all the educating.
Saying 'I support LGBTQ+ rights'	Using inclusive language and respecting how people refer to themselves, including their name and pronouns.
Reading awareness posts online	Applying what you learn in team discussions, decisions and everyday behaviour

Pride 2026 - Celebration, Community and Solidarity

What Is Pride and Why Does It Still Matter?

Pride began as a protest. It remains one today - as well as a celebration of identity, community, joy and survival.

Origins

Pride began after the 1969 Stonewall Riots in New York, led by trans women of colour including Marsha P. Johnson and Sylvia Rivera. The first official Pride march was 1970. It was a direct response to police violence and criminalisation.

Why It Is Still Needed

The UK has slipped to 22nd on the Rainbow Europe rights ranking. Anti-LGBTQ+ hate crime is at record levels. For many, Pride is not a party -- it is a statement that they exist and deserve dignity.

NHS at Pride

NHS organisations across Wales and England march at Pride events to signal that our spaces are safe and inclusive. Visibility from healthcare providers directly reduces fear of seeking care.

Many Ways to Engage

Not everyone can or wants to attend Pride events -- for reasons of health, accessibility, family commitments, or personal comfort. That is okay. There are many other ways to show support and solidarity.

Pride Cymru - Wales' Biggest LGBTQ+ Celebration

50,000+

visitors
each year

Coopers Field
& Cardiff Castle

Volunteer-led
since 1985





CTMUHB, the Law and Our Responsibilities

The Legal Framework -- Inclusion Is a Requirement, Not Just Good Practice

UK Law

Equality Act 2010

Sexual orientation and gender reassignment are protected characteristics under the Equality Act 2010. The Public Sector Equality Duty (Section 149) requires CTMUHB to have due regard to: eliminating discrimination, advancing equality of opportunity, and fostering good relations between groups. This is an active, ongoing duty -- not a one-off compliance exercise.

Wales Law

Well-being of Future Generations (Wales) Act 2015

CTMUHB is a Public Body under this Act and must work towards a 'more equal Wales' - a society where people can fulfil their potential regardless of their background. Equality and inclusion are not peripheral. They are embedded in our statutory responsibilities as a Welsh health board.

Welsh Gov

Welsh Government LGBTQ+ Action Plan for Wales

Wales has a stated ambition to be the most LGBTQ+ inclusive nation in Europe. The Action Plan specifically commits NHS Wales organisations to review and improve staff training on inclusive healthcare practices. This session is part of CTMUHB's direct response to that commitment.

CTMUHB

CTMUHB Strategic Equality Plan 2024-28 and Our People Plan 2025 -2030

CTMUHB's own Strategic Equality Plan commits us to ensuring that both our services and our workplace are free from discrimination - and that LGBTQ+ voices are heard in how we design and deliver care. Our obligations run both to patients and to colleagues.

The Equality Act and Supreme Court Ruling
What It Means for CTMUHB

What the court ruled

The UK Supreme Court clarified that in the Equality Act 2010, “sex” means biological sex (sex at birth.

- This affects how legal exceptions (e.g. single-sex services) may be interpreted.

What has NOT changed

- Trans people are still protected under the Equality Act (gender reassignment remains a protected characteristic).
- Discrimination, harassment, and victimisation remain unlawful.
- Healthcare access, employment rights, and respectful treatment remain the same.
- Gender identity (names, pronouns, lived experience) still matters in day-to-day care and interaction.

What this means for CTMUHB

- Nothing has changed in how CTMUHB provides care. Our commitment to inclusive, respectful, person-centred care for all patients and staff remains unchanged.
- We continue to use patients' correct names and pronouns as a matter of dignity and good practice.
- CTMUHB published an initial staff FAQ on this ruling in July 2025. Following the recent EHRC guidance issued on 21 May 2026, we are currently updating this resource. The revised FAQ will be shared across CTMUHB and made available to all staff once finalised.
- If you have questions, the EDI team is here. You can always email us.

What CTMUHB Expects of Every Member of Staff

Use correct names and pronouns

Where appropriate in clinical contexts, ask patients for their name and pronouns they use. Document them accurately and use them consistently. This is a core part of person-centred care and organisational policy.

Create and maintain a safe environment

LGBTQ+ colleagues and patients should feel safe, respected, and able to be themselves in all CTMUHB spaces. When it is safe to do so, take action by challenging language or behaviour that undermines inclusion — even when it is not directed at you.

Know where to go and how to signpost

You are not expected to be a specialist in every area. You are expected to know that the Ffrindiau LGBTQ+ Staff Network and the EDI team exist - and to signpost people to them when needed.

Engage with available training

CTMUHB provides training on equality, diversity and inclusive practice. This session is part of that. ESR courses are also available.

Report discrimination and raise concerns

If you witness or experience discrimination on the grounds of sexual orientation or gender reassignment, you should report it.

Further Learning - Training Available to You at CTMUHB

ESR Training and Hub Resources

Care Certificate Standard 4: Equality and Diversity

Available on ESR. Covers protected characteristics, your legal duties and dignity at work. Required for all CTMUHB staff.

MindEd Supporting children and young people with gender questions, distress

The learning is intended for healthcare professionals working across the whole healthcare system for children and young people.

Trans Toolkit Launch Video

Watch Video

Bitesize Microteach - Microaggressions

Watch Video

EDI Team-Delivered Sessions

Bespoke team sessions

The EDI team can deliver tailored sessions for specific teams – e.g. Trans Community and Caring for them

EDI Learning Forum sessions

Broader topics are covered in our regular Learning Forum. If today has raised questions you want explored in depth -- terms, the Supreme Court ruling, a specific topic -- we can schedule it.

Active Bystander Training

Equips staff to safely and effectively challenge discrimination and harassment when they see it. Available on request.

Request a session

Contact the CTM EDI team via email - **CTM_Equality@wales.nhs.uk**
Sessions can be delivered face-to-face, virtually, or as part of team away days.

Ffrindiau LGBTQ+ Staff Network

Meet Your LGBTQ+ Network Chair

"As Chair of Ffrindiau, my role is to champion inclusion and ensure LGBTQ+ colleagues feel seen, heard and supported.

I'm passionate about creating a workplace where everyone can be themselves without fear or compromise. I look forward to working with you to make CTM an even more welcoming and empowering place for all."

Get in touch

Network Email: CTM.Ffrindiau@wales.nhs.uk

CTM & Ffrindiau Events 2026: LGBTQ+ Awareness Calendar 2026

SharePoint: Welcome to Ffrindiau - LGBTQ+ Staff Network

How to join the LGBTQ+ Network

If you'd like to become a member, please email: ffrindiau@wales.nhs.uk or visit Welcome to the Ffrindiau LGBTQ+ Network to find out more.

Any Questions

Contact EDI Team
Email: CTM_Equality@wales.nhs.uk

Thank you!



DIOLCH yn fawr