

Primary Care Impact

Activity Sheet



GOAL: <i>(Specific, Measurable, Achievable, Realistic, Time-limited)</i>	Delivery of inclusive and gender affirming healthcare	
TIME FRAME:	<i>Start by 31/01/2022</i>	<i>Finish by: 24/02/2022</i>
MEASURE:	Increase in Dr’s knowledge about gender affirming healthcare pathways. Increase in staff knowledge of gender inclusive terminology.	
STARTING POINT: <i>Background information Initial discussion</i>	<i>Who will get things started? How is the owner or principle engaged?</i> <ul style="list-style-type: none"> • Discuss the topic within a team meeting, ensuring staff understand relevant terminology, importance of not using dead names, using the correct gender pronouns, not making assumptions, and having safe and open conversations with patients. 	
IMPROVEMENT IDEA: <i>Engage team Brainstorm ideas Decide which idea</i>	<ul style="list-style-type: none"> • Head Space/ACON Social Worker attended practice to run an education session on Transgender health and diversity and respectful communication • Team discussion on referral pathways • Team discussion on the use of names, pronouns and changes in language used with patients by all staff e.g. replacing sir/ma’am with gender neutral, inclusive language such as ‘welcome’ or ‘hello, how can I help?’ to replace ‘How can I help you sir/ma’am’, ‘kids’ to replace boys/girls, ‘they/them’ if unsure. • Review of new patient forms – include sex and gender separately • GPs prepared to provide gender inclusive care to register with relevant forums • Engaged staff can show support through wearing transgender flag colours on International Transgender Day of Visibility – 31st March and other similar activities. 	

Step One: Consider the Change Management

<p>WHY will we do this?</p> <p>What difference will it make?</p> <p>Understand the depth of the team’s motivation to overcome the problems as they arise, complete the change and sustain the change. The stronger the motivation, the greater your likelihood of success.</p> <p><i>See QI starters for more information</i></p>	<p>Importance of doing this <i>See QI starters for more information</i> Team Score 10/10</p>
<p>What difference will this idea make to patients?</p> <p>Gender diverse patients will feel more welcome and accepted which will have a positive impact on their mental health and they will be more prepared to seek healthcare in a timely fashion.</p>	<p>Confidence we will succeed <i>See QI starters for more information</i> Team Score 8/10</p>
<p>What difference will this idea make to clinicians?</p> <p>Clinicians will gain more knowledge in how best to interact with and assist our gender diverse patients, hence obtaining better health outcomes.</p>	
<p>What difference will this idea make to the practice?</p> <p>Staff will continue to welcome and respect all patients equally and will learn how to interact in ways that create a supportive, gender inclusive environment.</p>	
<p>What difference will this idea make to the health system?</p> <p>Reduce the stigma associated with gender diverse individuals and create a more caring and supportive healthcare system.</p>	

Step Two: Planning-Testing-Analysing

	PLAN THE TEST	RUN THE TEST ON A SMALL SCALE	ANALYSE RESULTS AND COMPARE AGAINST YOUR PREDICTION
START TESTING	<p>Who will do what, when and by when?</p> <p>Practice Manager to ascertain Drs knowledge of pathways available prior to AJ's presentation on 23/2/22 and again afterwards.</p> <p>Drs with known gender diverse patients asked if confident on how to refer on to other services as appropriate.</p> <p>What data, who and how to collect?</p> <p>Survey Drs about their knowledge of referral pathways to local gender clinic service providers.</p>	<p>Start date of test</p> <p>18 Feb 2022</p> <p>End date of test</p> <p>25 Feb 2022</p>	<p>Results</p> <p>Drs initially uncertain of best healthcare pathways for gender diverse patients.</p> <p>After AJ's presentation, Drs felt confident in quickly finding appropriate referral pathways to local providers.</p> <p>Trans Hub is a very helpful and up-to-date web resource.</p>
KEEP TESTING – FIX PROBLEMS OR TAKE ANOTHER STEP	<p>Who will do what, when and by when?</p> <p>Practice manager to survey reception about knowledge of pronouns and ways to interact respectfully with gender diverse patients.</p> <p>Is data still being collected? No</p>	<p>Start date of test</p> <p>18 Feb 2022</p> <p>End date of test</p> <p>25 Feb 2022</p>	<p>Results</p> <p>Reception somewhat confused prior to AJ's presentation and hesitant to bring up questions.</p> <p>Presentation helped to break the ice for conversations to start taking place.</p> <p>Reception meeting to discuss gender neutral terminology and to role play issues that may impact on gender diverse patients, including filling in new patient form.</p>

	PLAN THE TEST	RUN THE TEST ON A SMALL SCALE	ANALYSE RESULTS AND COMPARE AGAINST YOUR PREDICTION
ROLLOUT TO BUSINESS AS USUAL	<p>Who will regularly do what, when and by when? How will you maintain your improvement (what is your plan B if staff are on leave, etc)?</p> <p>Gender diversity and inclusion to be added as a discussion topic for future meetings in order to keep these issues front of mind and to promote open and honest conversations in a safe and supportive environment.</p> <p>Reception to be involved in helping to redesign New Patient Form to ensure relevant information is being collected.</p> <p>All staff to be aware of the importance of a simple apology and correction if they mis-gender someone or use a 'dead name'.</p> <p>What data will you collect to review your progress?</p> <p>Emphasis is on acceptance of gender diversity and support of individuals, rather than having to understand and agree with them. New inductees will be given the opportunity to advise their knowledge of gender diversity and be given one-on-one training if required.</p>		
	12 MONTH REVIEW DATE: February 2023		