

PRIDE IN HEALTH

A summary report on a project carried out by Macmillan Information and Support Service at Whittington Health NHS Trust aiming to support staff in caring for LGBTQIA+ patients.



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1. Executive Summary

The Macmillan Service at Whittington Health, aware of reported inequalities in health service provision and outcomes, set up this project to support staff working with patients from the LGBTQIA+ communities.

The project involved:

- Research and extensive consultation with LGBTQIA+ charities, health professionals, managers and researchers.
- Setting up a focus group with LGBTQIA+ people with cancer to help us to set the project aims, the shape of the project and a promotion plan.
- Working with a theatre company to carry out in-depth interviews with patients and staff to hear personal stories and experiences and to use their words to produce theatre sketches.
- Widespread promotion of the event
- Hosting a health and wellbeing event for LGBTQIA+ individuals affected by cancer, their family members and health professionals.
- Developing and piloting training resources that can be used to support staff working in health and social care settings.

Feedback from the event was very positive with patient and family delegates finding the day enjoyable, insightful and useful. Care professionals reported that they felt better informed, had a better insight into the challenges faced by LGBTQIA+ people, had a better understanding of how to improve care and intended to make changes in their practice.

A training film with a supporting training pack was developed and piloted by clinical managers and their teams at Whittington Health NHS Trust. This also was very positively received and rated by both the trainees and the trainers. The training pack is the legacy from the project. The plan is to now promote and roll out the training pack making it easily and freely accessible to health and social care teams across the country. In this way we hope to maximise the impact of the project and have a legacy from the project.

2. Introduction

The PRIDE in Health project, carried out by the Macmillan Information and Support Service at Whittington Health NHS Trust, was established in recognition of the well-documented healthcare inequalities experienced by LGBTQIA+ individuals, particularly in the context of cancer care.

Healthcare organisations have legal and ethical duties to reduce inequalities in access to healthcare services and related outcomes.[1] However, lesbian, gay, bisexual and/or transgender (LGBT+) people continue to experience and anticipate discrimination in health and social care.[2] One in seven LGBT people avoid seeking healthcare for fear of discrimination from staff² and one in eight LGBT people have experienced some form of unequal treatment from healthcare staff because they're LGBT.² More than a quarter of trans people (27%) reported that they 'always' or 'often' avoid GP visits for cervical cancer screening or prostate checks[3] and 23% of LGBT people have at one time witnessed anti-LGBT remarks by healthcare staff.[4]

The project was initiated to provide support and education to health and social care professionals,

as well as to create a safe and inclusive space for LGBTQIA+ individuals affected by cancer and other health conditions to share their experiences and stories, support each other and to gain useful information and tools that may improve their wellbeing.

Through a series of initiatives, including theatre sketches, a health and wellbeing event, and the development of a training film with supporting resources, the PRIDE in Health project aimed to address some of the challenges faced by LGBTQIA+ individuals in cancer care. This report provides an overview of the project's objectives, activities, feedback from participants, and the development and piloting of a training pack to support healthcare professionals in delivering more inclusive care.

[1] Braybrook D, Bristowe K, Timmins L, et al. Communication about sexual orientation and gender between clinicians, LGBT+ people facing serious illness and their significant others: a qualitative interview study of experiences, preferences and recommendations. *BMJ Quality & Safety* 2023;32:109-120.

[2] LGBT in Britain. Health Report 2018. Stonewall. Authors: Chaka L. Bachmann, Becca Gooch

[3] Trans lives survey 2021: Enduring the UK's hostile environment

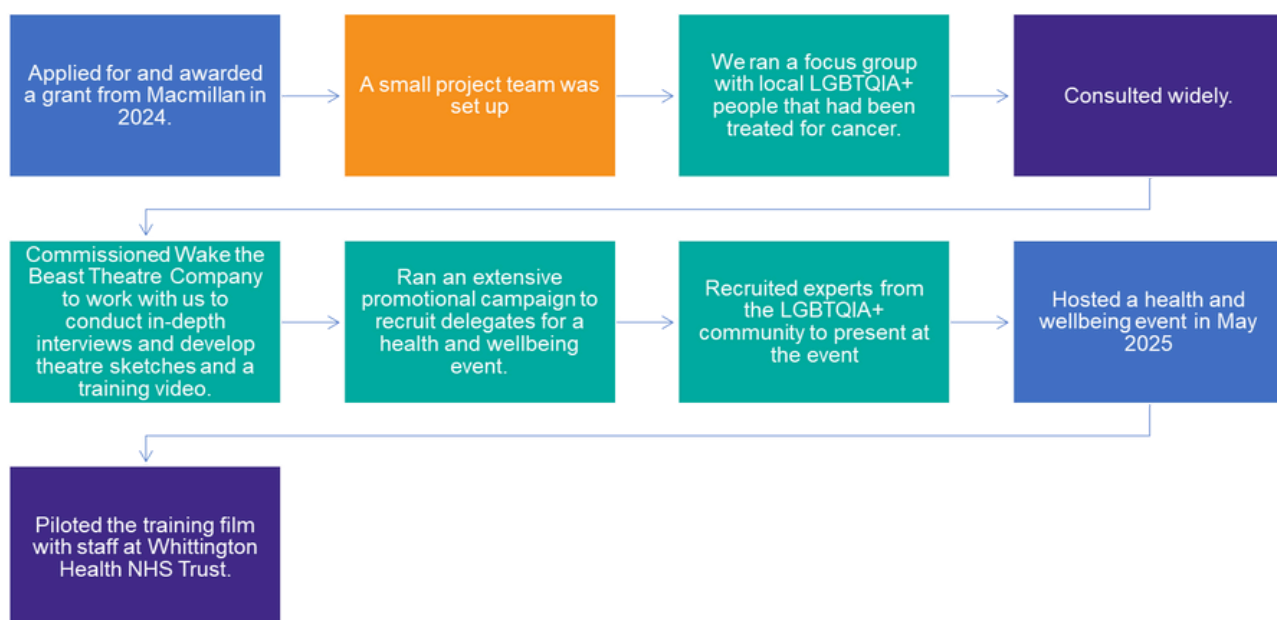
[4] Hidden Figures. LGBTQ Health Inequalities in the UK. 2023

3. Project Aims

These aims were developed with LGBTQIA+ cancer patients attending our focus group sessions.

- To identify issues & service gaps that impact on cancer care for LGBTQIA+ people
- To find out what would improve care
- To provide useful information and support to LGBTQIA+ people with cancer
- To provide an opportunity for patients to meet with others in a similar situation and have a fun day.
- To give health & social care professionals the opportunity to hear issues, experiences, and stories from this community.
- To create a training video that can be used widely across health and social care to give staff better insight into the needs of LGBTQIA+ people.

4. Our approach



5. Key steps

5.1 Consultation

We explored the research into inequalities and the guidance that has been published to date. We also consulted widely with experts in the field including OUTpatients charity for LGBTQ people with cancer, Macmillan, TransActual charity and some researchers in the field.

5.2 Focus Group

We ran a promotional programme to recruit local LGBTQIA+ people with cancer to work with us on this project. This included putting up posters around the Whittington Hospital, sending invitations to patients on the Macmillan Service's contact lists, and asking our partners to help promote.

We held 2 focus groups in September and November 2024 and we are very grateful to the invaluable support and guidance from the participants which shaped the project.

5.3 . Patient and staff stories

The Macmillan Service at Whittington Health NHS Trust had previously worked with Wake the Beast Theatre Company to develop a film called the P Factor[1] to support people with prostate cancer. The film proved to be a very successful medium to engage people. We decided to commission Wake the Beast to work with us again on this project.

LGBTQIA+ patients willing to participate in in-depth interviews were recruited through the Whittington Hospital and through contacts put forward by OUTpatients LGBTQ+ Cancer Charity. We also recruited staff working in the Whittington Hospital Cancer team to also be interviewed.

Interviews were carried out over several months and Wake the Beast used the real life patient and staff stories and experiences to develop theatre sketches using verbatim words. The theatre company also built on the stories and experiences to create a staff training film

5.4 Promotional campaign

We ran a promotional campaign to invite delegates to the Health & Wellbeing event. It proved difficult to reach our target audience and we ran an extensive campaign using the communication channels of Whittington Health and partner organisations. This included using direct emails, posters, newsletters, distributing leaflets in clinics, advertising on the Whittington intranet and social media.

5.5 Pride in Health- our Health & Wellbeing Event

We held an event primarily for LGBTQIA+ people with cancer or other health conditions but that was also open to care professionals. We wanted to provide a safe space where people, patients, their family members and care professionals could come together to share their experiences and stories, be provided with useful information and participate in some interactive wellbeing activities. The day included live theatre performance from Wake the Beast and a preview of the new training film. Most of our speakers were from the LGBTQIA+ community and this added to the insight they could offer. The sessions included personal stories, presentations from health professionals, a workshop on sexual wellbeing and several wellbeing workshops including laughter yoga and exercise.

Please see appendix 1 for the full programme.

The free to attend event was held at Queer Britain, a museum near Kings Cross station in London on 17th May 2025. Around 49 people attended of which there 35 delegates.

5.6 Evaluation of the event

Delegates were asked to complete a questionnaire at the end of the event to provide information about themselves, feedback on the day and their views. We had a 94% response rate: (52% patients, 12% friends and family and 36% health professionals).

We had successfully reached the target audience with 88% of delegates from the LGBTQIA+ community.

Feedback on the event from patients and their family members was overwhelmingly positive. Some highlights from their responses:

- 100% thought the theatre sketches powerfully illustrated some of the extra challenges faced by LGBTQIA+ people.
- 95% learnt new things that may help them to improve their health &/or wellbeing
- 95% felt more empowered and in control after the event
- 100% felt confident that Macmillan wants to improve services for LGBTQIA+ people

Full details of the responses are provided in appendix 2

Feedback on the event from health and social care professionals was equally positive. Some highlights from their responses:

- Over 50% of the professionals had not had any previous training in equality for LGBTQIA+ people
- 100% thought the day had given them a better insight into the challenges for LGBTQIA+ people in a healthcare setting
- 100% reported a better understanding of how they could improve care for LGBTQIA+ people
- 92% intend to make some changes to the way they communicate with patients

There were many positive comments about the event which can be seen in appendix 2

6. The Training pack

Following the event the project team designed a training pack that managers across health and social care, can use to train their teams. The training aims to improve awareness and to support provision of inclusive, respectful care for LGBTQIA+ patients and their families.

The pack includes the Q Factor training film together with a slide pack of discussion questions and some supporting resources. We wanted to provide a resource that is easy for team leaders/managers to pick and run with. It has provision for staff to reflect, share ideas and research further. The training session is expected to last about 45 minutes

We plan to make the training pack freely available and easily accessible for staff across the NHS and social care and possibly more widely. The training pack will be able to be downloaded from Whittington Health NHS Trust website.

6.1 Q Factor Film. This 10-minute film, based on the real-life issues and stories shared during the personal interviews with patients and staff and using their verbatim words, forms the core of the training package.

The film, developed with Wake the Beast Theatre company, was previewed at the health and

wellbeing event in May and was positively reviewed by the delegates.

Access the film [here](#)

6.2 Piloting the training pack

The training pack was piloted by clinical leads at the Whittington Hospital with their teams during July 2025.

The feedback was very encouraging from both the trainees and the trainers with the training found to be easy to prepare for and deliver and effective in improving staff awareness and confidence.

Some key results:

From those receiving the training

- The training was rated 9.4/10
- Level of awareness of challenges for LGBTQIA_ patients increased from 7.73- 9.09 (out of 10)
- Level of confidence engaging with LGBTQIA+ patients increased from 8.36 to 9.09 (out of 10)

From those delivering the training:

- Trainers rated how easy it was to prepare to deliver the training as 8.0 (out of 10, where 10 is most positive)
- Trainers rated how easy it was to deliver the training as 10 (out of 10, where 10 is the most positive)

Please see appendix 3 for full details of the training pilot results

7. Conclusion

The PRIDE in Health project, led by the Macmillan Information and Support Service at Whittington Health NHS Trust, was established to address the healthcare inequalities experienced by LGBTQIA+ individuals.

We used a collaborative approach involving personal storytelling, a health and wellbeing event and development of a training pack to raise awareness, promote inclusivity, and provide some support to both patients and healthcare professionals.

The health and wellbeing event was held in May 2025 for LGBTQIA+ patients and health, and social care professionals were also invited. The event featured personal stories from patients and professionals, information sessions, interactive workshops, live theatre sketches and a preview of the training film, Q Factor.

The feedback from participants highlighted the importance and value of better understanding, communication, and visibility for LGBTQIA+ individuals in healthcare settings. Health and social care professionals expressed appreciation for the personal stories shared at the event and indicated a desire for more training opportunities and resources from Macmillan.

Following the event, a training resource for health and social care professionals was developed using the training film Q Factor together with tools to support reflection and team discussion and to explore the topic further. The training pack is designed for team leaders to use with their

teams, aiming to raise awareness, educate, promote inclusivity, and inspire care professionals working with LGBTQIA+ patients.

The training pack was well received in pilot sessions carried out by health care managers with their teams at Whittington Hospital which is very encouraging. It will be made freely available from the Whittington Health NHS Trust website. We hope that it will be used widely by health and social care teams across the country to make a positive difference for LGBTQIA+ people.

In conclusion, through the PRIDE in Health project, we hope that we have made a step towards promoting better understanding and making care more inclusive, and compassionate for LGBTQIA+ individuals. The project's legacy lies in the uptake of the training film and pack to empower care professionals and improve patient care, The PRIDE in Health project also serves as a model for promoting diversity, equity, and inclusivity in care settings.

8. Acknowledgements

The success of the project would not have been possible without the support from Macmillan Cancer Support, North London Cancer Alliance, and the LGBTQIA+ individuals who generously shared their experiences.

Thank you to our sponsor, Macmillan Cancer Support who are committed to working to improve cancer care for LGBTQIA+ people and who awarded us a grant for the project.

Thank you to North London Cancer Alliance, for their support and for funding the refreshments for the health & wellbeing event.

Thank you to our very special patients who have inspired us to run this project and who have so generously given their time and expertise to help us and who have shared their personal stories and experiences.

Appendix 1

MACMILLAN CANCER SUPPORT Whittington Health NHS Trust

PRIDE IN HEALTH

Saturday 17 May 2025
1pm - 7pm
Queer Britain

MACMILLAN CANCER SUPPORT Whittington Health NHS Trust

Welcome to PRIDE IN HEALTH

While July has long been called as being 'Pride Month' led by the media, it's important to remember that it's not just about the rainbow flag. It's about the people affected by cancer who have shared their experiences. We have shared their stories as a way to support and inspire others.

Today is about sharing, learning, and doing. We will be invited to share our stories, our experiences, and our hopes for the future. We will be invited to share our stories, our experiences, and our hopes for the future. We will be invited to share our stories, our experiences, and our hopes for the future.

MACMILLAN CANCER SUPPORT Whittington Health NHS Trust

Agenda

- 1:30 Welcome & introductions
Macmillan's Ed in a discussion with
Dr Owen Carter
- 2:00 "What the fuck" for theatre club
With the West Theatre Company
- 2:05 My cancer journey from a doctor's point
Dr Ben Lovell
- 2:30 My story
Michelle Anderson
- 2:30 Speaking up for you
Dr Alison Barnes
- 2:40 "The only gay in oncology" for theatre club
With the West Theatre Company
- 2:45 Afternoon refreshments and music with
Sarah Williams with a band of cancer
OSDs/retirees, see slides & text below

MACMILLAN CANCER SUPPORT Whittington Health NHS Trust

- 4:30 How to get things after cancer
Ceryn Swift
- 5:00 The Q & A with a former staff member
Adam McEneaney
- 5:05 10 years feedback
Gwen Jones
- 5:15 Phil Evans
- 6:00 Lullaby
- 6:05 Tea & coffee
- 6:10 Leggings & Yoga
- 6:15 Lullaby
- 6:20 Refreshments and networking
Dina

You can find print copies of this agenda at the end of your row.

MACMILLAN CANCER SUPPORT Whittington Health NHS Trust

Introducing our speakers

Phil Evans (Chair) - Whittington Hospital, Director of Cancer Services
Phil has worked in the NHS for over 20 years. He has worked in various roles including Director of Cancer Services, Director of Clinical Services, and Director of Quality. He is currently the Director of Cancer Services at Whittington Hospital.

Dr Owen Carter (Chair) - Whittington Hospital, Director of Cancer Services
Dr Owen has worked in the NHS for over 20 years. He has worked in various roles including Director of Cancer Services, Director of Clinical Services, and Director of Quality. He is currently the Director of Cancer Services at Whittington Hospital.

MACMILLAN CANCER SUPPORT Whittington Health NHS Trust

Dr Ben Lovell (Chair) - Whittington Hospital, Director of Cancer Services
Dr Ben has worked in the NHS for over 20 years. He has worked in various roles including Director of Cancer Services, Director of Clinical Services, and Director of Quality. He is currently the Director of Cancer Services at Whittington Hospital.

Michelle Anderson (Chair) - Whittington Hospital, Director of Cancer Services
Michelle has worked in the NHS for over 20 years. She has worked in various roles including Director of Cancer Services, Director of Clinical Services, and Director of Quality. She is currently the Director of Cancer Services at Whittington Hospital.

MACMILLAN CANCER SUPPORT Whittington Health NHS Trust

Dr Alison Barnes (Chair) - Whittington Hospital, Director of Cancer Services
Dr Alison has worked in the NHS for over 20 years. She has worked in various roles including Director of Cancer Services, Director of Clinical Services, and Director of Quality. She is currently the Director of Cancer Services at Whittington Hospital.

Dr Sarah Williams (Chair) - Whittington Hospital, Director of Cancer Services
Dr Sarah has worked in the NHS for over 20 years. She has worked in various roles including Director of Cancer Services, Director of Clinical Services, and Director of Quality. She is currently the Director of Cancer Services at Whittington Hospital.

MACMILLAN CANCER SUPPORT Whittington Health NHS Trust

Dr Sarah Williams (Chair) - Whittington Hospital, Director of Cancer Services
Dr Sarah has worked in the NHS for over 20 years. She has worked in various roles including Director of Cancer Services, Director of Clinical Services, and Director of Quality. She is currently the Director of Cancer Services at Whittington Hospital.

Dr Alison Barnes (Chair) - Whittington Hospital, Director of Cancer Services
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MACMILLAN CANCER SUPPORT Whittington Health NHS Trust

Thankyou

Thank you to all our volunteers who have helped to make this event and who have generously contributed their time and expertise.

Thank you to our sponsor, Macmillan and North London Cancer Action, and to our event partner who have shown commitment to working collaboratively to improve cancer care for LGBTQ+ people.

MACMILLAN CANCER SUPPORT North London Cancer Action University College London Health NHS Foundation Trust

And thank YOU for attending today

MACMILLAN CANCER SUPPORT Whittington Health NHS Trust

Share your views to win

Scan the QR code to complete your feedback form or ask a volunteer for a paper copy.

Your views matter to us and to our sponsor.

Complete the feedback questionnaire and you will be entered into a prize draw.

There is a £100 "Every Win" voucher up for grabs, redeemable at over 200 shops.

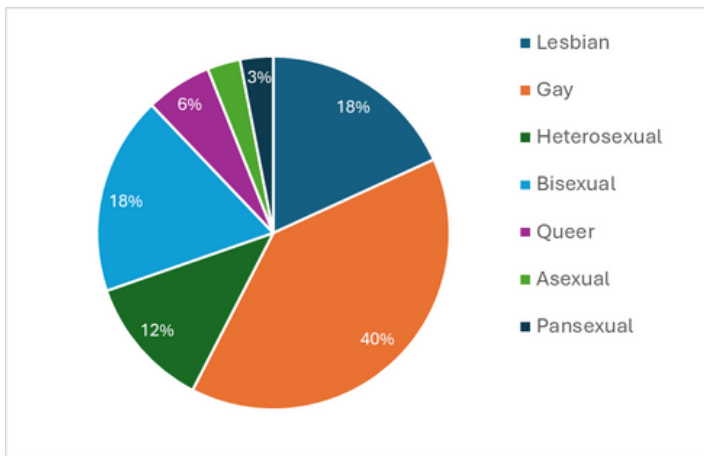
You may also be interested in the information and support we have on our website: www.whittington.nhs.uk/macmillan

Appendix 2

Results from the Health & Wellbeing Questionnaire

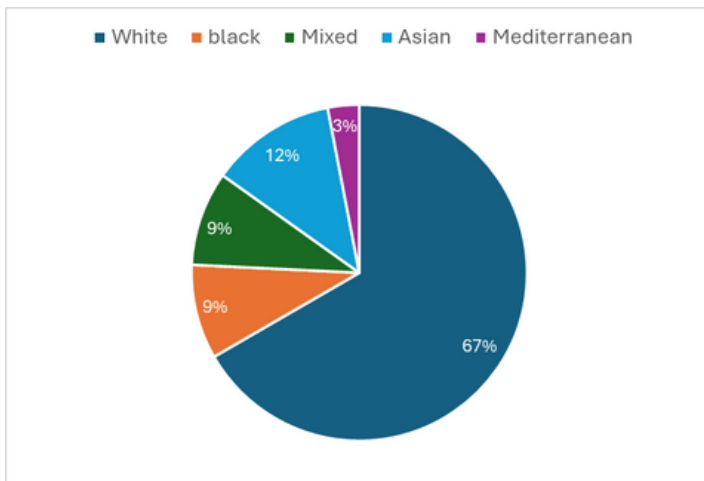
1. Who attended?

Reported Sexuality of delegates.



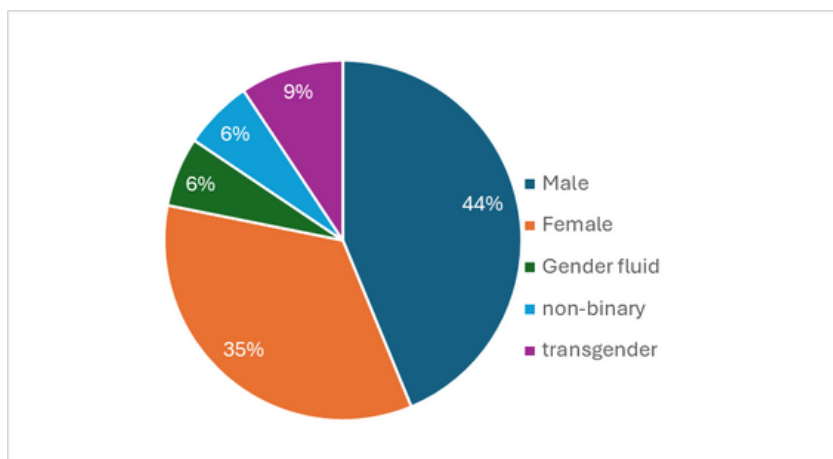
2. Ethnicity

There was representation across all ethnic groups though the majority were white.



3. Reported Gender of Delegates

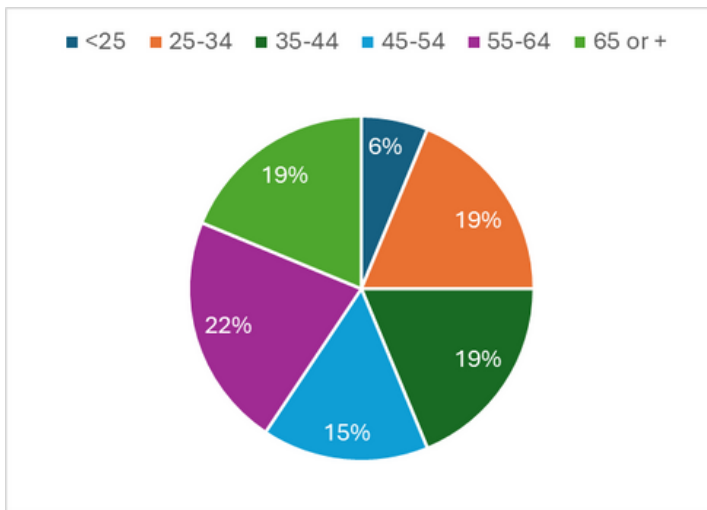
21% of delegates identified in a non-binary group.



Appendix 2

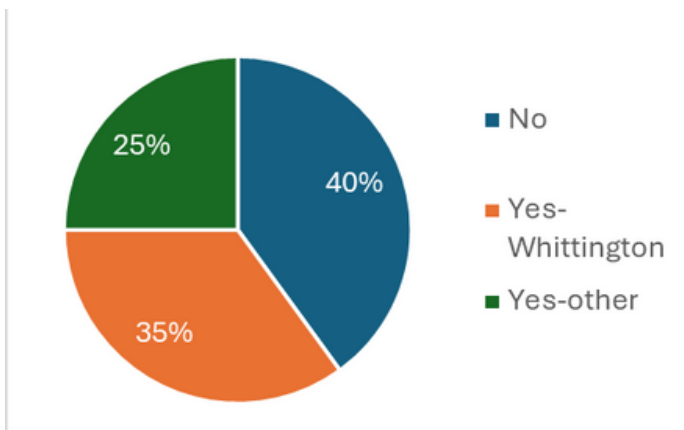
4. Age profile of delegates

A fairly equal distribution across all age groups attended.



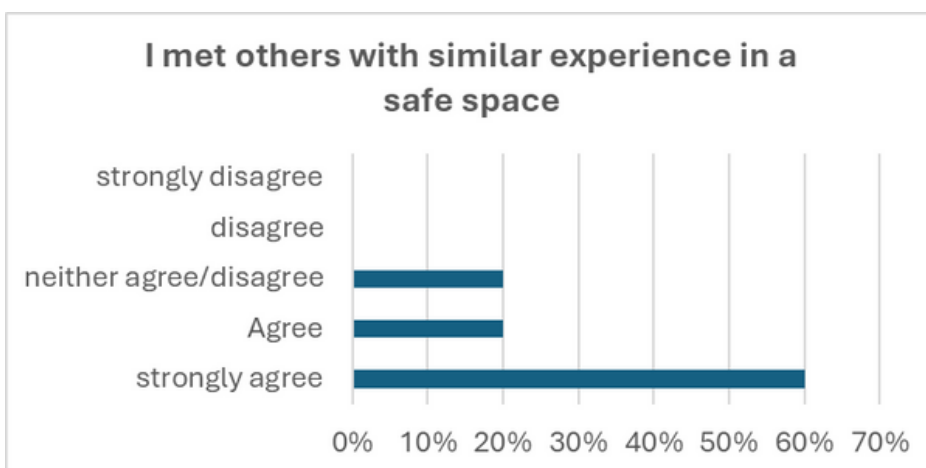
5. Had delegates previously used Macmillan services?

60% of delegates had used Macmillan services before.

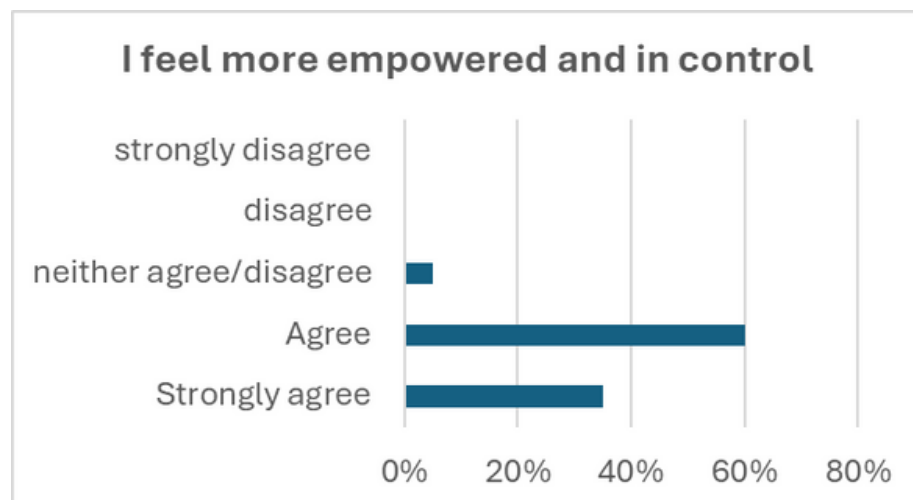
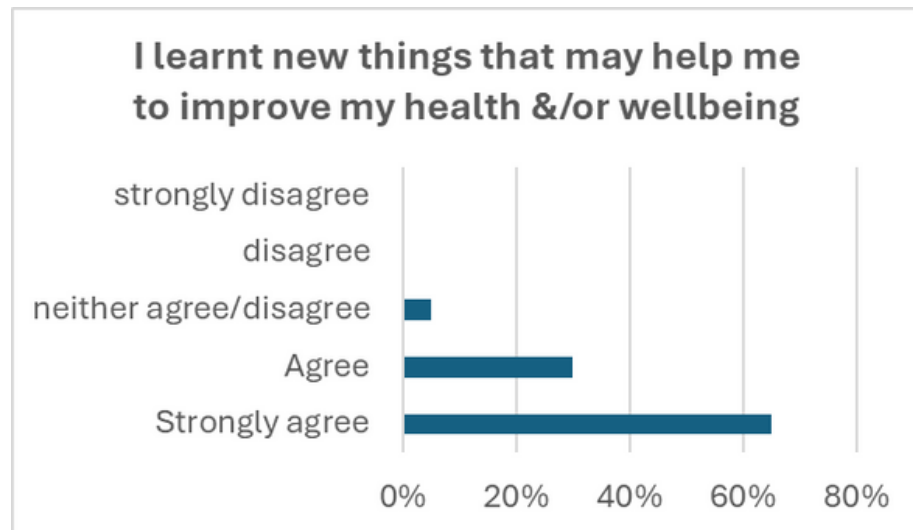
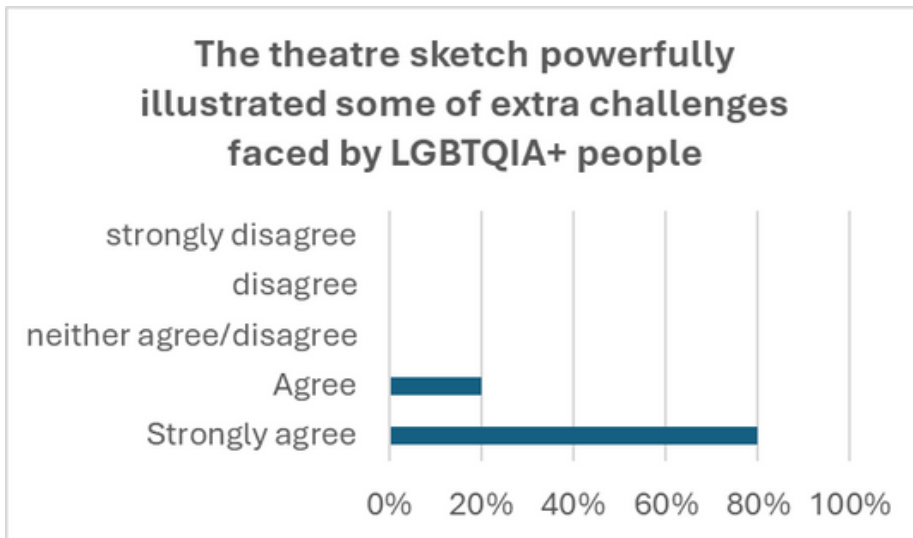
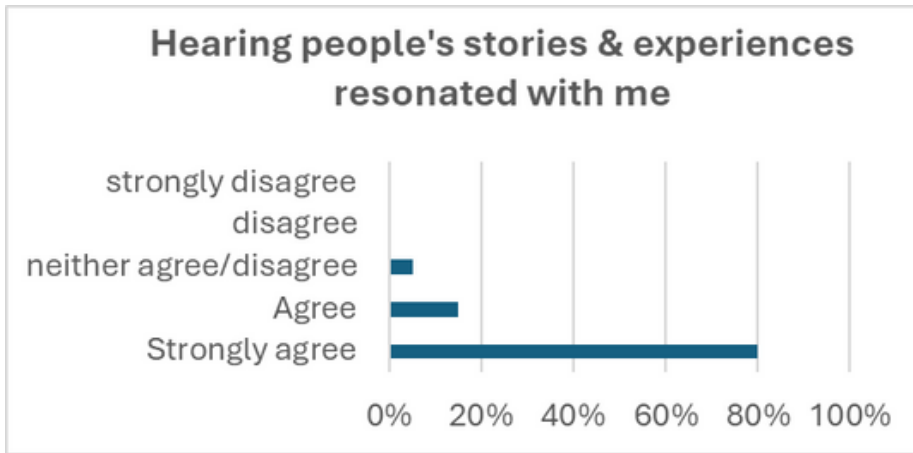


Feedback from Patients and family members

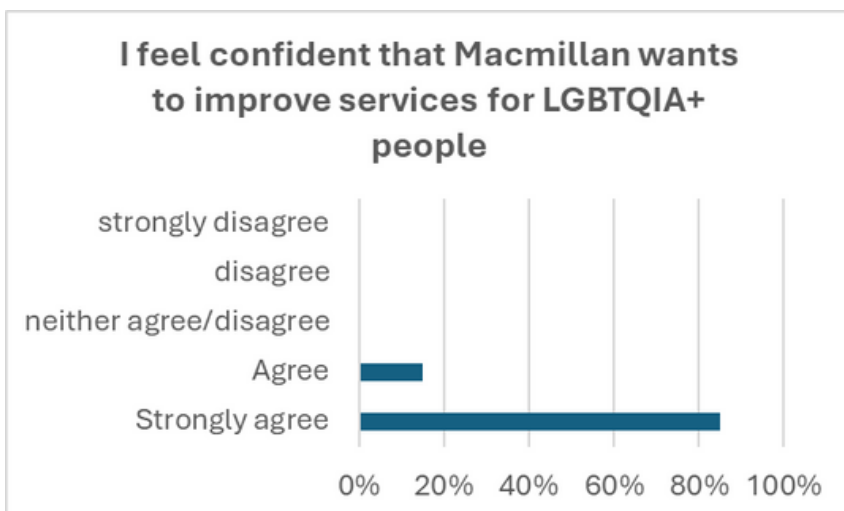
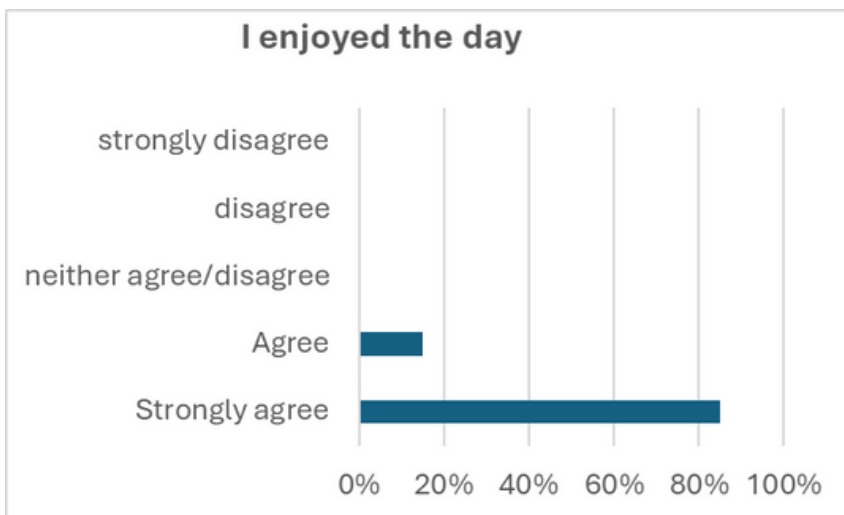
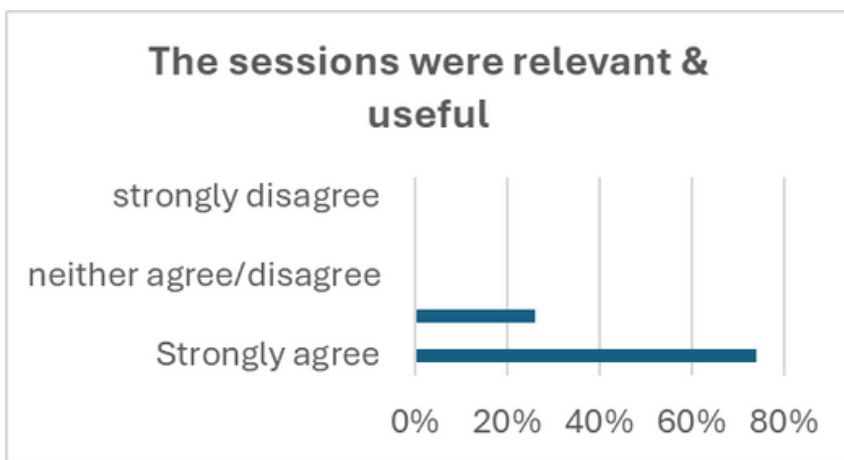
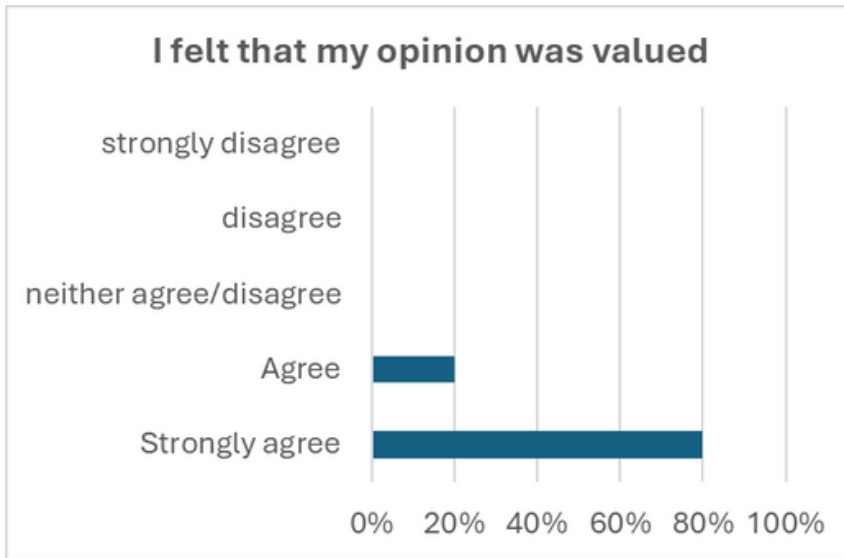
The feedback was overwhelmingly positive.



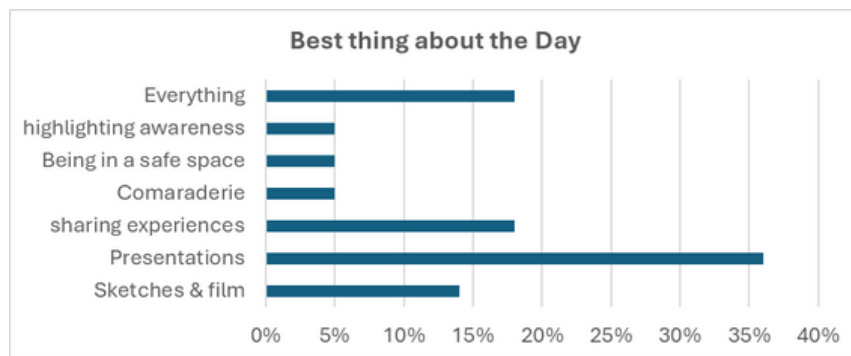
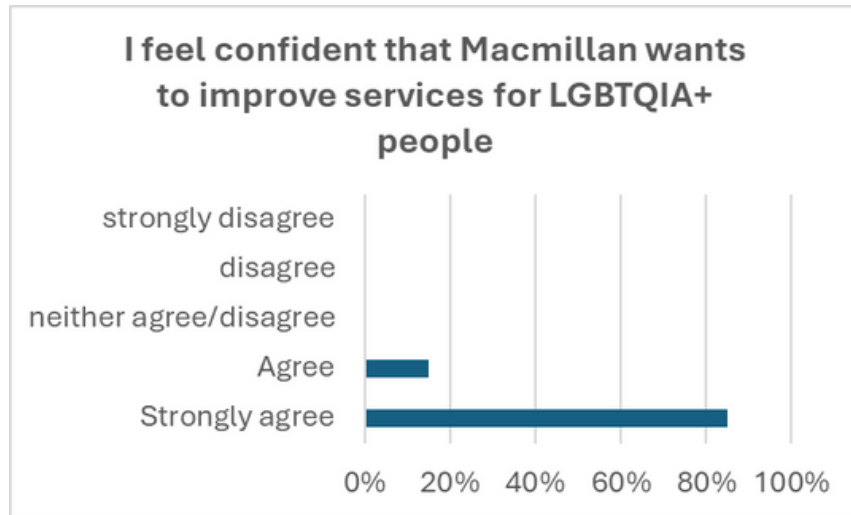
Appendix 2



Appendix 2



Appendix 2



What did patients and their family members think could NHS do better for LGBTQIA+ people?

- Listen and ask
- Stop making assumptions
- Talk about us more
- Have a better understanding
- Show more consideration
- Ask about people's sexuality
- Better data collection to understand need
- Make information for LGBTQIA+ people more visible
- Had a good experience- nothing more needed

Improving the event

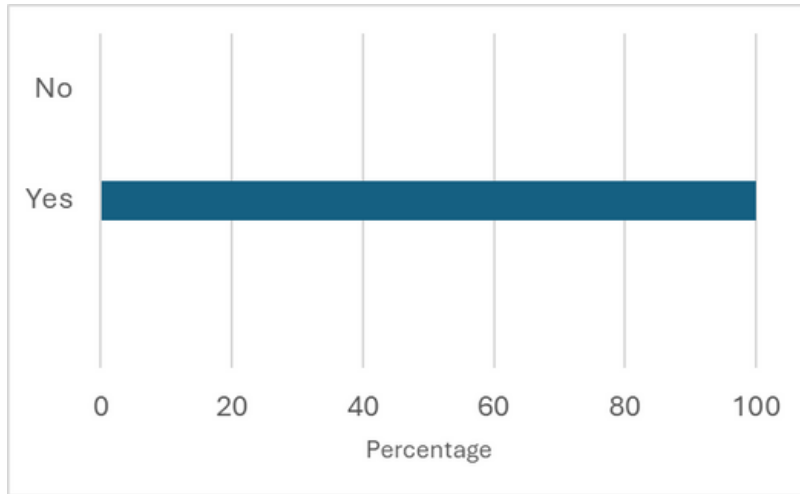
We asked delegates 'What would have made the day better?'

- Nothing could be better- 5 responses
- Have a session on the impact on friends & family
- More breaks
- More comfortable seating
- Better Screen for PowerPoint
- Include a female personal story
- Felt a bit rushed- extend the day or shorter sessions
- Serve coffee
- A session on diet

Feedback from Health and social care professional delegates

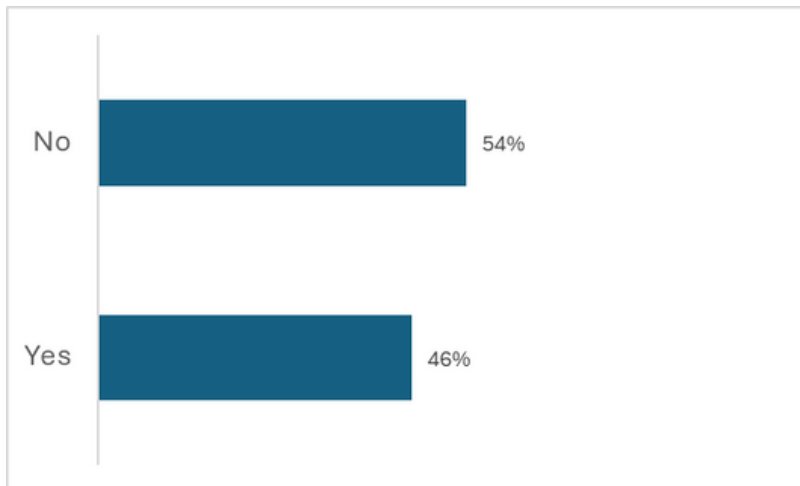
1. Had you thought about challenges & barriers to good healthcare for LGBTQIA+ people before today?

All professional delegates had already thought about the challenges & barriers



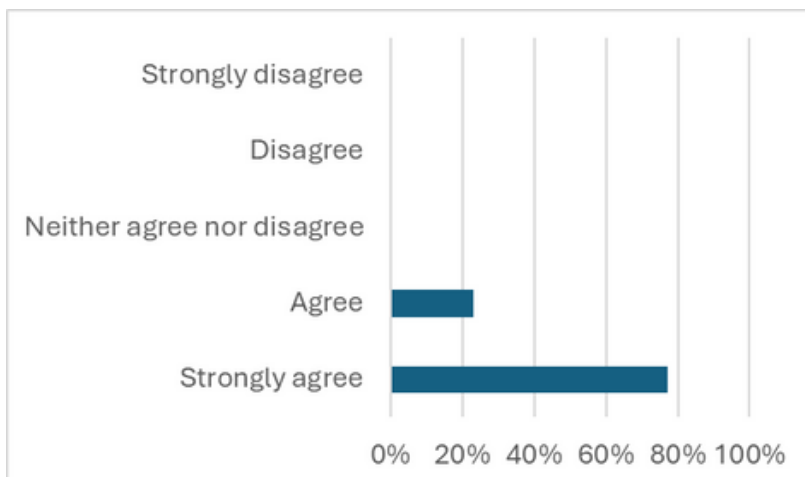
2. Have you had previous training on equality for LGBTQIA+ community?

Over 50% of the professionals had not had previous training

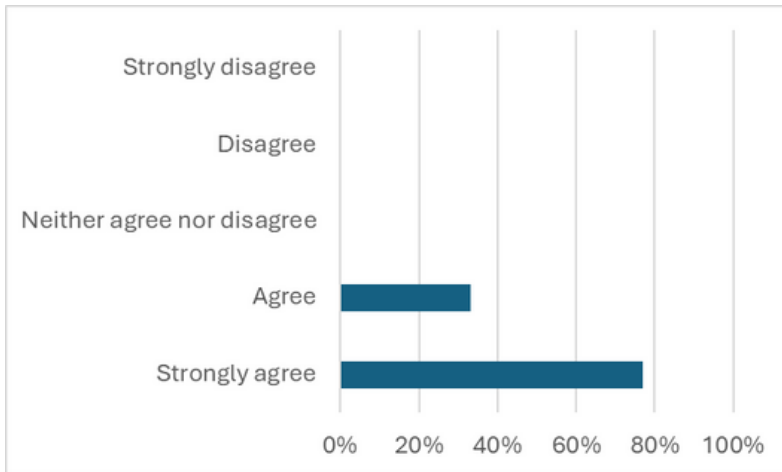


3. Today has given me a better insight into the challenges for LGBTQIA+ people in a healthcare setting

The delegates found the day had given them better insight.

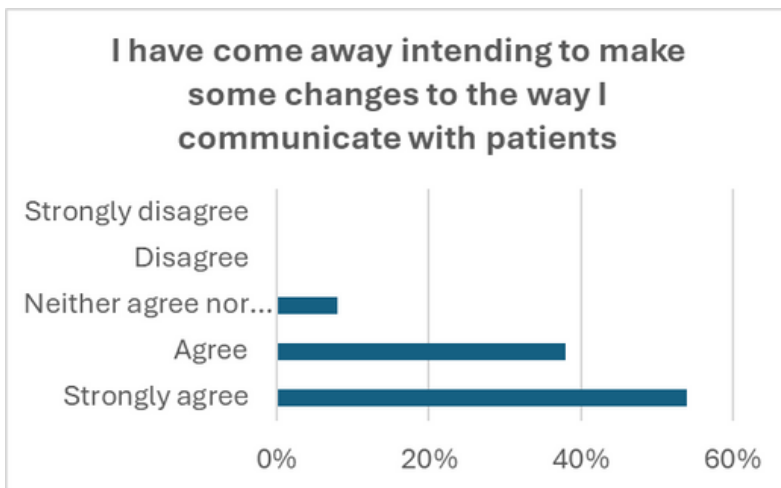
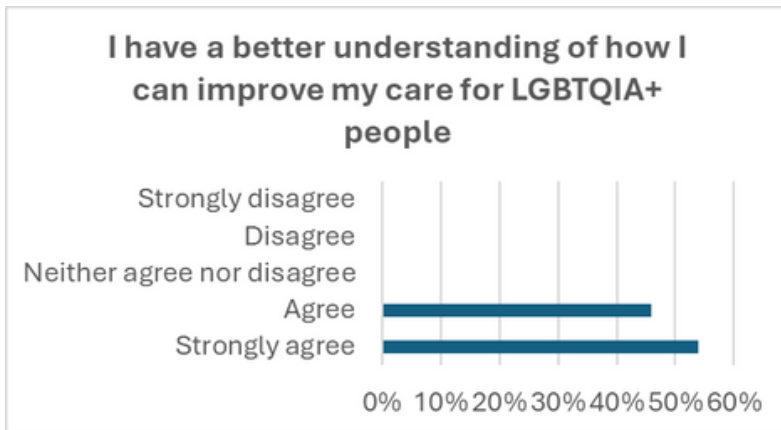


4. It was useful to watch live theatre sketches & hear patient's own words & real experiences
The professionals found the theatre and patients' words & experiences useful

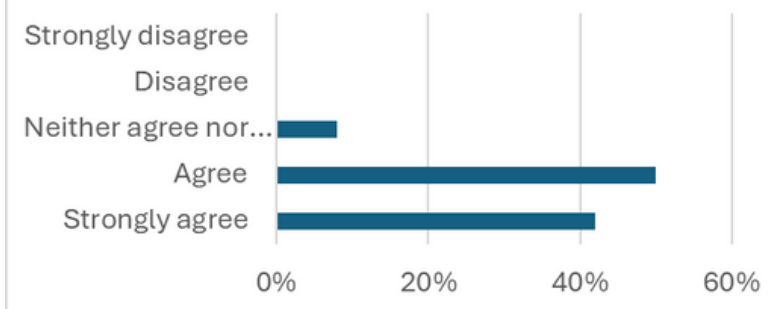


5. Will the day impact on your practice?

The professionals reported that they had a better understanding and that they intended to make some changes to their practice. They thought that the new training film will support staff to be more inclusive and avoid making assumptions.



I think the training Q Factor will help staff to be more inclusive & to avoid making assumptions



What was the best thing about the day for health professionals?

- Hearing the personal stories of people with cancer
- The personal stories. Excellent day
- The diversity of the day including talks and more light-hearted sessions
- The theatre
- Understanding individuals' experiences.
- The real impact of gender/sexual/sexual identity on cancer care.
- Great tips on how to advocate & improve my own practice
- Presentations on research & improvements for LGBT people within healthcare
- Hearing people speak about the struggles and barriers they face
- Hearing the perspectives & experiences from patients & professionals. Very thought provoking, engaging and inspiring. The vulnerability and courage of the speakers was a privilege to observe
- To hear patient experiences and opinions first hand
- Patient stories and exercise session

Is there anything you would do differently in your role after today?

- Ask people more about sex and intimacy. Raise awareness amongst my colleagues.
- Ask, be open to what I don't know but look to where I can find out & help
- Yes, ask more, be open and to listen more
- I will apply what I have heard to my research design and interactions with participants
- Ask "Is there anything I can do to make you more comfortable?"
- Training/teaching how I ask questions. Signposting to support.
- Continue to advocate for relevant training to be made mandatory for staff
- Attend more LGBT professional development courses and events
- Yes- I want to research more
- Spread more awareness among colleagues

How can Macmillan better support professionals in their role?

- A training pack will be useful.
- More events like this x2
- Funding for professional development.
- Ongoing education and support for my team in acute care
- Training X3 (including for HCAs)
- Provide materials from the event.
- Funding & bringing people together.

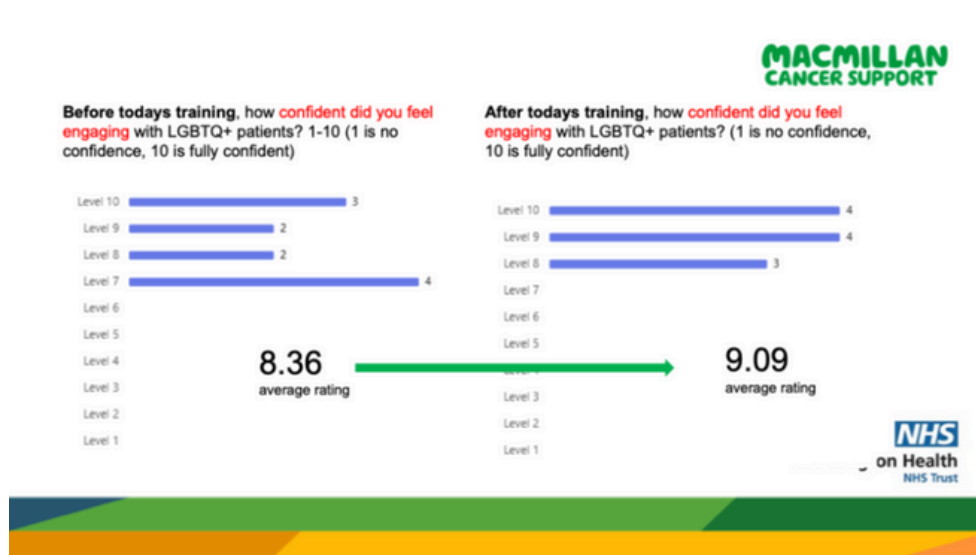
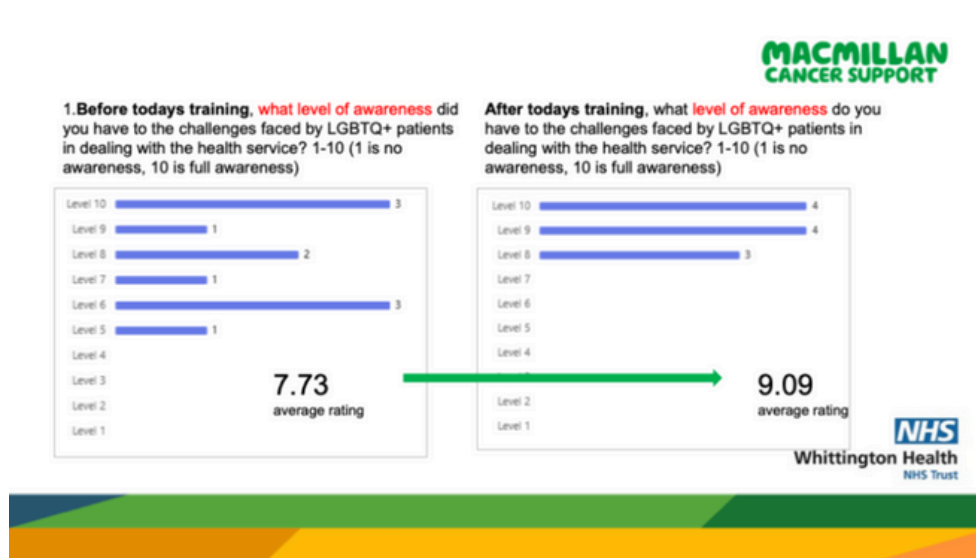
More feedback about the event

- I loved the diversity of the presentations & having patients and professionals together
- The vulnerability and courage of the speakers was a privilege to observe
- It was a lovely and engaging day. All the speakers were fab. The patient stories were really moving and inspiring. Thanks for organising it.
- Really first-rate: well organised, informative, interesting—and amazingly varied.
- Very thought provoking, engaging and inspiring
- Great tips on how to advocate & improve my own practice
- I'm so excited about the day. It truly looks like an incredible event.
- Well, we had such a wonderful day! I do hope this event becomes an annual, even bi-annual event? (Patient & Partner)

Appendix 3

Results of the Training Package Pilots

A: Delegate Feedback from pilot training sessions



5. Overall, how would you rate the LGBTQ+ Awareness Training Workshop? (1 is least positive. 10 is most positive)



Comments made about the training:

- "It's great to see the real stories and impact on patient in an easily digestible fashion and to reflect afterwards. "
- "Really good video, lots of room for reflection and consideration of patients. A little quick at times but we were a fairly small group. Would be good to give a bit more practical advice and terminology. "
- "The film is very memorable and good to be given questions we can ask patients."
- "We need to have more open conversation "
- "Seeing the movie it clearly lets us see that everyone should be treated equally. "
- "The video is impactful and generates discussion and thoughts about how to interact with LGBTQ + patients "
- "Very good video, an interesting watch. Thought provoking. 'Small change makes a big difference to how someone feels'."
- "Really well thought out, good length. Nice range of people included."
- "I appreciate this is targeted towards those working in cancer services but would be great to widen this. I work in children's services so I'm most likely to be in contact with LGBTQ+ parents."
- "Would be good to also have some focus on colleagues and creating safe work environments. "
- "Brilliant"
- "Thank you for the clear message."
- "Really great informal training."
- "Very interesting and engaging."
- "Not sure if I missed it (if so apologies) but a content warning might be helpful. It can be emotive and might blindside people. Probably those in the community more than not. Thank you. It would also have quite significant value outside of a cancer care arena."
- "Loved this video. I work in CAMHS and would love to see Something like this for young people."
- "Really wonderful work - well done to the team."
- "The message is very clear"
- "Reassuring to hear that anyone can get it wrong"
- "We see a lot of training videos. This was superb! It is very good quality with a clear impactful message."
- "The film allows you to walk in another person's shoes."
- "This will help people have confidence in engaging with LGBTQ+ people."

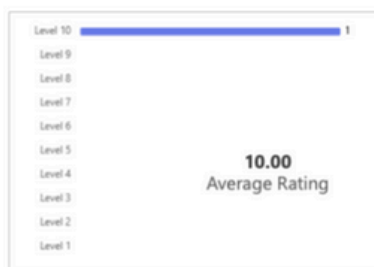
B: Trainer Feedback from pilot training sessions

MACMILLAN
CANCER SUPPORT

3. How easy was it to prepare to deliver the training using the materials? 1-10 (1 is least positive. 10 is most positive)



4. How easy was it to run the training using the materials provided? 1-10 (1 is least positive. 10 is most positive)



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