



Equality South West

Top ten tips for health and social care workers on how to make your service inclusive and welcoming for trans people.



South West Transgender
Equality Network



NHS

South West

Pacesetters





- 1.** Treat trans people as individuals and with respect – trans people are as unique and diverse as everyone else.
- 2.** Display information about trans support groups – this gives a clear visual statement that your service/practice is welcoming of trans people.
- 3.** Always use the name and title (e.g. Mr, Mrs, Miss or Ms or none of these) that the trans person deems correct and make sure that medical notes/ registers are clearly marked with this name and preferred title.
- 4.** Remember that being trans is not a mental illness or psychological condition, though being trans may be a contributory factor for other psychiatric conditions e.g. depression.
- 5.** Include trans people in screening programmes on the basis of organs present rather than their perceived gender. Some trans men will need to be included in breast screening programmes and some trans women in prostate screening etc.
- 6.** Do not comment on a trans person's general appearance or 'passability' unless they ask for your opinion.
- 7.** Trans people can be heterosexual, lesbian, gay, bisexual or asexual – don't make assumptions about sexual orientation or sexuality.
- 8.** Don't use terms like disorder (e.g. gender disorder) or choice. People who are transitioning are bringing their biological sex in line with their gender. It is not a choice, they are not changing to the gender they want to be, but to the gender they are.
- 9.** Get informed. Invite trans people in to talk with your staff team about their experiences and how your service could be more inclusive of and welcoming to trans people.
- 10.** Receiving a smile and a 'hello' on arrival makes everyone feel welcome – this will make trans people feel much more comfortable too.

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