

10 recommendations for LGBT+ inclusiveness in health and social care communication

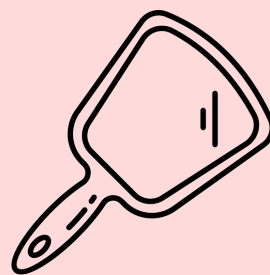
Creating positive first impressions and building rapport

1



Use neutral language, such as neutral pronouns or neutral terms for significant others

2



Use the words your patients use to describe themselves and significant others

3



Consider the messages your non-verbal signals might send

Enhancing care by actively exploring and explaining the relevance of sexual orientation and gender identity

4



Create a safe space by making your questions about sexual orientation and gender relevant to care

5



Respect gender. Routinely ask questions about gender identity and pronouns in your practice

6



Incorporate significant others and sexual orientation appropriately

7



Consider your surroundings and who else is there before initiating discussion

Visible and consistent LGBT+ inclusiveness in care systems

8



Standardise how LGBT+ related discussions are approached

9



Ensure LGBT+ inclusive processes and systems are in place

10



Use visual markers of LGBT+ inclusive policies, materials and training received



Source: 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. doi: [10.1136/bmjqs-2022-014792](https://doi.org/10.1136/bmjqs-2022-014792)

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