

FREEDOM OF INFORMATION REQUEST

RF23-762

Request:

1. Since 07 December 2022 has the Trust issued newly recruited staff with advice and guidance about what language to use in their verbal and written communications with colleagues and or patients/clients/service users and or the relatives of patients/clients/service users and or other members of the public?
2. Since 07 December 2022 has the Trust issued existing staff with advice and guidance about what language to use in their verbal and written communications with colleagues and or patients/clients/service users and or the relatives of patients/clients/service users and or other members of the public?
3. Irrespective of whether guidance was issued to new or existing staff (as described above) are staff currently working in accordance with written advice and guidance about what language to use in their verbal and written communications with colleagues and or patients/clients/service users and or the relatives of patients/clients/service users and or other members of the public?

(This advice may be issued by the Trust in a bid to improve equality and or inclusion and or diversity. This guidance will also include but will not be limited to guidance on what words and or terms and or phrases and or descriptions to avoid and what words and or terms and or phrases and or descriptions to use. **If the answer is yes can you please provide copies of this advice and guidance.**)

Response:

We can confirm East Kent Hospitals University NHS Foundation Trust (EKHUFT) holds the information you have requested.

1. No, however staff do have access to guidance on our staff internet site
2. EKHUFT recently introduced a Supporting Gender Diverse Patients policy in November 2023 for staff which includes guidance about respecting patients' pronouns and gender identity, and reflects Royal College of Obstetricians and Gynaecologists guidance for Maternity. Please see attached document.
3. The monitoring section in the above-named policy states that audits will be completed annually. In addition, the Trusts ward accreditation scheme has recently introduced a new question as below:

Question: How can you support gender diverse patients?

Answer: Staff should always ask patients how they would like to be addressed. To support gender diverse patients, staff should:

- Consider offering your own pronouns when introducing yourself.
- Not use sex-specific pronouns that are misaligned with an individual's gender identity.
- Use the name that an individual prefers when referring to them.
- Use they/them/their pronouns in a gender-neutral capacity, as most people will find this acceptable regardless of their gender identity.
- Correct yourself if you make a mistake, apologise, and move on.

(DATE OF RESPONSE: 12 JANUARY 2024)