

CREATING AN LGBTQIA+ RESOURCE CORNER IN GENERAL PRACTICE: PRACTICE: A QUALITY IMPROVEMENT PROJECT

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WHY THIS IS NEEDED IN PRACTICE

- LGBTQIA+ people experience significant health inequalities
- For people within this community, there can be delays in seeking healthcare due to fear of discrimination
- Many patients are unaware of local support services
- Inclusive environments improve patient trust and engagement with services
- The NHS long-term plan aims to reduce health inequalities



THE PROBLEM

- CURRENT SITUATION:
- No dedicated LGBTQIA+ information
- No visible support resources
- Limited signposting to local services
- Patients may not be aware of where to access help

Although staff provide compassionate care, there is an opportunity to improve visibility, accessibility and inclusivity



THE AIM

- SMART AIM: By January 2027, create an LGBTQIA+ resource corner within the waiting room to increase awareness of local and national support services
- OBJECTIVES:
 1. Increase patient awareness
 2. Improve access to information
 3. Promote inclusivity
 4. Improve patient confidence in accessing care



THE INTERVENTION

- The resource corner will contain things like posters, leaflets and QR codes



LGBTQ+ RESOURCE CORNER

Information. Inclusion. Support.

Improving access to trusted health and wellbeing information for everyone.

A QUALITY IMPROVEMENT PROJECT IN OUR GP PRACTICE

THE PROBLEM

LGBTQ+ patients often face additional barriers in health care, including not knowing where to find trustworthy, inclusive information and support.

- Many patients are unaware of local LGBTQ+ services and support.
- Information is not always easy to find in the waiting area.
- Feeling welcomed and understood in general practice improves health outcomes and patient experience.

OUR AIM

To improve awareness and access to LGBTQ+ health and wellbeing resources in our practice.

SMART AIM (MEASURABLE BY JANUARY 2027)

By January 2027 (6 months), we aim to create an LGBTQ+ Resource Corner in our waiting room and increase patient awareness of local and national LGBTQ+ support services, as measured by:

- 80% of patients noticing the resource corner
- 75% finding the information useful
- Increased confidence in seeking support when needed

Target date for measurement: January 2027

OUR INTERVENTION

We will create an LGBTQ+ Resource Corner in the waiting area, containing:

- Information leaflets and guides on LGBTQ+ health and wellbeing
- Local LGBTQ+ organisations and community groups
- Mental health support services and crisis support
- Sexual health and HIV testing information
- Trans and non-binary support services
- QR codes linking to trusted, up-to-date online resources

The corner will be clearly signposted with a rainbow display and inclusive language to show that everyone is welcome here.

PLAN - DO - STUDY - ACT (PDSA)

PLAN

- Audit current waiting area resources.
- Identify relevant national & local organisations.
- Gather feedback from staff & patients.

DO

- Create and set up the LGBTQ+ Resource Corner.
- Display posters and QR codes.
- Inform staff and promote the resource corner.

STUDY

- Review patient feedback.
- Monitor uptake (QR code scans / leaflet use).
- Evaluate achievement of our aim.

ACT

- Accept resources based on feedback.
- Keep information up-to-date.
- Consider expanding or improving visibility.

EXPECTED IMPACT

- Patients feel seen, valued and respected
- Improved access to trusted and relevant information
- Increased awareness of support services and resources
- Positive impact on mental health and wellbeing

Small changes. Big difference. Everyone deserves inclusive, compassionate care.

MEASUREMENT (BY JANUARY 2027)

Proximal Measure
% of patients who notice the resource corner (target 80%)

Outcome Measure
% of patients who find the information useful (target 75%)

Balancing Measure
Ensure the corner remains tidy, relevant and inclusive

Data Collection
Short patient survey, QR code analytics, staff feedback

NEXT STEPS

- Review and refresh resources every 3 months
- Promote the resource corner through posters, social media and patient newsletter
- Expand to include seasonal awareness campaigns
- Continue gathering patient feedback to guide improvements

YOU BELONG HERE

REMEMBER:
We see all of you, because all of you matter.

Inclusive healthcare is not just about what we do, it's about how we make people feel.

NEED SUPPORT NOW?

- NHS 111 – 24/7 health advice
- Samaritans – 116 123
- Switchboard – 0300 330 0630
- Mermaids (Gender Identity Support for Children & Young People) – 0800 801 0400
- Visit nhs.uk for local services

RESPECT • INCLUSION • EQUALITY • COMPASSION

All identities. All welcome. Always.

Patients can discreetly take information or scan QR codes without needing to ask staff

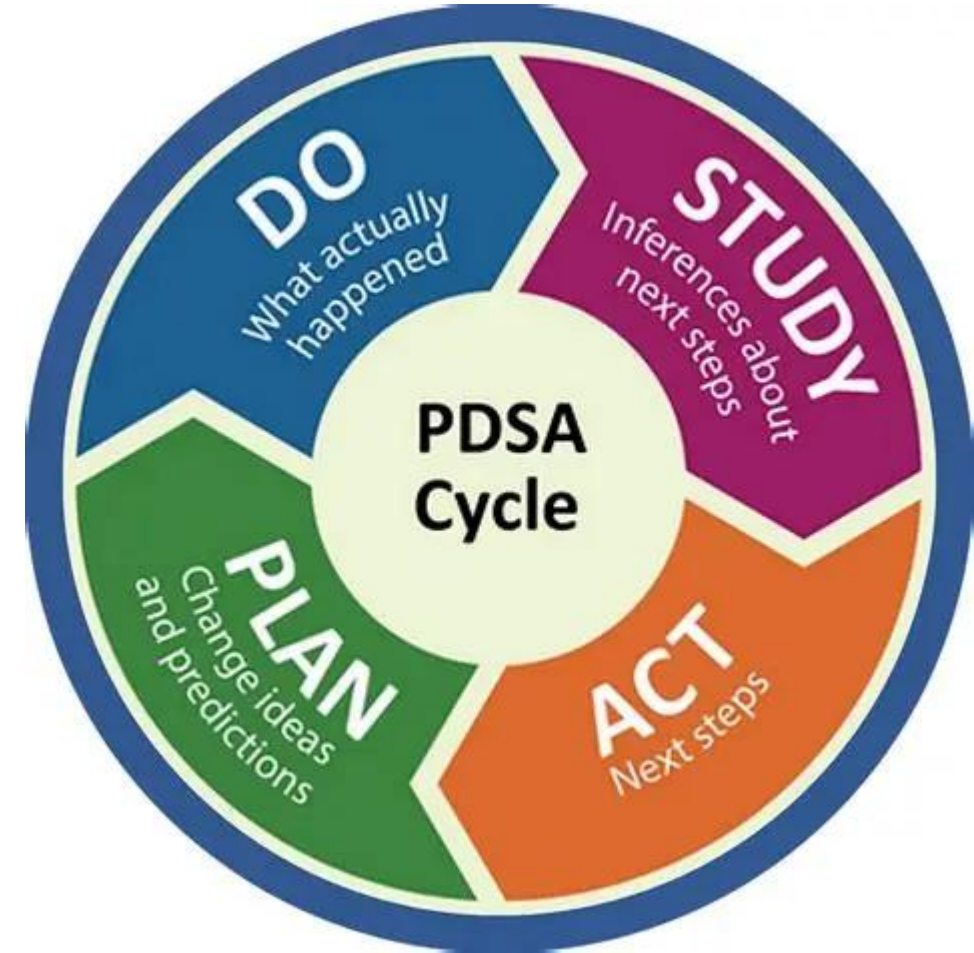
PATIENT CO-DESIGN

- The corner could be co-designed by patients within the LGBTQIA+ community, reflecting on what they need
 - Anonymous patient questionnaires
 - Suggestion box
 - Feedback from patients
 - Local organisations assisting in choosing resources
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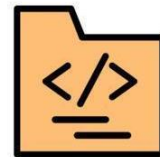
QUALITY IMPROVEMENT: PDSA CYCLE

- Plan = gather patient and community feedback to aid in identifying resources and consult staff
- ↓
- Do = install the resource corner
- ↓
- Study = collect patient feedback, measure QR code usage, audit leaflet uptake
- ↓
- Act = update resources and expand the initiative if successful



MEASURING SUCCESS

MEASURE	TARGET
Patients noticing resources	80%
Patients finding resources helpful	75%
Positive patient feedback	Increase
QR code scans	Monthly audit
Staff feedback	Improved confidence



BENEFITS

- Patients: will feel welcomed, have easier access to support, improved health literacy, and there will be reduced stigma
 - Staff: better signposting ability, increased confidence and more inclusive practice
 - Practice: it will promote equality, support NHS priorities, it is a low-cost intervention and is easily sustainable
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POTENTIAL BARRIERS



Potential barrier	Solution
Leaflets become out of date	Review and update every 3 months
Limited waiting room space	Use a compact wall mounted or countertop leaflet holder
Low patient engagement	Promote the resource corner with posters, QR codes and clinician signposting
Staff unawareness of resources	Provide a short staff briefing and appoint a project champion

Although there are some practical considerations, these can be addressed with simple, low-cost solutions, making the project sustainable in the long-term

CONCLUSION

- Small changes.
- Big difference.
- Every patient deserves to feel seen, respected and supported.

