

## **FAQ: Healthwatch Survey on Trans and Non-Binary People's Experiences of GP Access**

### **Participants and stakeholders:**

#### **Why is Healthwatch running a survey on Trans and non-binary people's experiences?**

Research by the LGBT Foundation and TransActual shows that trans and non-binary individuals often encounter unique challenges and barriers when seeking healthcare, which can lead to unmet needs or negative experiences. By focusing on their experiences, we aim to identify issues, highlight what needs to change and advocate for inclusive, equitable healthcare for all.

#### **Who should respond to the survey?**

This survey is open to all gender-diverse people. If your gender identity differs from your sex assigned at birth, or you have a history with trans identity, we want to hear about your experiences of healthcare.

This survey is designed to centre the voices of Trans and non-binary people.

#### **What if I haven't accessed healthcare services recently? Should I still participate?**

Yes – even if you haven't used care services recently, your perspective healthcare and any past experiences you may have had are important to understanding the broader challenges Trans and non-binary people face.

#### **Will the survey lead to real changes in healthcare?**

Gathering feedback directly from these communities helps us better understand their specific healthcare needs, identify where services may fall short, and work toward improving care. Our goal is to use the feedback to drive positive change. By providing evidence-based recommendations, we can encourage care leaders and service providers to make changes that improve access to and quality of care for Trans and non-binary people.

**I'm concerned about my privacy. How will my responses be used? How is my data protected?**

We take privacy very seriously, and all responses to the survey are confidential. If you're interested in us asking you more about your experiences, you have the option to share your contact details. You don't have to provide these, and you can leave your answers anonymous. We will never share any identifying information without your explicit consent.

We'll use the data collected to identify trends, issues, and areas for improvement. Any information we share in our final reports will be anonymised, ensuring that individual respondents can't be identified.

**Will participating in this survey impact my healthcare access?**

No, your participation in the survey will not affect your access to healthcare in any way. Your responses are confidential, and healthcare providers cannot identify you based on your participation.

**Can I share the survey with others who might want to participate?**

We encourage you to share the survey with anyone who may have relevant experiences to share. You can share the survey link through social media, email, or word of mouth. The more people who participate, the stronger our case will be for improving healthcare services for Trans and non-binary people.

**Who can I contact if I need help completing the survey or have more questions or concerns about it?**

We are here to support you if you have difficulty accessing or completing the survey. Please reach out to your local Healthwatch if you need any help. They are here to listen and address any concerns you may have and want to ensure this survey is as inclusive and accessible as possible.

## **Non-participants/members of the public:**

### **I don't believe in Trans or non-binary identities. Why should Healthwatch survey these groups?**

Healthwatch believes everyone deserves the same quality of care. Our role is to listen to everyone and amplify their voices, particularly people from communities whose voices often aren't heard and who face health inequalities or barriers in accessing care.

### **I disagree with the idea of gender-affirming care. Why should Healthwatch support it?**

Gender-affirming care encompasses medical, psychological, and social services to support individuals and, isn't always limited to Trans or non-binary individuals. Healthwatch supports the right of all individuals to access the care they need.

### **Shouldn't healthcare be about treating people's physical needs, not their gender identity?**

Healthcare should be about treating every aspect of a person's wellbeing, including their physical, mental, and emotional health. Gender identity can play a crucial role in a person's healthcare needs, from accessing appropriate care to experiencing discrimination. Recognising and addressing these specific needs ensures everyone gets the most effective, compassionate, and respectful care possible.

### **Can't Trans and non-binary people access healthcare like everyone else? Why do they need special treatment?**

While healthcare services are available to all, Trans and non-binary people often face barriers such as discrimination, lack of provider understanding, or difficulty accessing gender-affirming care. This survey is about identifying these barriers and ensuring Trans and non-binary people can access the same quality of care as anyone else, without prejudice or unnecessary obstacles.

**Why is Healthwatch focusing on Trans and non-binary people when there are many other healthcare issues to address?**

This is part of Healthwatch's broader efforts to improve healthcare for everyone. We want to ensure everyone has access to the healthcare they need, and that their voices are heard, and will focus in on different service areas or patient demographics to better understand what challenges and barriers to healthcare access exist.

Addressing specific challenges certain groups face does not detract from improving healthcare for all – it strengthens the overall quality and fairness of the system.