

Setting up a transgender-friendly health service



Deborah Bateson
Medical Director Family Planning NSW



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Family Planning NSW is a not-for-profit organisation funded by the NSW Ministry of Health



Setting up a transgender-friendly health service

In 2016 ACON applied for a 2-year Cancer Institute NSW Grant to:

- Educate LGBTIQ people with a cervix about the changes to the National Cervical Screening Program
- Increase awareness about cervical screening among LGBTIQ communities
- Improve screening rates among LGBTIQ people with a cervix
- Increase access to screening via a clinic with Family Planning NSW as a partner

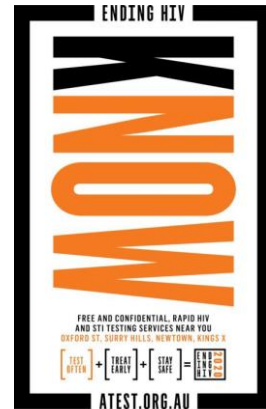


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Setting up a transgender-friendly health service

- Community consultations and focus groups
- Adaptation of peer-led rapid HIV and STI testing service for gay and bisexual men
- **Peer recruitment - provide education, support, information, front of house**
- Development of clinical practice guidelines and and governance framework
- **Appointment of registered nurses – provide clinical consultations, results management, referrals**
- Extensive training in trauma-informed care



Healthcare for LGBTIQ people: considering the barriers

- Community consultations with 900 + LGBTIQ people with a cervix¹
- 35% of trans and gender diverse people had never been screened
- Almost 10% had been told they didn't need a Pap test
 - **“Male GP told me that ‘unless you have had a penis inside you, it is not worth me doing the test’”**
 - **“Was told by a GP that trans men don't need Pap smears as testosterone stops their need”**



¹South West Area Health Service 2016

Healthcare for LGBTIQ people: considering the barriers

- *“I don’t want to feel like I have to educate a medical professional”* about sexuality or gender
- Fear of homophobia or transphobia
- Previous negative or traumatic experiences





theinnercircle.org.au

Check OUT: LGBTIQ+ Sexual Health Clinic

CheckOUT.org.au

**Opened 13th Feb 2018
Provides asymptomatic HIV & STI screening and/or cervical screening to all LGBTIQ+ people and sex workers of all genders and sexualities**

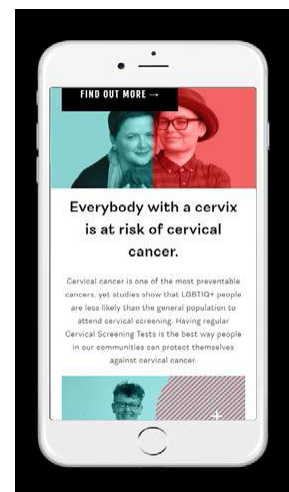
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Setting up a transgender-friendly service: inclusive 'everybody with a cervix' campaign



- Multi-platform social marketing campaign and website
- Video interviews with personal narratives from community members
- Clear information about program changes
- Acknowledgement of testing challenges and barriers due to past negative healthcare experiences
- Provision of practical strategies (co-pilot; options for self insertion of a speculum and self-collection; downloadable letter for GPs)



Removing barriers to care: inside the Check OUT clinic



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Creating a gender inclusive registration form



What is your current gender identity? (select all that apply)

Male
 Female
 Non-binary
 Different identity (eg. Sistergirl, genderfluid) _____

What sex were you assigned at birth?

Female
 Male

Were you born with a variation of sex characteristics? (this is sometimes called "intersex")

Yes
 No
 Prefer not to say

Pronouns: [can select more than one]

She/Her/Hers
 He/Him/His
 They/Them/Theirs
 Ze/Hir / Hirs
 Other _____

When was your last STI test?

In the last 6 months
 More than 6 months ago
 1 - 2 years ago
 More than 2 years ago
 Never

If you have a cervix, when was the last time you had a Pap test / Pap smear / Cervical Screening test?

N/A (I don't have a cervix)
 Less than a year ago
 1 - 3 years ago
 More than 3 years ago
 Never

Date or year of test (if you remember) _____

PLEASE NOTE: Your information on this form will be entered into Family Planning NSW's system and some will be forwarded on to Medicare. Some medical systems do not have comprehensive and inclusive gender indicators. If you have any questions or concerns about this, please talk to one of our Peers or our Nurse.



Please use your chosen name on this form!

Check OUT staff will ask if your Medicare records are held under another name during your private consultation.

Information will be shared with your nurse, but otherwise your conversation with staff is completely confidential.

If you do not wish to disclose that name to Check OUT staff please just let your nurse know when you see them. You can write it down for them if you prefer not to say it out loud.

- Acknowledging the limitations of external systems
- Explaining why and how these systems work
- Implementing practices to remove or lessen their impact

Delivering trauma-informed care to support agency and bodily autonomy

- Client-centred and directed; collaboration between **client/peer;** **peer/nurse;** **client/nurse** to support choice and self-determination
- **Signposting** entire clinic journey - informed consent at every step; explaining why we ask the questions we do (& not asking what we don't need to know); providing options and timeframes
- **Parts and practices** – language for anatomy (body parts don't have genders – people do....)
- **Providing a safe space** “you don't have to disclose anything you don't want to....”
- Ensuring appropriate referral pathways and handover (e.g. colposcopy, family planning services.....)



Creating a transgender-friendly service



**Your body.
Your health.**

**Your life.
Your language.**

We'll ask you what words you'd like us to use to talk about your body.

This is to help staff members and nurses use the right language to describe your experience.

+

Your body. Your call.

Specimens for Sexually Transmitted Infections

Urine Sample

- 1 Wash your hands with soap.
- 2 Remove the lid from the specimen jar.
- 3 Place the first part of the urine stream into the jar about 25 ml. Place the rest into the toilet. Remove the lid back on the jar. Put in specimen bag.
- 4 Wash your hands with soap.

Vaginal / Front Hole Swab

- 1 Wash your hands with soap.
- 2 Sit on the toilet or stand with one foot on the edge of the toilet. Separate the labia (lips).
- 3 Push the tip of the cotton swab stick about 2cm inside the vagina. Turn or rotate the swab once. Gently to tip and remove the swab.
- 4 Follow instructions given by your doctor or nurse.
- 5 Wash your hands with soap.

Anal Swab

- 1 Wash your hands with soap.
- 2 Sit on the toilet or stand with one foot on the edge of the toilet.
- 3 Insert the swabbed rectal stick 2 or 3 cm. Gently pull the swab stick while gently pulling upwards.
- 4 Follow instructions given by your doctor or nurse.
- 5 Wash your hands with soap.

“A lot of people find this test really hard. There are ways we can make it easier for you...”

RN can stand slightly to the side of the bed

Propped up a little rather than lie down

Safe word (stop procedure entirely) _____

Non-verbal ‘slow down’ (tap on the bed) _____

Self-insertion of the speculum

Do you want the nurse to go into detail about what they’re doing or stick to the basics? (i.e.. Just tell you when they start and finish?)

Do you want the nurse to make small talk or let you drift off? _____

Do you need quiet time afterwards on your own or with a peer? _____



Evaluation so far....



- 30.1.18 to 10.10.18: 30% (65) clients transgender and gender diverse
- 64.6% of people attending for cervical screening are overdue
- 17.7% have never had a Pap test
- 100% would use the service again; 100% would recommend to others
- *“I have avoided having a Pap smear done for YEARS because my first experience was awful and all my subsequent experiences with doctors talking about sexual health have been frustrating, upsetting and just SO AWKWARD. I was nervous going in because I didn’t know if Check OUT would live up to the hype but as soon as I was greeted by Amelia I felt myself relax. Thank you for providing a space where I feel comfortable and safe to talk about my body and the sex that I have honestly and in a way that suits me. I can’t express how grateful I truly am.”*

Thank you

- Viv McGregor
- Alex Robinson
- Everyone at Check OUT

