A BETTER **CANCER CARE EXPERIENCE** FOR LGBTIQ+ PEOPLE

Our 'Hear me out' campaign aims to break down the barriers that some members of the LGBTIQ+ community may have experienced during their cancer care. It urges healthcare professionals to look beyond the diagnosis and see the whole person – including their sexual orientation and gender identity – which helps us provide better person-centred care.

We want to make **everyone** feel welcome and supported in their cancer treatment journey, as we encourage them to be out and open with their health team. Some will be more confident than others in sharing personal information. Once they're put at ease, opening up will create a friendly and relaxed atmosphere where no assumptions are made about any aspect of people's lives.

"The most positive experience, the moment that stuck out for me, was when a student nurse asked my pronouns. It was a horrible time, but that moment made me feel acknowledged and cared for, as if someone truly listened and understood me."

LOZ
(they/them)

HEAR ME OUT.

For more information and additional resources, scan the code or go to **www.outpatients.org.uk/morethancancer**

Pfizer

OUTpatients
The UK's LGBTIQ+ Cancer Charity

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HEAR ME OUT.

LGBTIQ+ INCLUSIVE CANCER CARE

A better cancer care experience for LGBTIQ+ people.

This leaflet is intended for UK Healthcare Professionals for electronic viewing only. The supporting work has been initiated and funded through a Collaborative Working Project between Pfizer UK and OUTpatients (Registered Charity no. 1190756)

THERE'S MORE TO ME THAN CANCER

"If you're hesitant you can do it in confidence – you can speak up in appointments without other people around. Make sure that you're very clear and you know what you need to say to someone."

LOUISE
(she/her)

"For LGBTIQ+ patients, it can be really difficult to show up authentically as yourself, and I think you need to – if you can – make a judgement based on the people who are around you."

LEEANNE
(she/her)

SOME HINTS AND TIPS FOR HEALTHCARE PROFESSIONALS:

Introduce yourself with your pronouns

or have them on a badge or lanyard. This will make patients more comfortable with discussing theirs.

When relevant, ask if they have any partners.

It's important to know what support system they have, and it's ok to ask, e.g. 'Can I ask if you have a partner? And how about family?'. Avoid making assumptions about romantic partners, and let them explain in their own words.

Try to speak confidently and clearly.

Awkwardness or hesitation may be interpreted as discomfort or judgement.

Ask if there's anything your team can do to make the patient feel more comfortable

– and act on the response.

If you make a mistake when using a patient's pronouns,

say 'sorry' and move on.

Avoid using gendered language,

such as 'young lady'. Instead, you could use people's names or simply 'the patient'.

Ask respectfully about sexual orientation and gender identity.

Be clear about the reason and confidentiality, e.g. 'It would be really helpful for us to know your sexual orientation and gender identity. Would you be happy sharing those in confidence?'

Don't make assumptions about anyone accompanying the patient.

Let the patient introduce them if they wish. Talking about other aspects of a patient's life, e.g. hobbies, can help them relax.