

MAY 2016

## LEICESTERSHIRE PARTNERSHIP NHS TRUST

IMPROVING THE OUTCOMES OF MENTAL HEALTH PROBLEMS  
AMONG THE LESBIAN, GAY, BISEXUAL AND TRANSGENDER  
COMMUNITY

### The organisation

Leicestershire Partnership NHS Trust provides high quality integrated mental health, learning disability and community health services across Leicestershire and Rutland. The trust works to partner with other organisations to deliver the right care in the right place, at the right time.

### The challenge

In the local community, members of the lesbian, gay, bisexual and transgender (LGBT) community were more likely to face health inequalities. Research shows these were linked to social stigma, discrimination, and denial of their civil and human rights.

Discrimination against the LGBT community has been shown to have long lasting effects on the individual and increase the likelihood of psychiatric disorders, substance abuse, self-harm and suicide.

Early intervention in mental health for the LGBT community, rather than a standard mental health care approach, could deliver savings of £38,000 per person over ten years.

Following a review of the evidence and community partnership stakeholder consultation, Leicester, Leicestershire and Rutland Integrated Equalities Service identified the following equality objective:

- to increase access to and improve outcomes from early intervention in mental health problems among LGBT communities.

### The process

As some members of the LGBT community experience difficulties accessing mainstream health services, a specialist LGBT talking therapy service was created to offer a bespoke clinical service in a safe, confidential and friendly environment.

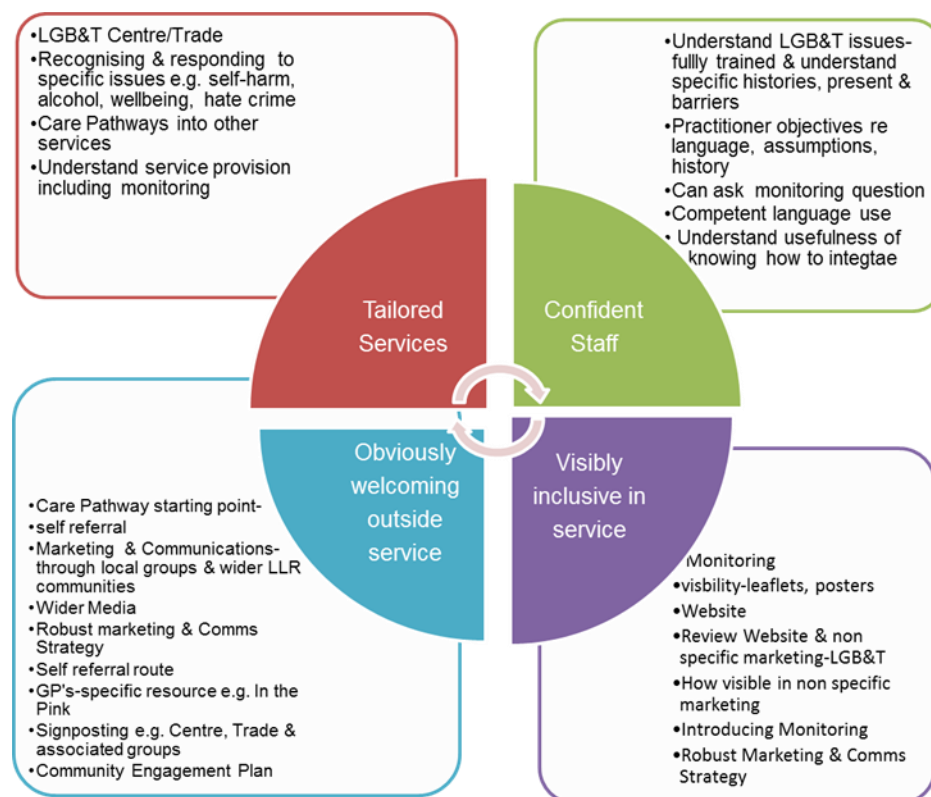
The [Open Mind IAPT](#) service focuses on one-to-one support with an improved access to psychological therapies (IAPT practitioner), who provides psychological interventions and support around anxiety disorder, mixed depression and anxiety, panic disorder, obsessive compulsive disorder, phobias, stress and low mood. The practitioner helps to develop coping strategies and build confidence and self-esteem.

To improve access to primary healthcare, an open mind IAPT [self-referral](#) pathway was also developed. Open mind IAPT can also [refer people directly](#) to their choice of one or two gender identity clinics to ensure that people with gender dysmorphia have a choice of referral routes.

To develop the service it was identified that city and county based clinicians and psychological wellbeing practitioners required LGBT competency development training to:

- understand the mental health issues for the LGBT community
- learn about the local area and how to get support
- understand how to ask questions and monitor sexual orientation.

The trust worked in partnership with local LGBT specialist agencies and a training programme was created using a co-design approach, (see diagram below).



## Outcomes

A comprehensive LGBT training and development programme for both city and county IAPT services was delivered in June 2012 & March/April 2013.

A communications strategy and short film to publicise the clinic was developed in partnership with Trade and the Leicester LGBT Centre.

Other outcomes include:

- increased statutory and voluntary provision of lifestyle advice and referrals to city open mind LGBT IAPT service
- more LGBT competent staff
- increased mainstream engagement
- increased access and early mental health interventions
- improved safeguarding outcomes
- increased media engagement and public engagement
- access to further NHS provision
- improvements in LGBT community overall wellbeing
- an increase in mental health service delivery outcomes without an increase in funding; and
- improved relationships and trust between LGBT communities and Leicestershire Partnership NHS Trust and wider NHS health services.

### Top tips

- ✓ Have a clear vision of the outcome you want and support with a robust strategy and plan
- ✓ Make sure you have a representative steering group
- ✓ Have in place strong effective data collection systems
- ✓ Have an evaluation plan to review the initiative

### Further information

For more information please contact Leon Herbert.

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