



<b>Venue</b>	Microsoft Teams
<b>Facilitated by:</b>	Samim Vali
<b>Attendees</b>	Hannah Stirzaker, Steve Sherry, Liam Hanley, Graham Heywood, Leah Pie, Paul Davis, Tracy Collard, Lauren McKechnie, Dinu Tailor, Indira Tailor
<b>Apology</b>	Zara Naveed, Beth Warriner

#### Focus of the meeting: Bolton's Breast Screening Service, improving services and experience for Boltons LGBTQ+ community

*LGBTQ+ - lesbian, gay, bisexual, transgender and queer/questioning and other communities of identity.*

- 1. Welcome and Housekeeping:** Samim welcomed and thanked everyone for attending the session.  
To ensure the ETAG session was as accessible as possible, all attendees were asked to:
  - Mute microphones upon entering the session so as to minimise any audio feedback
  - Keep microphones on 'mute' throughout the session unless asked otherwise – again, to keep the sound quality as clear as possible
  - If people's internet connection allowed, to have their camera on during the session and speak directly to the camera if contributing.
  - If people had a personal preference to keep their camera off, that was also perfectly fine.
- 2. Tracy Collard, Bolton's Breast Screening Improvement Manager** spoke on how awareness and services can be improved for transgender women and anyone from our LGBTQ+ community.
  - Tracy is Cancer Screening Improvement Lead for breast services covering Bolton, Bury and Rochdale. Her role is 2 fold, partly to support GP Practices to improve their uptake and partly to get out to groups to try and encourage and support those who are eligible to attend screening but perhaps don't attend such as black, Asian, minority ethnic, refugee and asylum seeker (BAMER) communities, people with a learning disability and those from the LGBTQ+ communities.
  - Breast screening is for people who are aged between 50 and 71 and registered as female with their GP Practices.
  - Tracy is focusing on the LGBTQ+ community at the moment, acknowledging the way in which eligible people are notified other screening appointment and/or may be received within the clinic itself may provide

barriers for engagement and/or not be conducive to a truly inclusive experience.

- Tracy wants to try and make service as inclusive as possible and would like to implement the following;
  - To make reception areas more welcoming by having posters with the rainbow flag and information on about being inclusive
  - To develop resources that can be displayed on website and distributed to groups in the areas
  - Training for staff around how to support and address people from the LGBTQ+ community
  - Have a champion/champions (volunteers from the LGBTQ+ community) that would be available for people to contact if they are invited to attend breast screening and have questions or are nervous/unsure whether to attend or not – champions would be given training and support in this role.

**ACTION:** If anyone has any other suggestions or happy to be involved, Tracy is very happy to speak to them. [tracy.collard@boltonft.nhs.uk](mailto:tracy.collard@boltonft.nhs.uk), [tracy.collard1@nhs.net](mailto:tracy.collard1@nhs.net)

**ACTION:** Steve to get in touch with Tracy to refer someone for possible for champion opportunity.

**ACTION:** Learning and good practice can be shared from Diabetes Champions programme if Tracy would like to develop further volunteering opportunities within the service. Tracy to contact Lauren. [lauren@boltoncvs.org.uk](mailto:lauren@boltoncvs.org.uk)

#### **Date of next meeting:**

The next E-TAG is due to take place in May. A date will be circulated in due course.