



OUTpatients

The UK's LGBTIQ+ Cancer Charity

Annual Report

2023-2024

Objectives and Activities

Objects

To relieve the needs of LGBTIQ+ people affected by cancer through:

- (a) Providing support services for those affected;
- (b) Advancing education and raising equality and diversity within healthcare, existing cancer services, other third sector organisations and the public.

Summary of Main Activities

OUTpatients carries out its charitable objects through three main pathways to progress:

Patients

- Providing peer support for any LGBTIQ+ person over the age of 18 who has been affected by cancer.

Professionals

- Educating clinicians and care providers on equitable treatment of LGBTIQ+ patients to improve the patient experience and the care received.
- Connecting examples of best practice across the country to foster an active network of improvement.

Production

- Creating resources and awareness campaigns that improve community knowledge about cancer and representation for LGBTIQ+ people affected by cancer

Trustees are aware of the Charity Commission's guidance on public benefit.

Structure, Governance and Management

Registered Name

OUTpatients

Other names in use

None

Registered Address

18 Ashwin St, London, E8 3DL

Registration Number

1190756

Charity Structure

Charitable Interest Organisation (Foundation Model)

Governing Document

Constitution

Trustees

Name	Dates acting	Name of person / body entitled to appoint Trustee
Alison Berner	6 Aug 2020 - Present	Charity at registration
Kamilla Kamaruddin	6 Aug 2020 - Present	Charity at registration
Jacob Bayliss	6 Aug 2020 - Present	Charity at registration
Andrew Berrie (Chair)	23 May 2022 - Present	Chair of the board
Cleo Pascal	23 May 2022 - Present	Chair of the board
Jennie Gillions	18 July 2023 - Present	Chair of the board

Trustee selection method

Trustee-led interview, selection, and appointment by Chair of the Board.

Charity management

Day to day management by the founding CEO, Stewart O'Callaghan. Decisions regarding the legal structure, any new directions or charity operations, or decisions regarding substantial financial investment are always taken to the Board.

Governance issues for period

None

Wider networks

OUTpatients is a registered member of various consortia including LGBT Consortium, Cancer 52, National Voices, and One Cancer Voice. None of these bodies has any direct impact on the operations of OUTpatients.

CEO statement

OUTpatients has enjoyed another successful year of improving the lives of LGBTIQ+ people affected by cancer. We are pleased to see that our services are well received and their demand continues to grow. This development is even more important given the rise of anti-LGBTIQ+ sentiments in portions of the UK media narrative, exemplifying the value of trusted, expert, lived-experience voices on issues related to LGBTIQ+ health.

The recent increase in attention in both medical and sociopolitical discussions has undoubtedly led to an increased scrutiny on our community. Provided the narrative remains in good faith and is not diverted by dissenting voices to inclusion, my hope is that this focus can have the potential to move the conversations of equitable care forward in the best interest of our community. However, this path is not an easy one.

A growing air of distrust appears to be the norm across the LGBTIQ+ community, but most notably in the transgender communities, as we weather political discourse regarding our rights in health. It is my view that the current 'debate' around our community has the potential to exacerbate pre-existing issues regarding medical mistrust which we know negatively affect attendance to routine medical appointments including cancer screening.

When I reflect on the Core20PLUS5 goal's inclusion of those under the Equality Act in pursuit of earlier detection and diagnosis of cancer, I am cognisant that this goal cannot be met if we leave the LGBTIQ+ community behind. That is why OUTpatients continues to champion our inclusive cancer screening campaigns with NHS cancer alliances and works with industry partners to close the gap between LGBTIQ+ patient experiences and that of their peers.

In these pressing times, charities must work together to weather the challenging landscape. We are grateful to our consortia of which OUTpatients are vocal members for the ability to connect and also platform our concerns in a turbulent time where minority communities can feel unseen and unheard.

To challenge the current climate and deliver for our beneficiaries, we are looking to the insights from our surveys, interviews, and peer support to develop new ways to reach and support them so that they are less likely to feel isolated. Similarly in our education for professionals, we are working hard to provide neutral, accessible, and evidence based opinions on the healthcare experiences of our community to combat media narratives that can negatively affect people's attitudes.

As our charity and impact continues to grow, I am minded that we be led by those who need us most. Through collaborative strategising, we can continue to deliver the best outputs for our service users and continue to make sure that not LGBTIQ+ person affected by cancer feels undervalued or overlooked during their care.

Stewart O'Callaghan
Founder & CEO



Our name change

As our charity has grown, we have been able to reach more people all along the cancer pathway, including those who are receiving palliative and end of life care. To reflect this growth and respect for all of our service users, we chose to update our brand identity to be more inclusive to their needs.

By working with a brand strategist who themselves is queer and has experienced breast cancer, we conducted research with our current users, potential users, and professional stakeholders to hear what they wanted from our identity.

Through an iterative process, we came to 'OUTpatients', a community that works to amplify LGBTIQ+ voices in cancer care. LGBTIQ+ charities have a long history of incorporating the word 'out' into their identity, and aligning with this tradition helps to bring a queer humour into our identity to better reflect our positive-minded approach.

People tell us they love our new name and that it helps them to feel closer to our mission:

**“Oh I love it. In fact I feel really moved.
I’m choked up. That’s much more who I am.”**

**“That makes my heart sing.
And I really love, the kind of,
the collective mission statement.
Yeah, that's really beautiful.”**

**“I would march behind that banner
and I probably want to hold it
and organise people to do it.”**

Charitable activities

Campaigns

In April, we launched [Remove The Doubt](#), an LGBTIQ+ cervical screening campaign with the West Yorkshire and Harrogate Cancer Alliance. The campaign was developed with the local LGBTIQ+ community in Yorkshire, focussing on Leeds and Hebden Bridge. People enjoyed our co-creation workshops so much that some of the attendees became the face of the campaign. In a mix of successful online promotion (145k+ impressions), out of home placements in local and major rail stations, and an [in-person attendance at Happy Valley Pride](#) we were able to reach and inform large numbers of people across the region. Our content with trans models was the most successful, particularly on social media, where we saw a click-through-rate (CTR) to the main campaign page be as high as 11.6% (1.36% being the sector norm).

In June, we partnered with Jo's Trust to uplift a trans person to [tell their experience of cervical screening in their own words](#). This post was successful on socials and on our individual websites and demonstrates the importance of collaborative messaging between key cancer charities.

In August, continued our [Best for My Chest](#) campaign with a [booth at UK Black Pride](#), hosting Black Women Rising to join us at the event. The campaign reactivation included out of home placements on the Transport for London network timed with London Pride, and in October, we delivered a new [video timed with Breast Cancer Awareness Month and Black History Month](#). The video was highly successful with the teaser alone reaching 14.8k impressions through organic promotion.

Also in October, we partnered with Orchid Cancer to deliver the trans-focused mini-campaign [No IFS or BUTS](#), developing upon the insights gathered from a co-creation session with trans women in Newcastle about the need to raise awareness of prostate health in this group.

Events

In July, we held our [LGBTIQ+ Cancer Conference](#) at the Royal Society of Medicine. The event welcomed 98 attendees both in person and online who rated the event 4.8/5 for its speakers, topics, and facilities. Supported by NHS England and Macmillan, both sponsors were impressed and expressed their intention to support the event again next year.

Throughout the year we have attended [multiple conferences](#) that are local, national, and international to improve awareness of our work and rally support for the LGBTIQ+ community in health. These have included: Prostate Cancer UK Professional's Event; RM Partners Cancer Nurse and Allied Health Professional Conference; HSJ Cancer Forum; and the NHS England LGBT Health Conference.

Patient information and support

We continue to elevate the voices of our service users by giving them a platform in our own conference to tell their story, and through other events e.g. taking a peer support user to the [Macmillan EDI conference](#) to join a patient panel. One patient said she found the experience

powerful and helped her step back into public speaking after cancer. We have also connected patients with international outlets like PinkNews to [share their story](#).

We have worked with Macmillan to create [physical booklets](#), [an audiobook](#), [additional languages](#), and an [Easy Read version](#) of our LGBTIQ+ Cancer Information that is co-branded and stocked nationally in Macmillan cancer centres, libraries, and other community venues. This work helps to improve our community's visibility in cancer spaces and helps more patients get the information and support that they need when they need it.

In February, OUTpatients launched our [Sex and Cancer Info Hub](#) supported with input from six LGBTIQ+ cancer patients and six healthcare professionals (HCPs) in cancer. The resource has been widely celebrated by both cancer staff and patients alike. To support the new resource, we worked with [Young Lives Vs Cancer](#), a cancer specialist nurse, and a qualified sexual educator to develop and deliver an online session in psychosexual concerns young adults with cancer. The session was rated highly by its attendees, with one sharing their appreciation for the breadth of topics covered: *"I don't think anyone during my treatment ever talked about different types of sex like anal it was just assumed the one kind."*

In October, we published a new information page for people who are intersex. We worked with a lived-experience expert of intersex people's lives and healthcare experiences to [create the new webpage](#).

Also in October, we were pleased to welcome our new Peer Services Lead to the organisation, supported by Macmillan Cancer Support. Our peer support service continues to grow with over 220+ people on its register. One attendee recently shared: "OUTpatients saved me. I don't know how I could have coped without it." Our next step is to work with our new Lead role to co-create new support or connection options in addition to our core services, led by the insights of the people on our peer support register.

Education

Our educational webinars and conference sessions have reached over 2000 people working in healthcare in the past financial year (Apr-Mar). Sessions consistently rank highly with current data reading at 4.8/5 for speaker, slides, and session. The vast majority (98%) of people would recommend the session and 99% would apply something they have learnt. Pre- and post-session ratings all show an increase due to the session in awareness (22%+), knowledge (26%+), and confidence (24%+). These sessions are integral to the improvement of LGBTIQ+ cancer patient experience across the NHS and we continue to expand our reach through positive word-of-mouth recommendations. We are also actively exploring new ways to make the content more systemically available in NHS or clinical training.

Strategy & Policy

We have co-authored an EDI white paper on a European project that advocates for child, adolescent, and young adult survivors (CAYAS) of cancer with Youth Cancer Europe, funded by the European Commission. Similarly, we have contributed to an inequalities roundtable with Breast Cancer Now that informed a consensus statement from the sector and we have presented to the All Party Parliamentary Group on Cancer (APPGC) about inclusivity in cancer care.

We worked with Macmillan to scope LGBTIQ+ people's experiences of cancer and its treatments across the UK for an internal strategic report. We were able to report on 15

diverse voices through in-depth interviews about their experiences. Common themes included diminishing oneself, feeling overlooked, not being supported in psychosexual concerns, concerns about confidentiality, receiving poorer care, and the lack of support available. Our report has helped to refresh both OUTpatients and Macmillan's strategies for LGBTIQ+ inclusion in cancer services and has set the scene for even closer collaboration between the two organisations in the future.

We have been working with pharmaceutical partners to consult on and facilitate co-production with our community to discuss improved inclusion in medical trials and cancer sector innovations.



Financial Review

Reserves

£18,000

Reserves are held in line with the Charity's Reserves Policy to cover core activity delivery for a limited period and cover any costs associated with closure of the organisation. Any additional unrestricted funds are allocated to projects delivering on the organisation's objects by the Trustees and executive board.

Risk Register

Risks facing the Charity are held in our Risk Register, categorised into the following sections: Governance, External, Regulatory & Compliance, Financial, and Operational. This document is reviewed annually by Trustees, or at any point whereby a new risk is identified or previous risk modified. There are no current risks in the register that pose serious concern to the organisation.

Financial controls

The charity operates with Trustee approval required for any purchase over £1000.

Insurance

OUTpatients is protected by both Public and Employer's Liability Insurance, secured via Scrutton Bland, insurance specialists for the Third Sector.

Volunteer Contribution

Volunteer peer support facilitation from trained professionals.

Details of fund materially in deficit

There is no deficit and the organisation does not plan to operate with a deficit.

Trustee expenses

They have been no Trustee expenses or reimbursement in the reporting period.

Statement of Financial Activities

	Unrestricted		Restricted		Total		2022-2023	
Income and endowments from								
Donations and legacies	£	11,819	£	-	£	11,819	£	2,353
Charitable activities	£	50,702	£	93,823	£	144,525	£	182,504
Other trading activities		-		-	£	-		-
Investments		-		-	£	-		-
Other	£	1,188		-	£	1,188		-
Total	£	63,709	£	93,823	£	157,533	£	184,857
Expenditure on								
Charitable activities	£	8,502	£	16,703	£	25,205	£	27,988
Raising funds	£	356	£	-	£	356	£	-
Other direct costs	£	3,534	£	5,286	£	8,820		
Support costs	£	14,596	£	73,051	£	87,647	£	88,971
Total	£	26,988	£	95,040	£	122,028	£	116,959
Net gains/(losses) on investments	£	-	£	-	£	-	£	-
Net income/(expenditure)	£	36,721	£	(1,217)	£	35,505	£	67,898
Transfer between funds	£	-	£	-	£	-	£	-
Other recognised gains/(losses)								
Gains/(losses) on revaluation of fixed assets	£	-	£	-	£	-	£	-
Actuarial gains/(losses) on defined benefit pension schemes	£	-	£	-	£	-	£	-
Other gains/(losses)	£	-	£	-	£	-	£	-
Net movement in funds	£	-	£	-	£	-	£	-
Reconcillation of funds								
Total funds brought forward (2023)	£	98,500	£	13,175	£	111,675	£	43,776
Total funds carried forward	£	135,221	£	11,958	£	147,180	£	111,675

Balance Sheet

	Year end 2024		Year end 2023	
Current assets				
Cash at bank and in hand	£	134,009	£	93,541
Accounts receivable	£	7,655	£	17,530
Prepayments	£	861	£	-
Creditors (falling due within one year)	£	351	£	8,673
Net current assets (liabilities)	£	142,174	£	102,397
Total assets less current liabilities	£	147,178	£	104,254
Total net assets	£	147,178	£	104,254
Funds of the charity				
Endowment funds	£	-		
Restricted funds	£	11,957		
Unrestricted funds	£	135,221		
Fair value reserve	£	-		
Total funds	£	147,178		

Notes

Accounting policies

Basis of preparation

The Charity is a public benefit entity and therefore has prepared the financial statements in accordance with the Statement of Recommended Practice for charities registered in England and Wales.

Going concern

There are no material uncertainties related to events or conditions that cast significant doubt on the charity's ability to continue as a going concern.

Functional currency

The functional currency is presented as pound sterling as this is the currency of the UK economic climate in which we operate. The financial statements are presented in pound sterling, rounded to the nearest £1.

Taxation

The Charity has suffered no tax charge as it is not subject to UK Corporation tax on its charitable activities. All of the Charity's income in this period is charitable and is applied for charitable purposes. The charity is exempt from VAT on providing education under SCHEDULE 9: Exemptions, Part I, Index to exempt supplies of goods and services under Group 6 in the Value Added Tax Act 1994; and Paragraph 4.4 of the UK Government Guidance: 'Education and vocational training (VAT Notice 701/30)'.

Depreciation

Depreciation is provided to write off the cost of each asset over its useful life.

Funds accounting

General funds are unrestricted funds available for use at the discretion of the Trustees in furtherance of the general activities of the Charity and which have not been designated for other purposes. Designated funds comprise funds which have been set aside at the discretion of the Trustees for specific purposes. Restricted funds are funds subject to specific restrictions imposed by donors or by the nature of the appeal.

Income

Income becoming available to the Charity is recognised when there is entitlement to the income, probability of receipt, and amounts can be measured reliably as per FRS 102 SORP.

Expenditure

Cost of raising funds includes costs associated with the fund-raising events in furtherance of the Charity's objects. Charitable expenditure includes costs associated with particular activities in furtherance of the Charity's objects. Governance costs are those incurred in connection with the management of the Charity's assets, organisational administration, and compliance with constitutional and statutory requirements.

Debtors and Creditors

Short term debtors and creditors are measured at transaction price, less any impairment.

Pension scheme

The Charity operates a defined contribution pension scheme. The amount listed in the financial notes is the Charity's contributions payable in the year. The assets of the scheme are held separately to the Charity.

Critical accounting estimates and areas of judgement

In the view of the Trustees in applying the accounting policies adopted, no judgements were required that have significant effect on the amounts recognised in the financial statements nor do any estimates or assumptions carry a significant risk of material adjustment in the next financial year.

Income

	Unrestricted		Restricted		Total		2022-2023	
Donations								
Individual	£	11,819	£	-	£	11,819	£	2,353
Total	£	11,819	£	-	£	11,819	£	2,353
Charitable activities								
The National Lottery Community Fund								
RC England-wide	£	-	£	70,249	£	70,249	£	60,164
City Bridge Foundation	£	-	£	12,625	£	12,625	£	-
LGBT Consortium	£	-	£	-	£	-	£	23,000
Project funding	£	19,304	£	10,949	£	30,253	£	49,577
Education Delivery	£	17,374	£	-	£	17,374	£	41,720
Speaking fees	£	4,866	£	-	£	4,866	£	2,979
Consultancy fees	£	9,158	£	-	£	9,158	£	5,065
Total	£	50,702	£	93,823	£	144,525	£	182,505
Other								
Refunds received	£	1,188	£	-	£	1,188	£	-
Income total	£	63,709	£	93,823	£	157,532	£	184,857

Expenditure

	Unrestricted		Restricted		Total		2022-2023	
Direct costs								
Charitable activities	£	8,502	£	16,703	£	25,205	£	27,988
Raising Funds	£	356	£	-	£	356	£	-
Consultancy	£	-	£	-	£	-	£	8,700
Staff costs	£	394	£	4,618	£	5,012	£	56,088
Travel	£	3,140	£	-	£	3,140	£	1,256
Recruitment	£	-	£	668	£	668	£	1,800
Support costs								
Rent	£	8,450	£	-	£	8,450	£	8,558
Website		-		-	£	-	£	4,650
Depreciation	£	684	£	500	£	1,184	£	2,237
Software	£	752	£	1,400	£	2,152	£	2,001
Office costs	£	1,846	£	450	£	2,296	£	1,030
Staff costs	£	-	£	69,543	£	69,543	£	906
Other	£	2,864	£	1,158	£	4,022	£	1,744
Total	£	26,988	£	95,041	£	122,029	£	116,959

Other financial service fees

	Unrestricted		Restricted		Total		2022-2023
Bookkeeping / Accounting	£	600	£	-	£	600	£ -
Independent examiner	-	-	-	-	-	-	-

Staff cost and numbers

Staff costs	2023-2024		2022-2023	
Wages and salaries	£	55,061	£	50,832
Social security costs	£	13,581	£	4,525
Employers contribution to pensions	£	3,407	£	731
Total	£	72,050	£	56,088

No employees receive employee benefits (excluding employer pension costs) of more than £60,000

Average employee headcount	2023-2024		2022-2023	
Chief executive		1		1
Education		1		1
Communications		1		1
Peer services		1		0
Total		4		3

Tangible fixed assets

Cost	£	8,426
Depreciation	£	(3,422)
Total	£	5,004

Intangible fixed assets

Total	£	-
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Cash at bank in hand

	2023-2024		2022-2023	
Cash at bank and in hand	£	134,009	£	93,541
Total	£	134,009	£	93,541

Creditors: amounts due within one year

	2023-2024		2022-2023	
PAYE payable	£	351	£	1,252
Total	£	351	£	1,252

Debtors

	2023-2024		2022-2023	
Education	£	6,305	£	7,730
Consultancy	£	-	£	300
Project	£	1,350	£	9,500
Total	£	7,655	£	17,530

Movement in funds

Unrestricted funds	Brought forward		Income		Expenditure		Transfers		Carried Forward	
General fund	£	98,500	£	63,709	£	26,988	£	-	£	135,221
Total unrestricted	£	98,500	£	63,709	£	26,988	£	-	£	135,221

Restricted funds

The National Lottery Community Fund	£	-	£	70,249	£	70,249	£	-	£	-
RC England-wide	£	-	£	-	£	2,675	£	-	£	-
LGBT Consortium: LGBT+ Futures Equity Fund	£	2,675	£	-	£	668	£	-	£	11,957
City Bridge Foundation	£	-	£	12,625	£	1,000	£	-	£	-
Voluntary Sector North West	£	1,000	£	-	£	9,500	£	-	£	-
NHS England	£	9,500	£	-	£	10,949	£	-	£	-
Project funding	£	-	£	10,949	£	-	£	-	£	-
Total restricted	£	13,175	£	93,823	£	95,041	£	-	£	11,957
Total	£	111,675	£	157,532	£	122,029	£	-	£	147,178

2022-2023

	Brought forward		Income		Expenditure		Transfers		Carried Forward	
Unrestricted funds	£	20,136	£	91,193	£	36,469	£	23,640	£	98,500
Restricted funds	£	23,640	£	93,664	£	80,490	£	(23,640)	£	13,175
Total	£	43,776	£	184,857	£	116,959	£	-	£	111,675

Independent Examiners Report

I report to the trustees on my examination of the accounts of the OUTpatients (the charity) for the year ended 31 March 2024.

Responsibilities and basis of report

As the charity trustees of the charity you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ('the Act').

I report in respect of my examination of the charity's accounts carried out under section 145 of the 2011 Act and in carrying out my examination I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent examiner's statement

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

1. accounting records were not kept in respect of the charity as required by section 130 of the Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a 'true and fair view' which is not a matter considered as part of an independent examination.

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

This report is made solely to the Charity's Trustees, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008. My work has been undertaken so that I might state to the charity's trustees those matters I am required to state to them in an independent examiner's report and for no other purpose. To the fullest extent permitted by law, I do not accept or assume responsibility to anyone other than the Charity and the charity's Trustees as a body, for my work or for this report. I make this report independently from the organisation where I am employed.



Signed:

Name: Lee Mauve Patron

Chief Operating Officer – Future First Alumni Ltd.

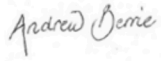
Date: 13 November 2024

Declaration

The Trustees declare that they have approved the Annual Report.

The chair has signed on behalf of the Trustees.

Signed:



Full name

Andrew Berrie

Position

Chair of the Board of Trustees

Date

20/11/2024