

Freedom of Information Request - FOI2024/050

10 May 2024

Thank you for your Freedom of Information request.

1. Does the trust work with translation services that translate healthcare information communications, e.g. leaflets, letters, posters etc?
2. How many healthcare information leaflets/communications did the trust produce and print in FYE 2024?
3. How many of these were translated in multiple languages?
4. Which languages does the trust normally translate healthcare information communications into?
5. How are healthcare information communications delivered to patients that are visually impaired?
6. What did the trust spend on translation services for healthcare communications in FYE 2024?
7. What did the trust spend on printing of healthcare communications in FYE 2024?
8. Please provide the name of the person responsible for managing the creation of healthcare information communications?
9. Does the trust offer in-hospital way-finding or signage in any language other than English?

I have considered your request and have set out the Trust's response below:

1. Yes
2. No centralised budget for printing so individual departments organise their own printing, or print through pull print on as needed basis - therefore the information that you have requested is not held.
3. We didn't have request for translation of leaflets (mostly patient's letters/ reports etc).
4. Translate as requested, but the top 5 languages are Polish, Romanian, Bulgarian, Ukrainian and Arabic.
5. That would depend on the specific need of the individual patient.
6. There is no separate budget for translation. It is a part of interpreting budget. Departments are asked for budget codes when requesting a translation so it can be cross-charged.
7. Information not available as outlined above.
8. Individual departments produce their own. Patient Experience team arrange for review by reader panel made up of service users.
9. Way-finding volunteers support patients to find relevant departments – no signage currently supplied in other languages.

Yours sincerely,

Freedom of Information Officer