

Freedom of Information Act Disclosure log - Reply Extract

File reference	W21FOI177
Key words	Translation and Interpreting Services
Date of release	09/09/2021
Attachments	No

You asked

1. Please confirm your Trust's overall spending on Translation and Interpreting Services, for each of the financial years:

a. 2018-19:

- Translation = £4,209
- Interpreting = £173,688

b. 2019-2020:

- Translation = £1,957
- Interpreting = £169,177

c. 2020-2021:

- Translation = £805
- Interpreting = £115,109

2. If available, for the financial years specified in Question 1, please provide a breakdown of:

- Total spend on written translation – Please refer to Q1.**
- Total spend on telephone interpreting**
- Total spend on video interpreting**
- Total spend on in-person/face to face interpreting (i.e. pre-booked consultations)**
- Breakdown of spending between inpatient vs outpatient services**

The Trust does not hold the breakdown of information for these financial years.

3. If available, please provide a breakdown of the:

- Total number of in-person/face to face interpreting sessions booked (break down by language, specialty, and clinical area)**

The Trust does not hold a list containing the language, specialty, and clinical area. Of the data available to us most appointments related to Woman's and Children's services, audiology, physiotherapy, eye cases, imaging and other diagnostic departments.

b. Please confirm what is the current process for clinical or administrative staff to book:

i. An in-person / face to face interpreting consultation

Requests are currently emailed to a central interpreting booking team who process these.

ii. A telephone interpreting session

Staff and clinical teams have access details for telephone interpreting and can directly access the service.

**iii. A video interpreting session
(for example, via Intranet, digital / app based, phone call)**

Booked through the central interpreting booking team who process the requests.

4. Do you employ your own in-house / face-face interpreters?

No

If yes:

a. How many interpreters do you have on payroll (breakdown by substantive and bank)?

Not applicable

b. What languages do they cover?

Not applicable

c. What is the hourly pay for in-house interpreters

Not applicable.

5. Do you outsource interpreting services to an external provider? If yes:

a. Which provider(s) do you currently use?

The Big Word, Sign Solutions & SignLive

b. Are you able to provide approximate fee / interpreting session for:

- i. In-person/face to face interpreting**
- ii. Telephone interpreting**
- iii. Video interpreting**

Rates paid are as per the agreed NHS Shared Business Services & Crown Commercial Services Framework Agreements for Interpretation & Translation Services.

6. If you outsource the provision of interpreting services to an external provider, could you please confirm:

a. Whether the provider was contracted via a national framework? If so, which one?

NHS SBS Interpretation & Translation Services & CCS RM1092

b. When does the current contract expire?

30/06/2022

- c. Is there is an exclusivity clause, which would prevent the trust from piloting additional / complementary interpreting services during the duration of your contract with your existing provider?**

No

- 7. From which budget within your organisation are interpreting services funded? Which staff member/role is responsible for signing off that budget?**

Patient Experience Budget

Signed off by the Patient Experience and Engagement Manager

- a. Which stakeholders are involved in the decision concerning contracting of interpreting services (no need to provide actual names – please only provide role and/or job titles)**

Patient Experience and Engagement Manager, Patient Services Manager, Head of Procurement

- 8. If available, could you please provide the following information for the financial years 2018-19, 2019-20, 2020-21:**

- a. Anonymised list of procedures cancelled due to lack of interpreter for key stages (for example Consent process), including date when procedure was due and date when it was rescheduled (alternatively, if unable to adequately anonymise, would you be able to provide us with the 1) total count of procedures that had to be cancelled 2) average delay until procedure rescheduled 3) break down by specialty (if possible)**

The Trust does not hold the information.

- b. Anonymised list of outpatient appointments cancelled due to lack of interpreter, including date when procedure was due and date when it was rescheduled (alternatively, if unable to adequately anonymise, would you be able to provide us with the 1) total count of procedures that had to be cancelled 2) average delay until procedure rescheduled 3) break down by specialty (if possible)**

The Trust does not hold the information.

- c. Total number of incidents where one of the contributing factors was language barrier**

Financial Year	Incidents
2018	18
2019	38
2020	17

- d. Total number of complaints where one of the contributing factors was language barrier**

Financial Year	Complaints
2018-19	Three
2019 - 20	0
2020-21	0

- 9. What is your hospital's policy on allowing multilingual clinicians or administrative staff to perform ad-hoc interpreting for patients?**

We do not have a policy about this.

Is this 1) not officially allowed 2) allowed in exceptional circumstances 3) encouraged (alternatively please attach any relevant policies and we will review these ourselves)

- 10. If we would like to engage in conversation with a member of staff in your organisation to discuss the innovation we propose to develop, who would be the most suitable person to approach?**

Patient Experience and Engagement Manager, plh-tr.patientexperience@nhs.net

Legal notes

University Hospitals Plymouth NHS Trust is confirming in accordance with section 1 (a) of the Act that it holds the information requested and is supplying it in accordance with section 1(b) unless otherwise specified.

Attachments included: No