

Information Governance Department

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Ref: FOI2015/2509
Date Received: 20th February 2015
Response Due: 20th March 2015

6th March 2015

Dear ,

INFORMATION REQUEST UNDER THE FREEDOM OF INFORMATION ACT 2000

We are now pleased to respond to your request for information under the Freedom of Information Act.

You asked:

- 1. The name of the designated person responsible for the managing of interpreting and translation services on behalf of Wrightington, Wigan and Leigh NHS Foundation Trust?**

Debbie Jones, Inclusion & Diversity Project Lead (Services)

- 2. Who are your current providers of Translation and Interpreting services?**

- Language Line Solutions
- Language Empire
- Action on Hearing Loss

- 3. Is the service contracted?**

Yes

- 4. If the service is contracted, when did the contract commence and when is it due to expire?**

All Contracts are currently being reviewed & new Service Level Agreements being implemented.

- 5. Was the contract awarded after using an OJEU tendering process or was the service accessed through a framework, if so which one?**

SBS Framework

- 6. How many face-to-face interpreting (not BSL) bookings have you had during 2013/2014 financial year?**

During 2013/2014, 213 face to face language interpreters attended hospital appointments / procedures.

- a. How much did this cost during this time period for face-to-face interpreting services?**

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£13,673

7. How many telephone interpreting bookings were made during 2014?

During 2013/2014, 396 telephone calls were made in order to access telephone interpreter services

a. How much did this cost during this time period for telephone interpreting services?

£9,203

8. How many BSL (British Sign Language) bookings were made during 2014?

During 2013/14 approximately 73 sign language interpreters were booked for patient's hospital appointments / procedures.

a. How much did this cost during this time period for BSL (British Sign Language) interpreting services?

£4,101

9. How many written Translation bookings were made during 2014?

During 2013/14, 31 translation requests were processed

a. How much did this cost during this time period for Translations services?

£2,826 .

I hope you find this information useful, however if you are not entirely satisfied with this response please do not hesitate to contact the Information Governance Department on 01257 256335. If we do not hear from you within 28 days we will assume that we have been able to accommodate your request under the Freedom of Information Act 2000.

Yours sincerely,



Rob Forster
Acting Chief Executive

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If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you should write to: Information Governance Department, Wrightington, Wigan and Leigh NHS Foundation Trust, WrightingtonHospital, Hall Lane, AppleyBridge, Wigan, WN6 9EP

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If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision. Generally the ICO cannot make a decision unless you have exhausted the complaints procedure at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF