

Information Governance Department

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Ref: FOI2014/2360
Date Received: 6th October 2014
Response Due: 3rd November 2014

26 November 2014

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. *In the 2013/14 financial year how much did your trust spend on interpreters so that patients who could not speak English were able to communicate with hospital medical staff?***

During 2013/14 £26,826 – Total Annual expenditure for interpreting & translation services
£24,000 interpreters services / £2,826 written translations

- 2. *How many hospital appointments were booked for patients in the 2013/14 financial year where they needed to have an interpreter?***

We use both telephone and face-to-face interpreters – with regard to telephone it is difficult to specify how many hospital appointments were booked for patients who required interpreters, as the telephone can be used numerous times throughout the patient's appointment.

During 2013/14:

Face to Face:

213 face to face language interpreters attended hospital appointments / procedures.

BSL Signers:

Approximately 73 sign language interpreters.

Telephone:

396 telephone calls were made in order to access telephone interpreter services.

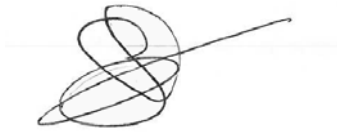
- 3. *How many hospital appointments were booked for patients in the 2013/14 financial year where they needed to have an interpreter but the patient failed to attend the appointment***

We do not hold this information as this data is not recorded

Chairman: Les Higgins
Chief Executive: Andrew Foster CBE

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,



Silas Nicholls
Deputy Chief Executive and Director of Strategy

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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

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

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