

**Information Governance Department**

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Ref: FOI2014/2385  
Date Received: 24<sup>th</sup> November 2014  
Response Due: 22<sup>nd</sup> December 2014

27 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:

***I would like to know how much the trust has spent on foreign language interpretation services in maternity care in:***

- 1. The financial year 2013/14***
- 2. The financial year 2012/13***
- 3. The financial year 2011/12***
- 4. The financial year 2010/11***
- 5. The financial year 2009/10***

***Please also tell me the most common foreign language for which interpretation was required in each of those years.***

***Please include both consultant-led and midwife-led maternity units.***

With regard to languages, we use both telephone and face to face interpreters.

The only information that we can provide specifically for Maternity is from our telephone interpreters' service.

Top Languages for 2013/14 listed below:

<b>LANGUAGE</b>	<b>CALLS</b>
MANDARIN	8
ROMANIAN	8
POLISH	7
KURDISH	6
VIETNAMESE	4

Chairman: Les Higgins  
Chief Executive: Andrew Foster CBE

ARABIC	4
TURKISH	3
CZECH	3
AMHARIC	2
SLOVAK	1
TAMIL	1
ARMENIAN	1
TAGALOG	1

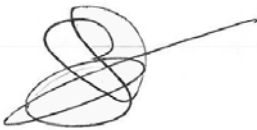
**49**

We do not hold any information on this before Jan 2013

The Trust doesn't code interpretation services to specific clinical areas in our financial ledger so would be unable to provide an answer with regard to costs.

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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