

Information Governance Department

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Ref: FOI2014/2398
Date Received: 1st December 2014
Response Due: 31st December 2014

15th December 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.

1. *Into how many languages does the Trust translate patient information, as of 1 November 2014?*

Patient information is translated on requested. As at 1st November 2014 the Trust has translated patient into 5 languages; Braille, Polish, Arabic, Turkish and Urdu.

2. *During the last financial year (i.e. April 2013 - March 2014) how much did the Trust spend on the following:*

a) *Translation of written information published or printed for the benefit for patients / carers (e.g. of leaflets or online information)*

Translation Requests	2013/14
Other Languages	£2,826
Large Print / Audio / Braille	£50 (Braille)

b) *Translation / interpretation services for patients/ carers (i.e. To assist patients / carers with limited English during consultations, meetings and phone calls etc)*

If the Trust has difficulty in splitting up its costs into these different elements, please provide me with a 'global' figure for the amount spent on translation / interpretation for the financial year 2013/14.

Chairman: Robert Armstrong
Chief Executive: Andrew Foster CBE

During 2013/14 the Trust spent £26,826 on interpreter and translation services. Due to way the data is held we are unable to split this down further.

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,



Andrew Foster
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

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