

Wrightington, Wigan and Leigh Teaching Hospitals

NHS Foundation Trust

Information Governance Department

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Ref: FOI/2023/8717

Date Received: 24th February 2023

Response Due: 24th March 2023

Dear Sir/Madam

You asked:

1. **How many women in the maternity service were identified as needing an interpreter in financial year 2020/2021 and 2021/2022.**

Financial year 2020-2021

Total women with some degree of spoken language barrier = **111**

Financial year 2021-2022

Total women with some degree of spoken language barrier **100**

2. **How many face to face /telephone /video interpreter sessions were conducted in the maternity services (antenatal, labour, postnatal) in financial year 2020/2021 and 2021/2022.**

Financial year 2020-2021

No Interpreter	Phone app/google translate	Language line/telephone interpreter	Partner/family member	Interpreter present	Interpreter not required (no difficulty with communication)	Unable to ascertain
21	2	25	2	32	28	1

Financial year 2021-2022

No Interpreter	Phone app/google translate	Language line/telephone interpreter	Partner/family member	Interpreter present	Interpreter not required (no difficulty with communication)	Unable to ascertain
9	1	12	5	33	38	2

3. What was the % fulfilment of requested interpreter sessions in maternity services in financial year 2020/2021 and 2021/2022.

We do not hold this information.

If you are not entirely satisfied with this response, please do not hesitate to contact the Information Governance Department on email address provided. 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,



Rabina Tindale
Chief Nurse & DIPC

PLEASE NOTE:

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, Suite 9, Buckingham Row, Brick Kiln Lane, Wigan, WN1 1XX.

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision at:

The Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire, SK9 5AF

Helpline number: 0303 123 1113