



Wrightington, Wigan and Leigh Teaching Hospitals

NHS Foundation Trust

Trust Headquarters
Chief Nurse

Royal Albert Edward Infirmary
Wigan Lane
Wigan
WN1 2NN

T: 01942 773291

E: kevin.parker-evans@wwl.nhs.uk

Ref: FOI/2025/11033

Date Received: 28th August 2025

Response Due: 25th September 2025

Date: 2nd September 2025

Dear Sir/Madam

With reference to your request for information received on 28th August 2025, I can confirm in accordance with Section 1 (1) of the Freedom of Information Act 2000 that we do hold the information you have requested. A response to each part of your request is provided below.

In your request you asked:

This is an information request relating to nhs translators

Please include the following information for the following financial years 2022/23, 2023/24 and 2024/25:

- 1. Trust's overall spending on Translation and Interpreting Services**
2022/23 = £127,973.
2023/24 = £167,956.
2024/25 = £157,991.
- 2. Total translators employed by the Trust**
None. The Trust uses an interpreter services provider.
- 3. The hourly pay for in-house interpreters**
N/A.
- 4. What languages do they cover**
N/A.
- 5. Total number of in-person/face to face interpreting sessions booked (break down by language and clinical area)**
Please see the attached.

6. How many appointments or procedures have had to be rescheduled/cancelled due to interpreter

2022/23 = 506.

2023/24 = 470.

2024/25 = 546.

Please note: the above is based on the number of face-to-face interpreters not sourced, but we cannot say if the appointment/procedure was cancelled or rescheduled – as a telephone could have been used instead of cancelling the appointment.

If you are not entirely satisfied with this response, please do not hesitate to contact the Information Governance Department via the email address provided. If we do not hear from you within 40 days, we will assume that we have been able to accommodate your request under the Freedom of Information Act 2000.

Yours sincerely,



KEVIN PARKER-EVANS

Kevin Parker-Evans MBA, FCMI, CMgr. RN Dip HE

Chief Nursing Officer & Director of Infection Prevention and Control

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 123 111