



Wrightington, Wigan and Leigh Teaching Hospitals

NHS Foundation Trust

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Chief Nurse

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Ref: FOI/2025/11173

Date Received: 23rd October 2025

Response Due: 20th November 2025

Date: 20th November 2025

Dear Sir/Madam

With reference to your request for information received on 23rd October 2025, I can confirm in accordance with Section 1 (1) of the Freedom of Information Act 2000 that we do hold part of the information you have requested. A response to each part of your request is provided below.

In your request you asked:

Under the Freedom of Information Act 2000, I would like to request the following information relating to maternity services delivered by Wrightington, Wigan and Leigh NHS Foundation Trust:

- 1. How many pregnant women had communication needs flagged under the NHS Accessible Information Standard (AIS) between 1 Jan 2020 and 31 Aug 2025?**

The Trust does not hold this information.

- 2. Of these, how many were recorded as requiring British Sign Language (BSL) interpretation?**

- Number and percentage of instances where an in-person BSL interpreter was provided during:**

- Antenatal/prenatal appointments**
- Intrapartum period (labour and childbirth) - including but not limited to elective caesarean section and emergency caesarean section.**
- Neonatal period - including but not limited to intensive neonatal care.**
- Postnatal/postpartum appointments - up to 12 months after the birth - including but not limited to community midwife and health visitor appointments.**

The above breakdown is not available due to how this information is recorded, please see the answer to the next question.

If this breakdown is not available, please provide the total number of occasions when this was the case across all maternity services.

15 between 01/08/2022 and 31/08/2025. The Trust is unable to provide information before this period as it is not recorded.

3. Number and percentage of instances where video remote interpreting (VRI) was used during:

- **Antenatal/prenatal appointments**
- **Intrapartum period (labour and childbirth) - including but not limited to elective caesarean section and emergency caesarean section**
- **Neonatal period - including but not limited to intensive neonatal care.**
- **Postnatal/postpartum appointments - up to 12 months after the birth - including but not limited to community midwife and health visitor appointments.**

The above breakdown is not available due to how this information is recorded, please see the answer to the next question.

If this breakdown is not available, please provide the total number of occasions when this was the case across all maternity services.

1 between 01/01/2020 and 31/08/2025. Video Remote Interpreting has only recently been implemented at the Trust.

4. Number and percentage of instances where no interpreter was provided despite sign language needs being recorded.

- **Antenatal/prenatal appointments - including but not limited to elective caesarean section and emergency caesarean section.**
- **Intrapartum period (labour and childbirth) - including but not limited to elective caesarean section and emergency caesarean section**
- **Neonatal period - including but not limited to intensive neonatal care.**
- **Postnatal/postpartum appointments - up to 12 months after the birth - including but not limited to community midwife and health visitor appointments.**

The above breakdown is not available due to how this information is recorded, please see the answer to the next question.

If this breakdown is not available, please provide the total number of occasions when this was the case across all maternity services.

Patient needs are not routinely recorded electronically on the Trusts systems, therefore the Trust is unable to provide this data as it is not recorded centrally, if recorded it would be held within individual case notes. As case notes are for the care and treatment of patients, we do not request staff to interrogate them in order to collate the information required to respond to Freedom of Information requests.

5. The number of:

- **elective caesarean sections involving deaf, hard of hearing, hearing-impaired, or deafened patients**
- **emergency caesarean sections involving deaf, hard of hearing, hearing-impaired, or deafened patients**

Patient needs are not routinely recorded electronically on the Trusts systems, therefore the Trust is unable to provide this data as it is not recorded centrally, if recorded it would be held within individual case notes. As case notes are for the care and treatment of patients, we do not request staff to interrogate them in order to collate the information required to respond to Freedom of Information requests.

If this breakdown is not available, please provide the total number of caesarean sections - elective and emergency - involving deaf, hard of hearing, hearing-impaired, or deafened patients.

Patient needs are not routinely recorded electronically on the Trusts systems, therefore the Trust is unable to provide this data as it is not recorded centrally, if recorded it would be held within individual case notes. As case notes are for the care and treatment of patients, we do not request staff to interrogate them in order to collate the information required to respond to Freedom of Information requests.

6. Number of Datix incidents, complaints, or serious incident reports between Jan 2020 – Aug 2025 involving deaf, hard of hearing, hearing impaired or deafened patients.

This information is not available on Datix therefore the Trust is unable to provide this information.

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, FCMJ, 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, Wroughtington, 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