

Wrightington, Wigan and Leigh Teaching Hospitals

NHS Foundation Trust

Information Governance Department

Suite 9
Buckingham Row
Brick Kiln Lane
Wigan
WN1 1XX

Email: foi@wwl.nhs.uk

Web: www.wwl.nhs.uk

Ref: FOI/2023/9381

Date Received: 8th November 2023

Response Due: 6th December 2023

Date: 5th December 2023

Dear Sir/Madam

With reference to your request for information received on 8th November 2023, 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:

1. What is the size of the resident population that your organisation serves?

Resident population of Wigan 329,321 (Wigan Census 2021)

2. What percentage of the resident population in the area that your organisation serves are non-native English speakers?

The Trust does not hold this information please find redirect below.

3. Does your organisation predict that the number of non-native English speakers living in the area that you serve will increase, reduce or stay the same in the next 5 years?

The Trust does not hold this information please find redirect below.

4. Does your organisation hire any professional written translation or spoken interpreting services to aid communication with people who may have difficulties understanding English?

Yes

5. If your organisation hires professional translation or interpreting services, for what type of material do you use these services? (E.g., do you hire professional translation services to

translate website content, correspondence, legal documents? Do you hire interpreting services for meetings, interviews, anything else?)

Telephone and face to face interpreting provided for patients accessing hospital appointments, whose first language is not English. Written translation service provided for patients, whose first language is not English.

- 6. If your organisation hires professional translation or interpreting services, can you please provide figures for how much was spent by your organisation on these services and what percentage of your total expenditure this amounted to for the last 4 financial years?**

Financial Year	Translation & interpreting expenditure	% of total expenditure
2018/19	£142,273	The Trust does not record this information.
2019/20	£124,627	The Trust does not record this information.
2020/21	£95,550	The Trust does not record this information.
2021/22	£93,004	The Trust does not record this information.

- 7. Does your organisation predict that the percentage of spending on translation and interpreting services will increase, reduce or stay the same in the next 5 years?**

The Trust does not record this information.

- 8. Is machine translation (e.g. a translation app such as Google Translate) used in any way in your organisation?**

No

- 9. If machine translation is used in your organisation, under what circumstances is it used?**

N/A

- 10. Does your organisation follow a formal policy approving, prohibiting, or regulating the use of machine translation tools in your organisation?**

Yes, Interpreting & Translation Services Policy

- 11. If your organisation follows a formal policy for the use of machine translation, can you attach a copy of such policy to your response and/or provide a link to where it can be accessed?**

N/A

12. Has your organisation carried out a risk assessment of possible consequences, for your organisation and/or for the people the organisation serves, from the use of machine translation?

N/A

13. If your organisation has carried out a risk assessment of the use of machine translation, please can you specify the risks your organisation identified?

N/A

14. Do you have an established line of accountability in the event of negative outcomes that may arise from the use of machine translation?

N/A

15. If you have an established line of accountability, can you explain how this guides response procedures to a possible negative outcome from the use of machine translation?

N/A

16. Is any training provided on the use of machine translation in your organisation?

N/A

17. If training is provided on the use of machine translation in your organisation, can you please provide an overview of the training offered?

N/A

18. Does your organisation have any other procedures in place to adjust your communication strategy for people who may have difficulties understanding English? If so, please explain.

Interpreting & Translation Services Policy

19. If we would like to follow up with your organisation for the purpose of further research relating to translation and/or interpreting in your organisation, could you please provide the most suitable email address to contact?

EDI@wwl.nhs.uk

Please redirect your questions to:

Wigan Council Freedom of Information

Online - You can submit a FOI request via our online form.

By post - You can make a request by post and send it to: Freedom of Information, Resources Directorate, PO Box 100, WN1 3DS.

<https://www.wigan.gov.uk/Council/DataProtection-FOI-Stats/Freedom-of-Information.aspx>

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,



Rabina Tindale
Chief Nurse & DPIC

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