



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/2024/9912

Date Received: 6th June 2024

Response Due: 4th July 2024

Date: 26th June 2024

Dear Sir/Madam

With reference to your request for information received on 6th June 2024, 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, I would like to request the following information:

1. BSL/SSE

a. How many requests have been made to the Trust for BSL/SSE to English interpreters?

This information is held by our Interpreter Services provider. We cannot access the total number of requests made, only those fulfilled (see below).

b. How many of these requests were confirmed/fulfilled?

	2020/21	2021/22	2022/23	2023/24	Jan-Apr24
BSL	176	200	274	402	138

*May 2024 data is not yet available.

c. How many were fulfilled by staff and how many by agency staff?

The Trust do not use staff or agency staff to interpret – only our Interpreter Services provider.

d. What were the main reasons for an interpreter being unavailable to attend any unfulfilled requests?

This information is held by our Interpreter Services provider. We cannot access this information.

2. Deaf Blind

a. How many requests have been made to the Trust for deaf blind interpreters?

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b. How many of these requests were confirmed/fulfilled?

N/A.

c. How many were fulfilled by staff and how many by agency staff?

N/A

d. What were the main reasons for an interpreter being unavailable to attend any unfulfilled requests?

N/A

3. Does the Trust employ any BSL/SSE/deaf blind interpreters within the Trust, on a full time staff basis?

The Trust does not use staff or agency staff to interpret – only our Interpreter Services provider.

4. Does the Trust have a contract with a video relay service?

Yes, "On Demand" DSL Video Relay Service provided.

Please provide a breakdown of the above for the years 2020, 2021, 2022, 2023 and Jan - May 2024.

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,

A handwritten signature in black ink, appearing to read 'Kevin Parker-Evans', with a stylized flourish at the end.

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

Interim Chief Nurse & 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