



Wrightington, Wigan and Leigh Teaching Hospitals

NHS Foundation Trust

Trust Headquarters

Chief Nurse

Royal Albert Edward Infirmary

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Ref: FOI/2024/9814

Date Received: 23rd April 2024

Response Due: 22nd May 2024

Date: 17th May 2024

Dear Sir/Madam

With reference to your request for information received on 23rd April 2024, 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. Does the trust work with translation services that translate healthcare information communications, e.g. leaflets, letters, posters etc?

Yes, the Trust provides translation services for the written translation of WWL correspondence/patient information in other languages and other formats (audio, large print, braille, etc) upon request.

2. How many healthcare information leaflets/communications did the trust produce and print in FYE 2024?

All patient information leaflets are uploaded to the Trust website. If a patient requests a leaflet to be printed, this would be printed by the department the patient is attending.

3. How many of these were translated in multiple languages?

36 requests received for written translations in other languages, plus 3 in braille.

Languages requested:

- Arabic
- Bulgarian
- Chinese
- Czech
- Farsi
- Hungarian
- Kurdish

- Lithuanian
- Portuguese
- Romanian
- Russian
- Ukrainian
- Urdu
- Various

4. Which languages does the trust normally translate healthcare information communications into?

Languages can vary from year to year – see Question 3.

5. How are healthcare information communications delivered to patients that are visually impaired?

If a visually impaired patient has requested for a translation into a specific format, communications would be sent out according to their request (i.e. post/email etc).

6. What did the trust spend on translation services for healthcare communications in FYE 2024?
£6,791

7. What did the trust spend on printing of healthcare communications in FYE 2024?

All patient information leaflets are uploaded to the Trust website. If a patient requests a leaflet to be printed, this would be printed by the department the patient is attending. The cost is unable to be broken down.

8. Please provide the name of the person responsible for managing the creation of healthcare information communications.

All patient information leaflets are written by individual service leads.

It is not Trust policy to release details of non-patient facing members of staff below AfC band 8a.

9. Does the trust offer in-hospital wayfinding or signage in any language other than English?

All signage is in English on the hospital sites.

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

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