

Information Governance Department
Wrightington Hospital
Hall Lane
Appley Bridge
Wigan
WN6 9EP

Tel: 01257 256284
Email: foi@wwl.nhs.uk
Web: www.wwl.nhs.uk

Ref: FOI2020/7012

Date Received: 12th August 2020

Response Due: 10th September 2020

Date: 20 August 2020

Dear Sir/Madam

INFORMATION REQUEST UNDER THE FREEDOM OF INFORMATION ACT 2000

You asked:

I am writing to request information under the Freedom of Information Act 2000.

Please find my questions below and I would be grateful if you could acknowledge receipt of this email.

I look forward to your full response within 20 working days, as stipulated by the act.

For the financial years 2015-16, 2016-17, 2017-18, 2018-19, and 2019-20, please provide the following information:

1. How much your trust has spent on translation/interpreter services (on both telephone and face-to-face and including British Sign Language)?

2015/16	£41,921	
2016/17	£45,658	
2017/18	£63,401	
2018/19	*£142,273	*£47,000 outstanding invoices from previous financial year – If this was reflected in total yearly expenditure:

		2017/18: £110,401 / 2018/19: £95,272
2019/20	£125,626	From April 2019, Wigan Community Services from Bridgewater Community Health NHS Foundation Trust transferred to the Trust. Since the merger, Community Services spent £16,867 on interpreter and translation services

2. How much your trust has spent on the translation of written information for patients or carers?

2019/20	£6,261
2018/19	£5,057
2017/18	£2,140
2016/17	£2,295
2015/16	£2,909
2014/15	£3,263

3. How much your trust has spent on the employment of translators/interpreters, and which languages these employees covered?

Interpreters are provided by the companies we procure. Please see question 1 for cost.

4. How much your trust has spent on employing advocates for non-English speakers?

No cost.

5. What was the average waiting time for a consultation with an interpreter after initial request for interpreter services (for both telephone and face-to-face appointments)?

The average waiting time for a consultation would be the same for a patient without an interpreter as it would be for a patient with an interpreter. Telephone interpreters are not pre-booked. Can be used 24 hours / 7 days a week. Only face to face interpreters are pre-booked.

6. Which company does the trust use for interpretation services?

Language Line Solutions for telephone interpreters and written translations
DA Languages for Face to Face Interpreters

I trust that this information is helpful to you, however if you are not entirely satisfied with this response please do not hesitate to contact the Information Governance Department on 01257 488271. If we do not hear from you within 28 days we will assume that we have been able to accommodate your request under the Freedom of Information Act 2000.

Yours sincerely,



Alison Balson
Director of Workforce

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, Wrightington Hospital, Hall Lane, Appley Bridge, Wigan, WN6 9EP

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision at: