

Reference Number: FOIAH2425/058
From: Private Individual
Date: 23 April 2024
Subject: Translation Services

- Q1 Does the trust work with translation services that translate healthcare information communications, e.g. leaflets, letters, posters etc?
- A1 Yes, on a request basis. All web pages are translatable therefore leaflets are also translatable. We can translate on our website to 133 languages.
- Q2 How many healthcare information leaflets/communications did the trust produce and print in FYE 2024?
- A2 Leaflets are available for download from the intranet rather than printed routinely; leaflets may be printed at local level.
- Q3 How many of these were translated in multiple languages?
- A3 As per A2. Information not held – the Trust does not routinely collate or hold this information centrally as part of its management or performance data.
- Q4 Which languages does the trust normally translate healthcare information communications into?
- A4 Information not held – the Trust does not routinely collate or hold this information centrally as part of its management or performance data. This is completed on request on an individual basis. Letters are translated in the language requested through the department/ward on behalf of the patient.
- Q5 How are healthcare information communications delivered to patients that are visually impaired?
- A5 The question asks how healthcare information communications is delivered to patients that are visually impaired but, as a paediatric hospital, the answer applies to parents and carers as well as children and young people. If we know the parent/carer, or patients have a visual impairment and they want to receive clinic letters or information leaflets in a different format, e.g. large print or via email, an alert is created on Medisec which is actioned by the relevant administration staff. This would apply to all clinical departments across the Trust.
- Q6 What did the trust spend on translation services for healthcare communications in FYE 2024?
- A6 Zero
- Q7 What did the trust spend on printing of healthcare communications in FYE 2024?

- A7 Information not held – the Trust does not routinely collate or hold this information centrally as part of its management or performance data. We are unable to pull communications costs specifically for the purpose requested as we don't hold that level of detail in our Trust ledgers.
- Q8 Please provide the name of the person responsible for managing the creation of healthcare information communications?
- A8 Information not held – the provision of healthcare communications is not the responsibility of a single named person at the Trust, this would come under the remit of the Trusts Patient Experience and Communications Teams.
- Q9 Does the trust offer in-hospital wayfinding or signage in any language other than English?
- A9 No