

Freedom of Information Request**Ref: UHB 18-077**

Date 27 February 2018

By Email

Dear Sir

Thank you for your request for information under the Freedom of Information Act 2000. The Trusts response is as follows:

1. Do you provide an interpreting service for non-English speaking patients?

Yes

If yes, are the interpreters:

Directly employed by the Trust	Yes
Commissioned from a third party	Yes

Please note: at UH Bristol, our internal Temporary Staffing Bureau ("Bank") are the first point of contact for staff making interpreter bookings. If an interpreter can't be sourced from the Bank, then an external agency is used.

2. For commissioned services only: Is the Government approved commissioning framework for language services used?

No

3. Do you have a policy on the use of interpreting services? If yes can you attach a copy of the policy or provide a link to access the policy?

Please see attached.

4. Do you monitor the quality and effectiveness of the interpreting services provided? Yes/No. If yes, how is it measured?

Yes. Management reports from suppliers (e.g. booking volumes, financial costs, fulfilment rates), monitoring of incidents and complaints related to interpreting.

5. How many sessions of interpreting take place on an annual basis (Financial year April 2016 to March 2017)?

a. Total sessions

b. If known what is the number of :

Please note that we do not have a central record of this data and so the following are our best estimates:

Face to Face sessions	Approximately 3000
Telephone interpreting sessions	Approximately 1500

6. What is the annual cost to provide interpreting services? (Financial year April 2016 to March 2017)?

Approximately £135,000

7. What are the three most common languages for which interpreting services are required?

Based on April 2016-March 2017 data:

1	Somali
2	Polish
3	Arabic

8. Which area of work has the greatest demand for interpreting services? Please rank in order of priority from: Paediatric Services, Adult Services and Maternity Services

1	Adult Services
2	Paediatric Services
3	Maternity Services

9. Have the number of requests for interpreting services increased, decreased or remained static over the last 5 years?

The number of requests for interpreting services at this Trust has increased over the last 5 years.

10. Do you use Bi-lingual staff to interpret?

Yes. Please see Section 5.5 of our Policy.

11. Do you have a register of bi-lingual staff?

No

12. For patients with limited English proficiency, is this recorded in the patient's medical record?

Yes

13. Do letters to patients with limited English proficiency explain how to access language services?

No – our staff are expected to make all interpreter bookings necessary to meet a patient's language needs

14. In an emergency situation, does you Trust use any of the following alternative or additional interpreting methods:

None of the following are recognised as interpreting tools in our Policy, but ultimately, in a true emergency situation our clinical staff would exercise their judgement.

Google Translate	No
Public Health England Picture Communication Tool	No
The British Red Cross and NHS Emergency Multilingual Phrasebook	No

15. Do all staff who come into contact with patients receive cultural awareness training pertinent to your local ethnic minority community?

No

This concludes our response. We trust that you find this helpful, but please do not hesitate to contact us directly if we can be of any further assistance.

If, after that, you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to:

Trust Secretary
University Hospitals Bristol NHS Foundation Trust
Trust Headquarters
Marlborough Street
Bristol
BS1 3NU

Please remember to quote the reference number above in any future communications.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

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To view the Freedom of Information Act in full please click [here](#).

Yours sincerely,

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