



**Freedom of Information Request**

**Ref: UHB 19-667**

12 November 2019

By Email

Dear Sir/Madam

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

1. Number of interpreter appointments booked in the last 24 months within your Dental Hospital.  
Face to face spoken language interpreter bookings (April 2017-March 2019) = 274\*
2. Number of sign language appointments booked in the last 24 months within your Dental Hospital.  
Face to face non-spoken language interpreting bookings (September 2017- September 2019) = 28.
3. Number of 'did not attend' events of either the patient or interpreter within this time period for those appointments when an interpreter/sign language facilitator was scheduled.  
Face to face non spoken language interpreting bookings = 0.  
The Trust does not hold information for 'did not attend' events for face to face spoken language interpreting\*
4. Costs paid to interpreter and sign language services within your Dental Hospital over the last 24 months.  
Face to face non spoken language interpreting services (September 2017-September 2019) = £2,964.  
Face to face spoken language interpreting services (April 2017-March 2019) = £26,118\*
5. Are correspondence letters sent in the patient's first language? If so, which languages does your dental hospital currently cater for to this degree?  
Not as standard practice but can be requested as and when required.

\*Based on external supplier data. The Trust also has an in-house face to face spoken language interpreting service but it does not hold a breakdown of departmental data for this service.

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:

Director of Corporate Governance  
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

#### Publication

Please note that this letter and the information included/attached will be published on our website as part of the Trust's Freedom of Information Publication Log. This is because information disclosed in accordance with the Freedom of Information Act is disclosed to the public, not just to the individual making the request. We will remove any personal information (such as your name, email and so on) from any information we make public to protect your personal information.

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

Yours sincerely

**FOI Team**  
**UH Bristol NHS Foundation Trust**