



Ref: FOIA Reference 2021/22-452

Date: 23rd December 2021

Email foi@uhnm.nhs.uk

Dear

I am writing to acknowledge receipt of your email dated 7th December 2021 requesting information under the Freedom of Information Act (2000) regarding Language Translation and Interpreting Services.

As of 1st November 2014 University Hospitals of North Midlands NHS Trust (UHM) manages two hospital sites – Royal Stoke University Hospital, and County Hospital (Stafford). Therefore the response below is for the two sites combined from that date where appropriate.

- Q1 Please confirm your Trust’s overall spending on Translation and Interpreting Services, for each of the financial years:**
- a) 2018-2019:
 - b) 2019-2020:
 - c) 2020-2021:

A1 See below:

Service	Year	Cost
British Sign Language		
	2018/19	£53,645
	2019/20	£66,048
	2020/21	£39,886.25
Telephone Interpreting Foreign language		
	2018/19	£13,916.92
	2019/20	£16,877.38
	2020/21	£24,682.38
Face to Face Interpreting Foreign Language		
	2018/19	£92,735.06
	2019/20	£99,558.93
	2020/21	£34,588.74
Translation		
	2018/19	£500.78
	2019/20	£1,136.18
	2020/21	£521.51

Q2 If available, for the financial years specified in Question 1, please provide a breakdown of:

- a) Total spend on written translation
- b) Total spend on telephone interpreting
- c) Total spend on video interpreting
- d) Total spend on in-person/face to face interpreting (i.e. pre-booked consultations)
- e) Breakdown of spending between inpatient vs outpatient services

A2 See below:

a. 2018/19	£500.78
2019/20	£1,136.18
2020/21	£521.51
b. 2018/19	£13,916.92
2019/20	£16,877.38
2020/21	£24,682.38
c. Nil	
d. British Sign Language	
2018/19	£53,645
2019/20	£66,048
2020/21	£39,886.25
Face to Face Interpreting Foreign Language	
2018/19	£92,735.06
2019/20	£99,558.93
2020/21	£34,588.74
e. Unavailable	

Q3 If available, please provide a breakdown of the:

- a) Total number of in-person/face to face interpreting sessions booked (break down by language, specialty, and clinical area)
- b) Please confirm what is the current process for clinical or administrative staff to book:
 - i. An in-person / face to face interpreting consultation:
 - ii. A telephone interpreting session:
 - iii. A video interpreting session (for example, via Intranet, digital / app based, phone call):

A3 See below:

CAPITA Language Breakdown Dates Shown
01/04/2020
Earliest Job Due Month 01/03/2021
Latest Job Due Month

Requested Languages by Rank					
Language	Rank	Jobs	Est. Duration	Act. Duration	Ave. Duration
Urdu	1	208	19,112	18,741	90
Polish	2	109	9,345	7,064	65
Slovak	3	80	7,006	2,280	29
Bengali	4	78	9,951	5,698	73
Romanian	5	77	7,701	9,130	119
Punjabi, Western (Pakistan)	6	57	5,820	5,792	102
Kurdish (Sorani)	7	51	4,395	1,445	28
Arabic (Modern Standard)	8	49	4,935	3,175	65
Czech	9	48	3,855	1,958	41
Bulgarian	10	32	3,180	420	13
Turkish	11	23	1,890	1,445	63
Cantonese	12	22	2,880	1,520	69
Punjabi, Eastern (India)	13	20	1,620	1,435	72
Mandarin	14	18	1,140	360	20
Tamil	14	18	1,787	0	0
Hungarian	15	16	1,440	1,300	81
Arabic (Classical/North African)	16	14	1,695	1,085	78
Farsi	16	14	1,230	360	26
Russian	16	14	915	875	63
Italian	17	13	1,650	515	40
Kurdish (Bahdini)	18	12	885	433	36
Albanian	19	10	795	0	0
Spanish	19	10	570	470	47
British Sign	20	7	840	0	0
French	20	7	631	330	47
Hindi	20	7	420	450	64
Sinhala	20	7	720	0	0
Mirpuri	21	6	360	245	41
Tigrinya	21	6	390	0	0
Vietnamese	21	6	570	0	0
Amharic	22	5	510	0	0
Dari (Afghan)	22	5	420	360	72
Lithuanian	23	4	360	240	60
Gujarati	24	3	360	130	43
Total	1	1080	101,953	67,896	63

- a) Language breakdown above for 2020/21. Unable to break this down into speciality or clinical area as the charts available identify PIN numbers for the areas which I am not happy to share.
- b) All foreign language interpretation services are booked through the on-line portal. All sign language interpretation is booked directly with our local service providers

Q4 Do you employ your own in-house / face-face interpreters? If yes:
 a) How many interpreters do you have on payroll (breakdown by substantive and bank)?
 b) What languages do they cover?
 c) What is the hourly pay for in-house interpreters?

A4 We do not employ in-house interpreters

Q5 Do you outsource interpreting services to an external provider? If yes:
 a) Which provider(s) do you currently use?
 b) Are you able to provide approximate fee / interpreting session for:
 i. In-person/face to face interpreting
 ii. Telephone interpreting
 iii. Video interpreting

A5 See below:

Face to face interpretation:
dDeaflinks @ £130 per hour + 0.40 per mile travel
Assist @ £115.80 per hour + 0.45 per mile travel
Capita £23 per hour + travel expenses

Capita Telephone	£0.45 per minute charged by the minute
Capita Video	£0.75 per minute on demand, Pre booked via Teams/Zoom etc @
	£0.45 per minute, minimum 30 minutes.

- Q6** If you outsource the provision of interpreting services to an external provider, could you please confirm:
- Whether the provider was contracted via a national framework? If so, which one?
 - When does the current contract expire?
 - Is there is an exclusivity clause, which would prevent the trust from piloting additional/complementary interpreting services during the duration of your contract with your existing provider?

A6 See below:

- Yes – SBS Framework
- March 2023
- No

- Q7** From which budget within your organisation are interpreting services funded? Which staff member/role is responsible for signing off that budget?
- Which stakeholders are involved in the decision concerning contracting of interpreting services (no need to provide actual names – please only provide role and/or job titles)

A7 See below:

Patient Experience budget

- Contracts Buyer – procurement lead
Head of Patient Experience - owner

- Q8** If available, could you please provide the following information for the financial years 2018-19, 2019-20, 2020-21:
- Anonymised list of procedures cancelled due to lack of interpreter for key stages (for example Consent process), including the date when the procedure was due and date when it was rescheduled (alternatively, if unable to adequately anonymised, would you be able to provide us with the 1) total count of procedures that had to be cancelled
2) average delay until procedure rescheduled
3) break down by specialty (if possible)
 - Anonymised list of outpatient appointments cancelled due to lack of interpreter, including the date when the procedure was due and the date when it was rescheduled (alternatively, if unable to adequately anonymised, would you be able to provide us with the 1) total count of procedures that had to be cancelled
2) average delay until procedure rescheduled
3) break down by specialty (if possible)
 - Total number of incidents where one of the contributing factors was language barrier
 - Total number of complaints where one of the contributing factors was

language barrier

A8 See below:

8a (1) (alternatively, if unable to adequately anonymised, would you be able to provide us with the

1) total count of procedures that had to be cancelled – *I can find the following incidents that state a procedure was cancelled due to interpreter issues:*

2018/19: 5

2019/20: 8

2020/21: 2

3c) Total number of incidents where one of the contributing factors was language barrier

2018/19: 26

Specialty	#
Obstetrics	7
A & E	4
Day Case Surgery	2
Ophthalmology, Optometry and Orthoptics	2
Theatres including CTS	2
Therapies - Specialised	2
Dermatology	1
Diabetes, Endocrine and General Medicine	1
General Anaesthetics and PreAms	1
General Surgery	1
Gynaecology	1
Paediatrics	1
PICU	1
Grand Total	26

2019/20: 29

Specialty	#
Imaging/X-Ray	8
Obstetrics	3
Urology	3
Ophthalmology, Optometry and Orthoptics	2
A & E	1
Complaints/Patient Experience	1
Dermatology	1
ENT and Audiology	1

External to the Trust	1
Gastroenterology	1
General Surgery	1
Gynaecology	1
Outpatients	1
Paediatrics	1
Theatres including CTS	1
Therapies - Medicine	1
Trauma	1
Grand Total	29

2020/21: 13

Specialty	#
Gastroenterology	2
Nephrology (Renal)	2
A & E	1
Acute Medicine	1
General Surgery	1
Imaging/X-Ray	1
Neurology	1
Obstetrics	1
Oncology	1
Orthopaedics	1
Quality, Safety and Compliance	1
Grand Total	13

3d) Total number of complaints where one of the contributing factors was language barrier

2018/19: 0
2019/20: 2 (Stroke; Urology)
2020/21: 1 (Acute Medicine)

Q9 What is your hospital's policy on allowing multilingual clinicians or administrative staff to perform ad-hoc interpreting for patients?

a) Is this

1) not officially allowed

2) allowed in exceptional circumstances

3) encouraged (alternatively please attach any relevant policies and we will review these ourselves)

A9 Allowed in exceptional circumstances only

Q10 If we would like to engage in conversation with a member of staff in your organisation to discuss the innovation we propose to develop, who would be the most suitable person to approach?

A10 Procurement and Head of Patient Experience

*Please note that any individuals identified do not give consent for their personal data to be processed for the purposes of direct marketing.

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An anonymised copy of this request can be found on the Trust's disclosure log, please note that all requests can be found at the following link: <http://www.uhnm.nhs.uk/aboutus/Statutory-Policies-and-Procedures/Pages/Freedom-of-Information-Disclosure-Log.aspx>

This letter confirms the completion of this request. A log of this request and a copy of this letter will be held by the Trust.

If you have any queries related to the response provided please in the first instance contact my office.

Should you have a complaint about the response or the handling of your request, please also contact my office to request a review of this. If having exhausted the Trust's FOIA complaints process you are still not satisfied, you are entitled to approach the Information Commissioner's Office (ICO) and request an assessment of the manner in which the Trust has managed your request.

The Information Commissioner may be contacted at:

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF or via www.ico.org.uk.

If following review of the responses I can be of any further assistance please contact my secretary on 01782 671612.

Yours,



University Hospitals
of North Midlands
NHS Trust

Jean Lehnert
Data, Security & Protection Manager

