



**University Hospitals
of North Midlands**
NHS Trust

**Royal Stoke University Hospital
Data, Security and Protection**

Newcastle Road
Stoke-on-Trent
Staffordshire
ST4 6QG

Ref: FOIA Reference 2024/25-406

Date: 31st October 2024

Email foi@uhnm.nhs.uk

Dear Sir/Madam

I am writing to acknowledge receipt of your email dated 19th September 2024 requesting information under the Freedom of Information Act (2000) regarding Hospital Translation

Q1 1. Please could you state if your hospital Trust has a specific written policy/guidelines on what should happen when a translator/interpreter is accompanying a patient and they are in a queue for a clinic; specifically in relation to whether the patient and the translator/interpreter are moved forward in the queue? If so, could you provide me with a copy of that policy/guidelines.

NOTE: My understanding is that Trusts have a policy to move the translator/interpreter and their patient to the top of the queue, because the translator/interpreter is being paid for their time and the longer they have to wait the more expensive the process becomes. This question is seeking to see if that is the case at your Trust and whether you have a formal policy/guideline on the issue to save NHS money.

A1 Our Interpreter policy makes no reference to moving patient's ahead in a clinic due to having an interpreter present.

*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.

Yours,



Rachel Montinaro
Data Security and Protection Manager - Records