



Ref: FOIA Reference 2024/25-063

Date: 5th June 2024

Email foi@uhnm.nhs.uk

Dear Sir/ Madam

I am writing to acknowledge receipt of your email dated 23rd April 2024 requesting information under the Freedom of Information Act (2000) regarding translation 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 Does the Trust work with translation services that translate healthcare information communications, e.g. leaflets, letters, posters etc?

A1 Yes

Q2 How many healthcare information leaflets/communications did the Trust produce and print in FYE 2024?

A2 We don't hold the information centrally- see answer 7

Q3 How many of these were translated in multiple languages?

A3 We don't hold the information centrally- see answer 7

Q4 Which languages does the Trust normally translate healthcare information communications into?

A4 See below: Previous leaflets:
Arabic modern standard
Czech
Polish
Punjabi
Romanian
Urdu
Gurajati
Hindi

Q5 How are healthcare information communications delivered to patients that are visually impaired?

A5 See below:
Large font size 16,18,20
Black font on yellow paper
Braille

Q6 What did the Trust spend on translation services for healthcare communications in FYE 2024?

A6 £0

Q7 What did the Trust spend on printing of healthcare communications in FYE 2024?

A7 Section 12 exemption as detailed below:
I can neither confirm nor deny whether the information you have requested is held by the Trust in its entirety. This is because the information requested in this question is not held centrally, but may be recorded in all division/ departmental records. In order to confirm whether this information is held we would therefore have to individually access all division/ departmental records within the Trust and extract the information where it is present. We therefore estimate that complying with your request is exempt under section 12 of the FOI Act: *cost of compliance is excessive*. The section 12 exemption applies when it is estimated a request will take in excess of 18 hours to complete. We estimate that accessing and reviewing all division/ departmental records and then extracting relevant information would take longer than the 18 hours allowed for. In addition to the section 12 exemption the Trust is also applying section 14 (1) exemption: *oppressive burden on the authority*

Q8 Please provide the name of the person responsible for managing the creation of healthcare information communications?

A8 Jessie Dickson * and Becci Pilling*

Q9 Does the Trust offer in-hospital way-finding or signage in any language other than English?

A9 No

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

UHNM NHS Trust is a public sector body and governed by EU law. FOI requestors should note that any new Trust requirements over the EU threshold will be subject to these regulations and will be advertised for open competition accordingly.

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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