

FOI_0431_21/22 – FOI request concerning - Language Translation and Interpreting Services

1. **Please confirm your Trust's overall spending on Translation and Interpreting Services, for each of the financial years:**
 - a) **2018-2019: £316,551**
 - b) **2019-2020: £345,692**
 - c) **2020-2021: £220,569**

2. **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**

Please be advised that a breakdown of the above is not available.

3. **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)**
Solent NHS Trust does not hold this detail of information
 - b) **Please confirm what is the current process for clinical or administrative staff to book:**
 - i. **An in-person / face to face interpreting consultation:** Email/telephone to access the service
 - ii. **A telephone interpreting session:** Email/telephone to access the service
 - iii. **A video interpreting session (for example, via Intranet, digital / app based, phone call):** Email/telephone to access the service
4. **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)?**
Solent have 50 interpreters on bank

b) What languages do they cover?

Please see attached document.



FOI_0431_List of
Languages Feb 2021

c) What is the hourly pay for in-house interpreters?

In line with the relevant hourly rate for the bank member of staff.

5. Do you outsource interpreting services to an external provider? If yes:

a) Which provider(s) do you currently use?

Prestige, Language Line, Bigword, and Sonus

b) Are you able to provide approximate fee / interpreting session for:

i. In-person/face to face interpreting

ii. Telephone interpreting

iii. Video interpreting

This information is being exempt under Section 43(2) of the Freedom of Information Act 2000. This exemption exempts information whose disclosure would, or would be likely to, prejudice the commercial interests of any person (an individual, a company, the public authority itself or any other legal entity) and therefore is being withheld.

6. If you outsource the provision of interpreting services to an external provider, could you please confirm:

a) Whether the provider was contracted via a national framework? If so, which one?

We use a PO to the providers as required.

b) When does the current contract expire?

We use a PO to the providers as required.

c) 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?

No

7. From which budget within your organisation are interpreting services funded? Which staff member/role is responsible for signing off that budget?

Funding arrangements are split across the Trust depending on the usage by individual Service lines.

a) 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)

Lead by the relevant Category Manager in the Commercial Team, supported by the relevant Service lines.

8. If available, could you please provide the following information for the financial years 2018-19, 2019-20, 2020-21:

a) Anonymised list of procedures cancelled due to lack of interpreter for key stages (for example Consent process), including date when procedure was due and date when it was rescheduled (alternatively, if unable to adequately anonymise, 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)

The information being requested is not a mandated field in the reporting of this activity and therefore a complete centrally record is not held by the Trust. In order to provide this information, we would need to do a cross match against the reporting information and the individuals medical records. As a result of this, this part of your FOI Request is being exempt under S12 of the FOI Act 2000 and therefore we are unable to provide this information.

b) Anonymised list of outpatient appointments cancelled due to lack of interpreter, including date when procedure was due and date when it was rescheduled (alternatively, if unable to adequately anonymise, 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)

The information being requested is not a mandated field in the reporting of this activity and therefore a complete centrally record is not held by the Trust. In order to provide this information, we would need to do a cross match against the reporting information and the individuals medical records. As a result of this, this part of your FOI Request is being exempt under S12 of the FOI Act 2000 and therefore we are unable to provide this information.

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

The information being requested is not centrally recorded by the Trust and would require a manual trawl of our records. As a result of this, this part of your FOI Request is being exempt under S12 of the FOI Act 2000 and therefore we are unable to provide this information.

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

The information being requested is not centrally recorded by the Trust and would require a manual trawl of our records. As a result of this, this part of your FOI Request is being exempt under S12 of the FOI Act 2000 and therefore we are unable to provide this information.

9. 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)

The Trust use the services as described in this response.

- 10. 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?**

Sue Wareham – Head of Strategic Procurement