

Freedom of Information Request

Ref: 21-390

3 August 2021

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:

- We can confirm that we hold some the information you are requesting

1. Please confirm your Trust's overall spending on Translation and Interpreting Services, for each of the financial years:

- a. **2018-19** - £389,747
- b. **2019-2020** - £412,139
- c. **2020-2021** - £269,623

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)**

	Face to face spoken and non-spoken language interpreting	Telephone interpreting	Written translation	Video interpreting
2020/21	£146,740	£44,710	£9,093	£11,567
2019/20	£378,134	£21,728	£11,523	£754
2018/19	£355,057	£16,070	£18,515	£105

e. Breakdown of spending between inpatient vs outpatient services

We are unable to provide a breakdown of this information.

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).**

Due to changes in suppliers and incomplete management information, we are only able to provide the number of in person/face to face interpreting sessions broken down by language for 2020/21:

<u>Language</u>	<u>Total</u>
Albanian	26
Amharic	8
Arabic	729
Bahasa Indonesia	3
Bengali	113
Bosnian	3
BSL	487
Bulgarian	123
Cantonese	77
Croatian	9
Czech	34
Dari	1
Farsi (Persian)	58
French	62
Fula (Fulani, Pulaar, Peulh, Ffulfulde)	2
Georgian	3
German	6
Greek	11
Gujarati	10
Hindi	27
Hungarian	58
International Sign Language	1
Italian	64
Kurdish / Kurdish Sorani	58
Kurdish Badini	46
Kurdish Botani	1
Kurdish Kurmanji	1
Latvian (Lettish)	4
Lithuanian	42
Malayalam	1
Mandarin	106
Mandinka (Mande, Manding, Mandingo, Mandingue, Mandingue, Socé)	9
Mirpuri (Pahari, Pahari-Pothowari, Pothohari, Potohari, Potwari)	1
Nepali	6
Oromo (Afan)	1

Other	2
Pashtu	40
Polish	503
Portuguese	145
Punjabi	91
Romanian	297
Russian	125
Sinhalese	6
Slovak	36
Slovenian	1
Somali	575
Soninke	3
Spanish	88
Sylheti	9
Tagalog (Filipino)	3
Tamil	17
Thai	4
Tigrinya	29
Turkish	65
Twi	2
Ukrainian	2
Urdu	172
Vietnamese	32
Wolof	7

a. Please confirm what is the current process for clinical or administrative staff to book:

i. An in-person / face to face interpreting consultation

online booking portal, telephone or email

ii. A telephone interpreting session

on demand or pre booked via email, telephone or online booking portal

iii. A video interpreting session

(for example, via Intranet, digital / app based, phone call)

on demand or pre booked via email, telephone or online booking portal

4. Do you employ your own in-house / face-face interpreters? If yes:

Yes

a. How many interpreters do you have on payroll (breakdown by substantive and bank)?

27 Interpreters working on the bank on a temporary contract, we do not employ any interpreters on a substantive basis

b. What languages do they cover?

Spanish , Catalan, French, Lithuanian, Arabic, Kurdish (Kurmanji), Arabic, Mandarin, Romanian, German, Cantonese, Slovak, Czech, Polish, Serbian + Hungarian, Punjabi, Urdu + Hindi, Tamil, Bengali, Italian, Russian, Ukranian, Belaruse, Bulgarian, Turkish, Portuguese and Latvian

c. What is the hourly pay for in-house interpreters

£14.02

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

Yes

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

DA Languages (external face to face spoken language interpreting, telephone interpreting and translation) and Sign Solutions (Non-spoken interpreting)

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

i. In-person/face to face interpreting

ii. Telephone interpreting

iii. Video interpreting

We are unable to provide approximate fees as this information remains confidential due to commercial sensitivity under Section 43. 2 of the Freedom of Information Act. Information is exempt information if it prejudices commercial interests.

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?

Yes, Crown Commercial Services Framework

b. When does the current contract expire?

End date of Call off Initial Period - 31/10/2022

End date of Call off Extension Period - 31/10/2023 for all contracts

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?

Our understanding is that there is not an exclusivity clause; however, the purpose of the Trust having the contract in place is to standardise the service offering, aide staff in accessing the appropriate services and eradicate the use of multiple suppliers, which caused additional admin work and pricing queries. At this time the Trust is not looking to engage any additional supplier or suppliers for Interpreting services, however, perhaps you may be in a position to bid when we next go out to tender.

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

Individual departments fund their own cost of interpreting services. Budget holders for individual budgets are responsible for signing off costs against each budget.

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).

Chief Nurse, Director of Finance and Information, Head of Quality and Patient Experience, Patient Experience Manager and Patient Experience and Regulatory Compliance Coordinator.

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)

We do not hold 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)

We do not hold this information

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

2018/19 – 39

2019/20 – 69

2020/21 – 27

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

2018/19 – 9

2019/20 – 5

2020/21 – 2

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)

Allowed in exceptional circumstances

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?

Anna Horton – Patient Experience and Regulatory Compliance Coordinator

anna.horton@uhbw.nhs.uk

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 and Weston 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

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Yours sincerely

Freedom of Information Team
University Hospitals Bristol and Weston NHS Foundation Trust