

Freedom of Information Request

Ref: 21-632

16 December 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 do hold 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) 2018-2019:**
 - b) 2019-2020:**
 - c) 2020-2021:**

 - 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**

 - 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)**
 - 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):**

 - 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)?

b) What languages do they cover?

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

5. 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

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?

b) When does the current contract expire?

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?

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

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 the date when the 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)

b) 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 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)

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

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

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)

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?

We are able to obtain this information however we have decided to apply Section 21 of the FOIA as this information is reasonably accessible in the public domain on the following link: https://www.uhbw.nhs.uk/assets/1/21-390_response.pdf

Section 21 of the FOIA provides that we are not obliged to provide the requested information is already reasonably accessible and therefore we are withholding this information at this time

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

Please note that this letter and the information included/attached will be published on our website as part of the Trust's Freedom of Information Publication Log. This is because information disclosed in accordance with the Freedom of Information Act is disclosed to the

public, not just to the individual making the request. We will remove any personal information (such as your name, email and so on) from any information we make public to protect your personal information.

To view the Freedom of Information Act in full please click [here](#).

Yours sincerely

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