

**Freedom of Information Request**

**Ref: 24-368**

25 April 2024

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. Does the trust work with translation services that translate healthcare information communications, e.g. leaflets, letters, posters etc?**
  - 2. How many healthcare information leaflets/communications did the trust produce and print in FYE 2024?**
  - 3. How many of these were translated in multiple languages?**
  - 4. Which languages does the trust normally translate healthcare information communications into?**
  - 5. How are healthcare information communications delivered to patients that are visually impaired?**
  - 6. What did the trust spend on translation services for healthcare communications in FYE 2024?**
  - 7. What did the trust spend on printing of healthcare communications in FYE 2024?**
  - 8. Please provide the name of the person responsible for managing the creation of healthcare information communications?**
  - 9. Does the trust offer in-hospital way-finding or signage in any language other than English?**

We are now in the process of moving to an official tender for the future delivery of this service and associated contract and we are currently unable to release any information regarding this until after the award has been approved.

By releasing any information during this period will unduly bias a potential bidder over the rest of the supplier pool and would be in conflict with the Public Contract Regulations 2015. This is commercially sensitive information and will not be shared at an organisational level. Section 43 of the FOI Act provides that information is exempt if its disclosure would, or would be likely to prejudice the commercial interests of any person. 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:

Data Protection Officer  
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**