

Freedom of Information Request

Ref: 24-949

20 December 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

In the past 12 months, please confirm

1) The number of written translation requests and how many were met (e.g. January 2023 – 2 requests / 2 met)

1st November 2023 – 31st October 2024: 308 requests. We do not have a breakdown of the number of filled versus unfilled requests for this.

2) The number of pre-booked telephone interpretation requests and how many were met?

There were 0 pre booked telephone interpreting requests as this service was not offered by our previous spoken language translating and interpreting supplier.

3) The number of on-demand telephone interpretation requests and how many were met?

1st November 2023 – 31st October 2024:

Requests: 15,304

Met: 14,320

4) The number of face-to-face interpretation requests and how many were met?

1st November 2023 – 31st October 2024:

Requests: 11,289

Met: 9,771

5) A breakdown of the number of Face to Face Interpreter requests by language (e.g. January 2023: Polish 80 / Romanian 62 / Bulgarian 50 / Urdu 22 etc for each language each month)

Please see attached table.

6) What % of Face to Face Interpreter requests were met?

1st November 2023 – 31st October 2024:

Met: 86.55%

7) How many Interpreters Did Not Attend their appointments?

1st November 2023 – 31st October 2024:

Interpreter DNAs: 79

8) How many patients did not attend their appointment?

61,770 patients did not attend their appointment in the period 1st December 2023 – 30th November 2024

9) How many patients who did not attend appointments needed an interpreter?

1st November 2023 – 31st October 2024:

Patient DNAs: 544

10) How many bookings were cancelled by patients last minute?

1st November 2023 – 31st October 2024:

Patient Cancellations: our interpreting data shows that there were 190 interpreter bookings cancelled by patients, there is no timescale data for this, so “last minute” cancellations cannot be differentiated.

11) What was the total spending for the year across all interpretation and translation services?

1st November 2023 – 31st October 2024:

Total Spend: £587,801.72

12) Who is the incumbent provider for the Trust?

Word 360 for spoken language translating and interpreting services

13) When did the current contract come into effect?

1st November 2024

Please note, the information that has been provided is just for spoken language translating and interpreting services as we are currently out to tender for non-spoken interpreting provision so will be unable to provide 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