

5 Comms Team FOI_1664_2023-24 – FOI Request concerning Translation of Healthcare Information.

- 1. Does the trust work with translation services that translate healthcare information communications, e.g. leaflets, letters, posters etc?**
Yes – this is done upon request.
- 2. How many healthcare information leaflets/communications did the trust produce and print in FYE 2024?**
Please be advised that the Trust does not hold this level of information and therefore unable to provide this information.
- 3. How many of these were translated in multiple languages?**
Please refer to Q1
- 4. Which languages does the trust normally translate healthcare information communications into?**
This information is not held at this level by the Trust.
- 5. How are healthcare information communications delivered to patients that are visually impaired?**
Please refer to Q1
- 6. What did the trust spend on translation services for healthcare communications in FYE 2024?**
Please be advised that the Trust only holds the total costs of interpreting and translation services, which includes both patient assisted interpretation and translations for clinical appointments, as well as patient literature and therefore we are unable to provide the information you are requesting at this level.
- 7. What did the trust spend on printing of healthcare communications in FYE 2024?**
Please be advised that the Trust only holds information on printing, we are unable to identify only healthcare communication costs.
- 8. Please provide the name of the person responsible for managing the creation of healthcare information communications?**
Catherine Morrow – Interim Head of Communications
- 9. Does the trust offer in-hospital way-finding or signage in any language other than English?**
Yes in some locations.