

Information Governance

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17th June 2022

Our reference: FOI DA4203

I am responding to your request for information received **17th February 2022**. I am sorry for the delay in responding to your request. This has been treated as a request under the Freedom of Information Act 2000.

I am now enclosing a response which is attached to the end of this letter. Please do not hesitate to contact me on the contact details above if you have any further queries.

Yours sincerely,



Shuchi Joshi

Senior Information Governance Coordinator – Information Rights

If you are dissatisfied with the Trust's response to your FOIA request then you should contact us and we will arrange for an internal review of this decision.

If you remain dissatisfied with the decision following our response to your complaint, you may write to the Information Commissioner for a decision under Section 50 of the Freedom of Information Act 2000. The Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Tel: 0303 123 1113
Web: www.ico.org.uk

Please note that the data supplied is not allowed to be re-used and/or published without the explicit consent of East London NHS Foundation Trust. Please contact the signatory to request permission if this is your intention

Request:

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



We promise to work together creatively to: learn 'what matters' to everyone, achieve a better quality of life and continuously improve our services.
We care . We respect . We are inclusive

Chief Executive: Paul Calaminus
Interim Chair: Eileen Taylor

Answer:

Year	Cost
2018-19	£ 853,995.02
2019-2020	£ 962,069.10
2020-2021	£794,520.42
Total	£2,610.584.54

Question 2: If available, for the financial years specified in Question 1, please provide a breakdown of:

- Total spend on in-person/face to face interpreting**
- Total spend on written translation**
- Total spend on video interpreting**
- Breakdown of spending between inpatient vs outpatient services**

Answer: Section 1(1) of the Freedom of Information Act 2000 states:

Any person making a request for information to a public authority is entitled—
 (a) to be informed in writing by the public authority whether it holds information of the description specified in the request, and
 (b) if that is the case, to have that information communicated to them.

The Trust does not record spend broken down by the type of service. We are therefore unable to provide this information.

Question 3a: 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)

Answer: Section 1(1) of the Freedom of Information Act 2000 states:

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 (a) to be informed in writing by the public authority whether it holds information of the description specified in the request, and
 (b) if that is the case, to have that information communicated to them.

The Trust does not record this information and is therefore unable to provide it.

Question 4b: 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)

Answer: Each service will request interpreting services from Newham Language Shop as and when this is required.

Question 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?

Answer: The Trust does not employ its own in house / face to face interpreters.

Question 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

Answer: The Trust outsources its interpreting services to Newham Language Shop.

Question 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?

Answer: a) No Framework
b) 31/03/2024
c) No

Question 7: From which budget within your organisation are interpreting services funded?

Which staff member/role is responsible for signing off that budget?

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)

Answer: The Trust does not have a central interpreting budget. Each Directorate will assume the costs associated with interpreting services from their individual budgets.

Question 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)

Procedures Average

Cancelled Delay

2018/19

2019/20

2020/21

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)

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

2018/19

2019/20

2020/21

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

2018/19

2019/20

2020/21

Answer: Section 1(1) of the Freedom of Information Act 2000 states:

*Any person making a request for information to a public authority is entitled—
(a) to be informed in writing by the public authority whether it holds
information of the description specified in the request, and
(b) if that is the case, to have that information communicated to them.*

East London NHS Foundation Trust is primarily a Mental Health Trust and does not provide the services described in question eight, therefore we cannot provide the information.

Question 9: What is your hospital's policy on allowing multilingual clinicians or administrative staff to perform ad-hoc interpreting for patients?

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)**

Answer: Staff members who do not have an accredited interpreting qualification may be used to identify language or to help communicate basic information e.g. personal history, menu choices etc. but this must be with the consent of the service user. Complex clinical information, medical terminology or decisions made about clinical care should always be done through a qualified interpreter, except in an emergency. Consideration should also be given to matching gender and age of the interpreter with the service user or carer. Registered medical, nursing and Allied Health Professional staff may interpret on medical matters if they are fluent in the language concerned.

Question 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?

Answer: Dr Mohit Venkataram
Executive Commercial Director