

Date: Friday, 06th August 2021
Our Ref: MB/SS FOI 4814

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Re: Freedom of Information Request FOI 4814

We are writing in response to your request submitted under the Freedom of Information Act, received in this office on 16th July 2021.

Your request was as follows:

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

a. 2018-19

b. 2019-2020

c. 2020-2021

a. 2018-19 - £37,104.01

b. 2019-2020 - £55,388.08

c. 2020-2021 - £52,177.55

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

I can confirm in accordance with Section 1 of the Freedom of Information Act 2000 (FOIA) that we do not hold the information you have requested. The Walton Centre NHS Foundation Trust can confirm the cost for interpreting and translation services are included together and are not split up into the categories you have requested therefore we are unable to provide the breakdown for your requests.

Under the FOI Act, we are not required to create this information in order to answer your request. I should explain that the FOI Act is to do with transparency of information held by public authorities. It gives an individual the right to access recorded information held by public authorities. The FOI Act does not require public authorities to generate information, or to answer questions, provide explanations or give opinions, unless this is recorded information that they already hold.

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)

a. 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)

a. Please see attached breakdown by language for total number of in-person/face to face interpreting sessions booked for Sept '18 – Sept' 20.

I can confirm in accordance with Section 1 of the Freedom of Information Act 2000 (FOIA) that we do not hold the information such as breakdown of service and to which clinical area they relate to, Therefore we cannot provide this information.

Under the FOI Act, we are not required to create this information in order to answer your request. I should explain that the FOI Act is to do with transparency of information held by public authorities. It gives an individual the right to access recorded information held by public authorities. The FOI Act does not require public authorities to generate information, or to answer questions, provide explanations or give opinions, unless this is recorded information that they already hold.

i. face to face patients are booked and emailed to beacon languages who will advise if interpreter available etc. they will then attend OPD for this appointment. ii. We cannot currently offer interpreters for telephone consults. iii. Virtual video patients are booked in same way as face to face patients, the only difference being we send the video information to join a three way consultation with clinician and patient.

- i. face to face patients are booked and emailed to beacon languages who will advise if interpreter available etc. they will then attend OPD for this appointment.
- ii. We cannot currently offer interpreters for telephone consults.
- iii. Virtual video patients are booked in same way as face to face patients, the only difference being we send the video information to join a three way consultation with clinician and patient.

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

4. The Walton Centre NHS Foundation Trust (WCFT) can confirm we do not employ our own in-house / face to face interpreters.

5a. WCFT can confirm we use the below services when required:

- Absolute Translations Ltd
- Action On Hearing Loss
- Beacon Languages
- Language Line
- Prestige Network Ltd

5b. WCFT can confirm the approximate fee for:

- In-person/face to face interpreting - £23 p/h
- Telephone interpreting - We cannot currently offer interpreters for telephone consults
- Video interpreting - £30 p/h

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?

WCFT can confirm we do not have a contract in place for interpreting services.

The Trust is currently part of a collaborative framework tender, due to be awarded in the next couple of months.

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)

7. WCFT can confirm the medical records department are responsible for the budget of interpretation services.

7a. WCFT can confirm the stakeholders involved in the decision of interpretation services are:

- Medical Records
- Finance Department
- Procurement Department
- Patient Experience Department.

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)

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

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

8. I can confirm in accordance with Section 1 of the Freedom of Information Act 2000 (FOIA) that we do not hold the information as we don't have cancellations recorded for the reason below or have the data sets to capture if language barrier is a contributory factor of an incident, Therefore we cannot provide this information.

Under the FOI Act, we are not required to create this information in order to answer your request. I should explain that the FOI Act is to do with transparency of information held by public authorities. It gives an individual the right to access recorded information held by public authorities. The FOI Act does not require public authorities to generate information, or to answer questions, provide explanations or give opinions, unless this is recorded information that they already hold.

8d. I confirm that The Walton Centre NHS Foundation Trust holds the information you have requested. However, I am unable to provide you with that information as I consider that the following exemptions apply to it:

Section 40 (2) - Third Party Data

This information is exempt from disclosure under Section 40(2) of the Freedom of Information Act 2000 (FOIA), due to the minimal number of patients identified, and in answering your query may lead to the undue stress of families and patients as this information may still lead to patients being identified. Therefore this information has not been released for reasons of confidentiality.

This exemption is not subject to the public interest test. This response therefore acts as a refusal notice under section 17 of the FOIA.

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)

WCFT can confirm as part of Trust policy we do not allow multilingual clinicians or administrative staff to perform ad-hoc interpretation for any patients.

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?

WCFT can confirm this would be the procurement and contract manager. However WCFT does not disclose individual staff members contact details. You can write to staff using the address above or alternatively email asking for your correspondence to be forwarded on.

Please see our response above in [blue](#).

Re-Use of Public Sector Information

All information supplied by the Trust in answering a request for information (RFI) under the Freedom of Information Act 2000 will be subject to the terms of the Re-use of Public Sector Information Regulations 2005, Statutory Instrument 2005 No. 1515 which came into effect on 1st July 2005.

Under the terms of the Regulations, the Trust will licence the re-use of any or all information supplied if being used in a form and for the purpose other than which it was originally supplied. This license for re-use will be in line with the requirements of the Regulations and the licensing terms and fees as laid down by the Office of Public Sector Information (OPSI). Most licenses will be free; however the Trust reserves the right, in certain circumstances, to charge a fee for the re-use of some information which it deems to be of commercial value.

Further information can be found at www.opsi.gov.uk where a sample license terms and fees can be found with guidance on copyright and publishing notes and a Guide to Best Practice and regulated advice and case studies, at www.opsi.gov.uk/advice/psi-regulations/index.htm

If 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 the Freedom of Information Office at the address above.

Please remember to quote the reference number, FOI 4814 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 Commissioners Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Yours sincerely

Mike Burns

Mr. Mike Burns, Executive Lead for Freedom of Information