

Date: Monday, 24th June 2024  
Our Ref: MB/CM FOI 6334

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**Re: Freedom of Information Request FOI 6334**

We are writing in response to your request submitted under the Freedom of Information Act, received in this office on 28th May 2024.

Your request was as follows:

Does the trust work with translation services that translate healthcare information communications, e.g. leaflets, letters, posters etc?

Yes, the Walton Centre NHS Foundation Trust use DA Languages to provide translation and interpretation services.

How many healthcare information leaflets/communications did the trust produce and print in FYE 2024?

The WCFT do not have this information as these are produced as part of a bulk corporate printing bundle.

How many of these were translated in multiple languages?

All patient information leaflets are available in multiple languages.

Which languages does the trust normally translate healthcare information communications into?

Most leaflets are available in Arabic, Chinese, Farsi, French, Polish, Punjabi, Somali, Urdu and Welsh.

How are healthcare information communications delivered to patients that are visually impaired?

Depends on individual needs (can organise to have in large font, braille as required)

What did the trust spend on translation services for healthcare communications in FYE 2024?

The contract value for DA Languages for 23/24 was £94,058.71.

What did the trust spend on printing of healthcare communications in FYE 2024?

This cost is included within the DA Languages contract.

Please provide the name of the person responsible for managing the creation of healthcare information communications?

Patient Information Panel - The Walton Centre NHS Foundation Trust does not disclose individual staff members contact details. You can write to staff using the address above or alternatively email [wcft.enquiries@nhs.net](mailto:wcft.enquiries@nhs.net) asking for

[your correspondence to be forwarded on.](#)

Does the trust offer in-hospital way-finding or signage in any language other than English?

[The WCFT have signage in Welsh within the Trust.](#)

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](http://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](http://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 6334 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 by:

Post: Information Commissioners Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Online: <https://ico.org.uk/make-a-complaint/foi-and-eir-complaints/>

Telephone: 0303 123 1113

Yours sincerely

*Mike Burns*

**Mr. Mike Burns, Executive Lead for Freedom of Information**