

HSJ Inquiry: Translation services FOI Request 077

Response from Luton and Dunstable University Hospital & Bedford Hospital

For the financial years 2015-16, 2016-17, 2017-18, 2018-19, and 2019-20, please provide the following information:

1. How much your Trust has spent on translation/interpreter services (on both telephone and face-to-face and including British Sign Language)?

Interpretation costs Bedfordshire Hospitals NHS Foundation Trust

The Trust is unable to provide separate written translation costs for each of the 5 years and so the chart that follows includes all interpretation and translation costs:

Telephone, Face to Face (Incl. non-spoken BSL) interpretation costs – plus written translation costs - Years ending	SUM TOTAL
Mar-16	£164K
Mar-17	£214K
Mar-18	£279K
Mar-19	£319K
Mar-20	£419K

2. How much your trust has spent on the translation of written information for patients or carers?

The figures in the chart below show the translation costs information the Trust has for y/e March 2019 and March 2020. These sums are included in the total interpretation and translation costs above.

Written Translation costs - Year ending	SUM TOTAL
Mar-16	N/a
Mar-17	N/a
Mar-18	N/a
Mar-19	£2.5K
Mar-20	£9K

3. How much your trust has spent on the employment of translators/interpreters, and which languages these employees covered?

The Trust does not employ Translators or interpreters

4. How much your trust has spent on employing advocates for non-English speakers?

The Hospitals do not employ advocates for non-English speakers

5. What was the average waiting time for a consultation with an interpreter after initial request for interpreter services (for both telephone and face-to-face appointments)?

This has too many variables and is not recorded. The date for an appointment may be made well in advance or on demand on the day. There generally needs to be a good lead in date / time to be assured of a non-spoken BSL interpreter as they are in high demand and tight supply.

The Trust measures fill rates which are circa 97%.

6. Which company does the trust use for interpretation services?

DA Languages

If any of the above information exceeds the cost threshold stipulated in the FOI Act, please advise on how the questions can be refined.