

Freedom of Information Team
Post Room
Queen Alexandra Hospital
Southwick Hill Road
Portsmouth
Hampshire
PO6 3LY

Date: 17/09/2021

Ref: 21-22 217

Freedom of Information request

Firstly, please accept our sincere apologies for the delay in responding to you.

Thank you for your request for information under the Freedom of Information Act 2000, which was received by the Trust on 16/07/2021. Please see responses to your requests below.

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

2018-2019	£98k including VAT
2019-2020	£150k including VAT
2020-2021	£118k including VAT

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

Unfortunately, the Trust are unable to provide this level of detail. The Trust is only able to provide total interpreting costs, we do not breakdown these costings to specific types of translation.

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)

There were a total of 1708 interpreting sessions booked. Please see break down attached below.



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- b. Please confirm what is the current process for clinical or administrative staff to book:

- i. **An in-person / face to face interpreting consultation** – All in person/face to face consultations are booked via the providers online booking system or telephone.
- ii. **A telephone interpreting session** – All telephone interpreting sessions are booked via the providers online booking system or telephone.
- iii. **A video interpreting session** - All video interpreting sessions are booked via the providers online booking system or telephone.

(for example, via Intranet, digital / app based, phone call)

4. Do you employ your own in-house / face-face interpreters? No.

If yes:

- a. **How many interpreters do you have on payroll (breakdown by substantive and bank)?** Not Applicable.
- b. **What languages do they cover?** Not Applicable.
- c. **What is the hourly pay for in-house interpreters?** Not Applicable.

5. Do you outsource interpreting services to an external provider? Yes.

If yes:

- a. **Which provider(s) do you currently use?** The Trust's external provider is DA Languages.
- b. **Are you able to provide approximate fee / interpreting session for:**
 - i. **In-person/face to face interpreting**
 - ii. **Telephone interpreting**
 - iii. **Video interpreting**

This information is considered commercially sensitive and is therefore exempt under section 43 of the Freedom of Information Act 2000.

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?**
Yes, DA Languages was contracted via the Crown Commercial Language Services national framework.
- b. **When does the current contract expire?**
The DA Languages contract was due to expire on 31st October 2019, however, this contract has now been extended and is due to expire on the 31st October 2021.
- 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?**
No.

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)**
The contract is managed by the Trust's Patient Experience Team which is part of the Clinical Standards Corporate Service and is overseen by the Director of Nursing.

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)**

Year	Number of Procedures
2018/19	<5
2019/20	<5
2020/21	<5
2021/22	April – August 8

FY	Time Delay	Specialty	Procedure Count
2021/22	41	Oral	1
2021/22	70	Cardiology	1
2021/22	1	Cardiology	1
2021/22	To be dates	Oral	1
2021/22	38	Cardiology	1
2021/22	40	Urology	1
2021/22	8	Gastro	1
2021/22	12	Vascular	1
Total cancellations			8

We are unable to provide precise figures when there are five or less due to the risk that individuals may be identified, as we are required to protect their identity under the Data Protection Act.

In such circumstances sections 40(2) and (3) of the Freedom of Information Act apply. In this case, our view is that disclosure would breach the first data protection principle. This states that personal data should be processed fairly and lawfully. It is the fairness aspect of this principle which, in our view, would be breached by disclosure.

- 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)**

Year	Number of Procedures
2018/19	<5
2019/20	<5
2020/21	9
2021/22	<5

We are unable to determine whether the outpatient appointment was for a procedure or initial advice.

FY	Time Delay	Specialty	Procedure Count
2020/21	370	Ophthalmology	-
2020/21	Discharged	Gastro	-
2020/21	315	Ophthalmology	-
2020/21	Seen as inpatient	Dietetics	-
2020/21	70	Dietetics	-
2020/21	60	ENT	-
2020/21	Discharged	Cardiology	-
2020/21	21	Audiology	-
2020/21	21	Audiology	-
Total cancellations			9

We are unable to provide precise figures when there are five or less due to the risk that individuals may be identified, as we are required to protect their identity under the Data Protection Act.

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

Year	Incidents
2018/19	2
2019/20	1
2020/21	1

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

Year	Complaints
2018/19	0
2019/20	0
2020/21	1

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)

The preferred method of interpreting would always be to contact DA Languages. In emergency circumstances the policy does not specifically state that staff cannot interpret, however the reasons it would not routinely be used would be the same as those listed in the policy for family members and relatives around the level of competence and medical terminology.

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?

Head of Patient Experience – Beverly Watson
 Email: beverley.watson@porthosp.nhs.uk

Please accept this letter as completion of your request. Please note that copies of this request will be held on file for three years before being confidentially destroyed.

If you are dissatisfied with the outcome of your request, please contact our Head of Information Governance on Information.Governance@porthosp.nhs.uk or write to the above address and we will conduct an internal review. Upon review, if you are still dissatisfied, you may appeal our decision by contacting the Information Commissioner's Office; for more information, please visit the [ICO's website](#).

Please be aware, if we do not receive an appeal within 30 days of you receiving this letter, we will assume that you are satisfied with our response. If you have any further queries, please do not hesitate to contact us.

Yours sincerely

Freedom of Information Team