

NHS Wirral Clinical Commissioning Group
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Re: Freedom of Information Request

Thank you for your request for information made under the Freedom of Information Act 2000 which was received by the Corporate Affairs Team on Friday 26th May 2017.

You Asked for:

Can I request the following please, who does the CCG use for Translations and Interpreter's. Which individual is responsible for deciding this?

Our Response:

NHS Wirral Clinical Commissioning Group (CCG) has a contract with Wirral Multicultural Organisation to provide a Translation & Interpretation Service (T&IS) verbal and written if necessary for members of the BME community, who cannot easily communicate in the English language and require help accessing health services and translation & interpretation at health appointments. Acceptance by the service for translation and interpretation support will be in line with the criteria set out in the service specification.

However, for all contracts held by NHS Wirral CCG and in line with the service conditions detailed in the standard NHS contract, Contracted Providers of NHS services must provide appropriate assistance and make reasonable adjustments for Service Users, Carers and Legal Guardians who do not speak, read or write English or who have communication difficulties (including hearing, oral or learning impairments).

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