

Our Ref: ID1321

Re: Freedom of Information Request

Thank you for your request for information made under the Freedom of Information Act 2000 which was received into this office on the 31st January 2019.

You Asked for:

For the last 3 financial years, please could you provide the following:

1. What suppliers have the Trust been using for Interpretation Services?

NHS Wirral Clinical Commissioning Group (CCG) commissions the Wirral Multicultural Organisation (WMO) to provide verbal and written translation and interpretation services to members of the Black, Asian and Minority Ethnic (BAME) community who struggle to communicate in English and who have limited understanding of how to access and use Primary Care Services.

Action on Hearing Loss is also commissioned to provide British Sign Language (BSL) services for patients accessing Primary Care Services.

In addition, NHS Wirral CCG commission the Wirral Society Blind & Partially Sighted (WSBPS) to provide accessible information produced in Braille, large print and audio format; the service is available to wider community health care providers to ensure they have access to provide information to blind and partially sighted patients/clients.

For information in relation to other commissioned organisations that offer interpretation services such as Wirral Community NHS Foundation Trust; Cheshire & Wirral NHS Partnership Trust and Wirral University Teaching Hospital NHS Foundation Trust please contact these providers directly. I have provided their contact details below for your convenience:

Wirral Community NHS Foundation Trust

wcnt.foi@nhs.net

Cheshire Wirral Partnership NHS Partnership Trust

FOI@cwp.nhs.uk

Wirral University Teaching Hospital NHS Foundation Trust

2. Could you provide the total annual spend for interpreter services in each of the past 3 financial years to date as well as broken down by language / BSL?

Unfortunately, NHS Wirral CCG does not have the breakdown requested by language / BSL. Please see below the detail of the annual spend.

£	
15/16	70,452
16/17	75,292
17/18	72,278

3. Which languages did the interpreters support the Trust with?

a. Please list each language in order of highest to lowest in terms of use/bookings

WMO offer support in the following languages:

- Albanian
- Arabic
- Bengali
- Chinese
- Farsi
- German
- Hindi/Punjabi
- Hungarian
- Iranian
- Indian
- Lebanese
- Kurdish
- Pashtu
- Persian
- Polish
- Portuguese
- Romanian
- Russian
- Slovakian
- Tamil
- Turkish
- Thai
- Urdu
- Vietnamese
- Bulgarian
- Spanish

b. Please list how many times/bookings the interpreters worked for you in each language

The following information is the latest information the CCG has available and covers the period April 2018-December 2018:

Chinese	472
Bengali	421

Arabic	319
Polish	241
Farsi	81
Tamil	55
Kurdish	51
Romanian	31
Urdu	26
Turkish	21
Albanian	17
Slovakian	15
Hungarian	14
Persian	9
Vietnamese	6
Hindi/Punjabi	5
Spanish	4
Iranian	3
Pashtu	3
Russian	3
Portuguese	2
Thai	2
Bulgarian	2
German	1
Indian	1
Lebanese	0

WMO employs 6 internal interpreters and utilise 10 external interpreters.

Unfortunately, NHS Wirral CCG is unable to provide a breakdown of how many times each interpreter has been booked per language.

We hope this information is useful, however if you require any further information please do not hesitate to contact a member of the Corporate Affairs Team (contact details at the top of this letter)

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