



Request under Freedom of Information Act 2000

Request Ref: NGFOI 18/19: 366

Thank you for your request for information received at Northampton General Hospital NHS Trust (NGH) on 04/10/2018.

I am pleased to be able to provide you with the following information:

1. *For 2017 - Please state the number of interpreters for non-English-speaking users and the name of each hospital.*

We do not have individual interpreters in place. We have a contract with an interpreting and translating provider who provides both face to face and telephone interpreting for Northampton General Hospital.

2. *How many interpreters are available at Northampton General Hospital NHS Trust (NGH) in each of your hospitals and do they attend to 999 emergency call outs?*

We do not have individual interpreters in place. We have a contract with an interpreting and translating provider who provides both face to face and telephone interpreting for Northampton General Hospital. Interpreters are booked by staff when the need is recognised. Depending on availability then interpreters do attend emergency calls or at the weekend or evenings.

3. *How long in advance are interpreters booked? And how long in advance for interpreting companies?*

As soon as staff recognise the need for an interpreter one is booked. Depending on availability, interpreters attend when requested.

4. *How many medical appointments has been cancelled and delayed due to interpreters being unavailable last year?*

I can confirm on behalf of the Trust and in accordance with S.1 (1) of the Freedom of Information Act 2000 (FOIA) that we do not hold the information that you have requested.

5. *How much cost is involved to hire an interpreter?*

There are variations in costs for individual interpreters. The cost of travel is also taken into consideration. The Trust spent £110,581 on interpreting and translating services from April 2017 to March 2018

6. *If interpreters are not available, what policies or procedures do your hospitals have in regarding dealing with emergencies and treatment concerning non-English-speaking users?*

Good practice dictates that interpreters are in place, but in emergency situations then family or staff members can be used. This should be clearly documented in the clinical records. This is advised within NGH's Interpreting, Translating and Language Support Services Policy

7. *What are the total:*

- *number of hours spent undertaking interpreting and translating jobs during 2017?*

I can confirm on behalf of the Trust and in accordance with S.1 (1) of the Freedom of Information Act 2000 (FOIA) that we do not record the information that you have requested.

- *cost of translating and interpreting jobs during 2017?*

From April 2017 to March 2018 the Trust spend £110,581 on interpreting and translating services.

- *Number of cases bilingual family / friends' members of patients who helped to communicate with medical staff by interpreting last year?*

I can confirm on behalf of the Trust and in accordance with S.1 (1) of the Freedom of Information Act 2000 (FOIA) that we do not record the information that you have requested.

- *cases recorded of interpretation errors using professional interpreter and family/friends of the patients in NHS Trust in the past?*

There have been no cases reported