



Request under Freedom of Information Act 2000

Request Ref: NGFOI 17/18: 121

Thank you for your request for information received at Northampton General Hospital NHS Trust (NGH) on 26/06/17 and I am pleased to be able to provide you with a response.

1. *How many BSL interpreters are available at each of your hospitals to attend 999 callouts involving deaf people, and to translate for patients inside hospital (please state the number of interpreters and the name of each hospital, if possible)?*

The Trust has a contract in place with the BigWord who provides interpretation and translation services. This is a national organisation which provides BSL interpreters when requested by staff as per the Interpreting, Translation and Language Support Policy.

2. *If BSL interpreters **are** available, how much did these cost last year (January to December)?*

There were 155 face to face contacts at the Trust for patients who required BSL interpreters for the last financial year. This cost £18,390.

3. *If BSL interpreters **are not** available, what policies or procedures do your hospitals have regarding dealing with emergencies and treatment concerning deaf BSL users?*

Not applicable

4. *The list of hospitals in which you operate as an organisation.*

Northampton General Hospital NHS Trust including Danetre Hospital