

Reference Number: FOI202223/330
From: Private Individual
Date: 07 December 2022
Subject: Supplier information for interpreting and translation services including British Sign Language

Q1 Please can you tell me who are the all the suppliers for interpreting and translation services including British Sign Language

A1 DA languages for interpretation and written translation- started May 2022
If the Person is deaf and requires BSL interpreter – Action for Hearing
If the Person is Deaf/blind - DEAF/BLIND UK

Q2 What were all the languages requested in 2022?

A2 Cantonese
Arabic
Polish
Urdu
Portuguese
Bengali
Punjabi
Chinese Cantonese
Czech
Bulgarian
Latvian (Lettish)
Somali
Italian
Turkish
Tamil
Romanian
Mandarin
Pashtu
Hungarian
Kurdish Badini
Spanish
Farsi
Chinese Mandarin
Lithuanian
Russian
Ukrainian
Dari
Slovak
Tigrinya
Pashto
Sudanese Arabic
Arabic (Moroccan/Tunisian/Algerian/Libyan)
BSL (British Sign Language)
Farsi (Persian)

Herero
Thai

Q3 What was the spend for all interpreting and translation services provided financial year 21/22?

A3 £37,000

Q4 How many requests were made per service for the same period?

A4

| Department | Volume |
|--------------------------------------|--------|
| 681515-IT | 1 |
| 681320-The Library | 6 |
| 680505-Birch Ward Reserve | 1 |
| 680636-Medicine Specialist Nurses | 4 |
| 680621-ASD Devices | 1 |
| 680340-Medical Secretaries | 26 |
| 680652-Targeted Lung Health Check | 31 |
| 680620-Cath Lab | 1 |
| 680205-Radiology | 78 |
| 680500-Birch Ward | 19 |
| 680515-Holly Suite | 30 |
| 681000-Cardiac Surgery Medical Staff | 3 |
| 680648-ACHD Service | 15 |
| 680650-Liverpool Healthy Lung | 13 |
| 680315-PHYSIOTHERAPY | 9 |
| 681030-Surgery Management | 10 |
| 681010-Thoracic Surgery Medical | 21 |
| 680300-OUTPATIENTS DEPT | 35 |
| 680651-ICC Service | 7 |
| 680200-RADIOLOGY MEDICAL STAFF | 4 |
| 680120-Conferences & Training | 1 |
| 680800-PULMONARY FUNCTION | 16 |
| 681516-INFORMATION MANAGEMENT | 7 |
| 681650-Research ICMS | 1 |
| 680325-CSSD | 2 |
| 680110-Communication & Marketing | 5 |
| 681019-Surgical Care Practitioners | 1 |
| 680647-Knowsley Home Oxygen Service | 1 |
| 681575-Medical Examiners | 1 |
| 681517-Electronic Patient Record | 1 |
| 681310-TRAINING EDUC - OTHER | 1 |
| 681610-RESEARCH AND DEVELOPMENT | 4 |
| 680115-Membership Expenses | 1 |
| 680705-Rowan Suite - Clinical Svs | 1 |
| 680335-Hospital Coordinators | 3 |
| 680630-ELECTRO-PHYSIOLOG STUDIES | 3 |

| | |
|---|----|
| 680600-CARDIOLOGY MEDICAL STAFF | 9 |
| 681035-Surgery Admin | 14 |
| 680915-Cedar Ward | 3 |
| 681640-Research / Clinical Trials Unit | 1 |
| 681405-Quality Improvement Support Team | 4 |
| 680465-Nurse Practitioners | 2 |
| 680605-Respiratory Medicine Medical Staff | 3 |
| 680620-Cath Lab | 1 |
| 680900-Oak Ward | 10 |
| 680945-Rowan Suite - Surgery | 4 |
| 680644-Associate Physicians | 2 |
| 680345-Access Team | 1 |
| 680307-Pathology Surgery | 1 |
| 680639-ACHD OP and Diagnostics | 8 |
| 681410-Leadership | 1 |
| 681018-Surgery TAVI | 1 |
| 680520-Corporate CIP | 1 |
| 680637-ACHD Intervention | 4 |
| 680700-Cherry Ward | 1 |
| 680645-KCRS | 7 |
| 681630-CLINICAL AUDITGOVERNANCE | 1 |
| 681655-Tissue Viability | 1 |
| 680805-Cardiac Diagnostics Dept | 5 |
| 680940-Acute Cardiac Unit (ACU) | 3 |
| 680638-ACHD Surgery | 6 |
| 680455-WARD IMPROVEMENTS | 1 |
| 680450-ROBERT OWEN HOUSE | 2 |
| 680646-Knowsley Admin Hub | 1 |
| 680640-Knowsley CVD | 2 |
| 681015-Theatres | 2 |
| 680610-Surgical Specialist Nurses | 1 |
| 681625-PHARMACY | 1 |

Q5 What proportion of your services were delivered by telephone interpreting and video interpreting respectively?

A5

| Month 2022 | % Telephone | % Video | % Other |
|------------|-------------|---------|---------|
| April | 100 | 0 | 0 |
| May | 69 | 1.6 | 29.4 |
| June | 45.5 | 0.8 | 53.7 |
| July | 43.4 | 2.5 | 54.1 |
| August | 38.1 | 0.8 | 61.1 |
| September | 32.7 | 1.8 | 65.5 |
| October | 36.8 | 3.0 | 60.2 |

Information provided from start of contract in April 2022 to end of October 2022 in line with data available at the time of publishing.

- Q6 What languages were your suppliers not able to supply in 2022?
- A6 Information not held – the Trust does not routinely collate or hold this information centrally as part of its management or performance data.
- Q7 What steps has your organisation taken to meet the Accessible Information Standard?
- A7 Information exempt under Section 21 of the Freedom of Information Act 2000 - 'Information reasonably accessible to the applicant by other means'.
- This information is available on our website, it can be found in our 2021 Disclosure Log, please see FOI Request Ref: 321:
<http://www.lhch.nhs.uk/about-lhch/information-governance/freedom-of-information/disclosure-logs/>
- Enter the year into the **Category field** and reference number into the **Title field** then click Search. Select Download to open
- Furthermore, our accessibility statement is available on the website and can be viewed here - <https://www.lhch.nhs.uk/about-lhch/policies/accessibility>
- Q8 What is the start and end date for either the framework or direct contracts you have with interpreting and translation supplier(s)?
- A8 DA languages - May 22 until May 25
- Q9 If we would like to engage in conversation with a member of staff in your organisation about this information, who would be the most suitable person to approach?
- A9 Laura Allwood, Patient and Family Support Manager