

**Reference Number:** FOI202425/046  
**From:** Private Individual  
**Date:** 23 April 2024  
**Subject:** Healthcare Information Communications and Translation Services

**Q1** Does the trust work with translation services that translate healthcare information communications, e.g. leaflets, letters, posters etc?

**A1** Yes - DA languages

**Q2** How many healthcare information leaflets/communications did the trust produce and print in Fiscal Year End (FYE) 2024?

**A2** Information not held – the Trust does not routinely collate or hold this information centrally as part of its management or performance data.

**Q3** How many of these were translated in multiple languages?

**A3** Information not held, as per A2.

**Q4** Which languages does the trust normally translate healthcare information communications into?

**A4** The two most frequent languages that we translate into are Polish and traditional Chinese, but we do translate into many other languages.

**Q5** How are healthcare information communications delivered to patients that are visually impaired?

**A5** Information can be provided in Braille, large font and verbally.

Staff can communicate in a number of different ways for example using Makaton pictures if a patient was partially sighted, reasonable adjustments would be discussed with the person and individualised care plan put in place.

**Q6** What did the trust spend on translation services for healthcare communications in Fiscal Year End (FYE) 2024?

**A6** £83,912

**Q7** What did the trust spend on printing of healthcare communications in Fiscal Year End (FYE) 2024?

**A7** Information not held - the Trust does not have the printing costs available specifically for translation services.

**Q8** Please provide the name of the person responsible for managing the creation of healthcare information communications?

A8 Laura Allwood, Patient and Family Support Manager

Q9 Does the trust offer in-hospital way-finding or signage in any language other than English?

A9 No