

Trust Headquarters
 Russell's Hall Hospital
 Dudley
 West Midlands
 DY1 2HQ

Ref: FOI-042024-000819

Date: 17/05/2024

Address / Email:

Dear

Request Under Freedom of Information Act 2000

Thank you for requesting information under the Freedom of Information Act 2000.

Request

Please complete the table below in relation to your Trust's translation services.

<u>Questions</u>	<u>Responses</u>
Q1. Does the trust work with translation services that translate healthcare information communications, e.g. leaflets, letters, posters etc?	We work with the organisation Word360.
Q2. How many healthcare information leaflets/communications did the trust produce and print in FYE 2024?	Apply exemption not in reportable format
Q3. How many of these were translated in multiple languages?	Centrally through our Communications function we translate to request and we received 21 requests for translations last year which were all actioned. We also receive leaflets for our flu and COVID vaccination programmes from NHS England.
Q4. Which languages does the trust normally translate healthcare information communications into?	The most common language is Punjabi, but we also received requests in Kurdish, Arabic, Polish, Chinese and Farsi.
Q5. How are healthcare information communications delivered to patients that are visually impaired?	If requested, we can create Large Print and Braille information.

Q6. What did the trust spend on translation services for healthcare communications in FYE 2024?	£6,033
Q7. What did the trust spend on printing of healthcare communications in FYE 2024?	This figure isn't easily obtainable as departments across the Trust use their own localised printers. Centrally for communications the figure is around £2,000 for general healthcare communications.
Q8. Please provide the name of the person responsible for managing the creation of healthcare information communications.	Communications Team (Centrally)
Q9. Does the trust offer in-hospital wayfinding or signage in any language other than English?	Our maps and some signage across our Trust sites have different languages which sign post people towards information.

If you are dissatisfied with our response, you have the right to appeal in line with guidance from the Information Commissioner. In the first instance you may contact the Information Governance Manager of the Trust.

Information Governance Manager
Trust Headquarters
Russell's Hall Hospital
Dudley
West Midlands
DY1 2HQ
Email: dgft.dpo@nhs.net

Should you disagree with the contents of our response to your appeal, you have the right to appeal to the Information Commissioners Office at.

Information Commissioners Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Tel: 0303 123 1113
www.ico.org.uk

If you require further clarification, please do not hesitate to contact us.

Yours sincerely

**Freedom of Information Team
The Dudley Group NHS Foundation Trust**