

Freedom of Information Act 2000**The Royal Cornwall Hospitals NHS Trust Response to Information request****Date Request Received: 19/09/2024****FOI Ref No: 26297****Requested Information:**

1. Please could you state if your hospital Trust has a specific written policy/guidelines on what should happen when a translator/interpreter is accompanying a patient and they are in a queue for a clinic; specifically in relation to whether the patient and the translator/interpreter are moved forward in the queue?
2. If so, could you provide me with a copy of that policy/guidelines.

NOTE: My understanding is that Trusts have a policy to move the translator/interpreter and their patient to the top of the queue, because the translator/interpreter is being paid for their time and the longer they have to wait the more expensive the process becomes. This question is seeking to see if that is the case at your Trust and whether you have a formal policy/guideline on the issue to save NHS money.

Response:

This is not something that has ever been in Royal Cornwall Hospital Trusts translation policy, so the answer is no. However, please find our policies on our translation services below:

<http://doclibrary-rcht-intranet.cornwall.nhs.uk/GET/d10360114>

<http://doclibrary-rcht-intranet.cornwall.nhs.uk/GET/d10138116>

Attachment(s):

None.

Date Response sent: 11/10/2024