

Freedom of Information Act 2000**The Royal Cornwall Hospitals NHS Trust Response to Information request****Date Request Received: 05 December 2024****FOI Ref No: 27145****Requested Information:**

In the past 12 months, please confirm

- 1) The number of written translation requests and how many were met (e.g. January 2023 – 2 requests / 2 met)
- 2) The number of pre-booked telephone interpretation requests and how many were met?
- 3) The number of on-demand telephone interpretation requests and how many were met?
- 4) The number of face-to-face interpretation requests and how many were met?
- 5) A breakdown of the number of Face to Face Interpreter requests by language (e.g. January 2023: Polish 80 / Romanian 62 / Bulgarian 50 / Urdu 22 etc for each language each moth)
- 6) What % of Face to Face Interpreter requests were met?
- 7) How many Interpreters Did Not Attend their appointments?
- 8) How many patients did not attend their appointment?
- 9) How many patients who did not attend appointments needed an interpreter?
- 10) How many bookings were cancelled by patients last minute?
- 11) What was the total spending for the year across all interpretation and translation services?
- 12) Who is the incumbent provider for the Trust?
- 13) When did the current contract come into effect?

Response:

- 1) Data is not centrally recorded therefore we are unable to provide this information.
- 2) Data is not centrally recorded therefore we are unable to provide this information
- 3) Data is not centrally recorded therefore we are unable to provide this information
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- 9) Data is not centrally recorded therefore unable to provide this information

- 10) Data is not centrally recorded therefore unable to provide this information
- 11) Approximately 176K including VAT in 2024
- 12) Jobline staffing, Cornwall Hearing Loss, Bigword
- 13) Currently reviewing contractual arrangements

NB: every department places their own requests via Jobline, Big Word or Cornwall Hearing Loss, the data is not held centrally in terms of volumes unfortunately and everyone pays from their own budget

Attachment(s):

Date Response sent: