

Freedom of Information Act 2000**The Royal Cornwall Hospitals NHS Trust Response to Information request****Date Request Received: 05 12 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
- 4) Data is not centrally recorded therefore we are unable to provide this information
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- 7) Data is not centrally recorded therefore unable to provide this information
- 8) Data is not centrally recorded therefore unable to provide this information

- 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) Not formally contracted

Attachment(s):

Date Response sent: