

Executive Corridor
Darlington Memorial Hospital
Hollyhurst Road
Darlington
DL3 6HX
Switchboard Tel: 01325 38 0100
Foundation Trust Office: 01325 74 3625
Corporate Records Office: 01325 74 3700

Request for Information Reference: 11.18.32

Direct line: 01325 743700
Email: cdda-tr.cddftfoi@nhs.net

Email only

3rd December 2018

Freedom of Information Act 2000 – Request for Information

Thank you for your request for information received on 22 November 2018 in relation to the County Durham and Darlington NHS Foundation Trust (Trust). We are dealing with your request under the provisions of the Freedom of Information Act 2000.

You requested information regarding interpreting services. Specifically you requested information as follows:

We are conducting a mapping exercise on language provision in secondary care. I would be grateful if you can provide the following information at the earliest opportunity.

1. What language interpreting services are currently available in your Trust?

Answer: Everyday Language Solution is the main contractor for the Trust. The Trust is currently buying and distributing copies of the Emergency Multilingual Phrasebook across all wards and departments, this is produced and updated by the British Red Cross Society with advice and funding from the Department of Health. Also the staff use Google Translate.

2. Which Provider(s) are in place?

Answer: Everyday Language Solutions

3. Please describe the contractual arrangements for this provision- Is it a bulk contract/sessional basis?

Answer: This is a fixed term contract.

4. Who currently commissions the service(s)?

Answer: This is jointly done by the Workforce Experience Officer and the Patient Experience Manager

5. What are the top 5 translated/interpreted languages required by patients

Answer: Arabic, Polish, British Sign Language, Mandarin & Romanian

6. Are there any languages that are not able to be provided by the commissioned service(s)

Answer: No

In line with the Information Commissioner's directive on the disclosure of information under the Freedom of Information Act 2000 your request will form part of our disclosure log. Therefore, a version of our response which will protect your anonymity will be posted on the County Durham and Darlington NHS Foundation Trust website.

If you have any queries or wish to discuss the information supplied, please do not hesitate to contact me on the above telephone number or at the above address.

If you are unhappy with the way your request for information has been handled, you can request a review by writing to:

The Chief Executive
County Durham & Darlington NHS Foundation Trust
Darlington Memorial Hospital
Hollyhurst Road
Darlington
DL3 6HX

If, you remain dissatisfied with the handling of your request or complaint, you have a right to appeal to the Information Commissioner at:

The Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Telephone: 0303 123 1113
Website: www.ico.gov.uk.

There is no charge for making an appeal.

Yours sincerely

Joanna Tyrrell
Freedom of Information Officer