

22 December 2014

Dear

Freedom of Information Act Request

Original Request:

I would like the NHS Trust to provide me with the following information under the Freedom of Information Act 2000:

1. Into how many languages does the trust translate patient information, as of 1 November 2014?
2. During the last financial year (ie April 2013 – March 2014) how much did the trust spend on the following:
 - (a) Translation of written information published or printed for the benefit of patients/carers (eg leaflets or online information)
 - (b) Translation/interpretation services for patient/carers (ie to assist patients/carers with limited English during consultations, meetings and phone calls etc.)

If the trust has difficulty in splitting up its costs into these different elements, please provide me with a 'global' figure for the amount spent on translation/interpretation for the financial year 2013/14.

Our Response:

Further to your FOI request to Wirral Community NHS Trust, please find below the information requested:

1. The trust translates patient information into eleven languages.
2. The total spend during the last financial year (April 2013 – March 2014) was £22,960. The trust does not breakdown the costs between written and verbal.