

Dear Sir/Madam

Thank you for your Freedom of Information request concerning Language support to non-English speaking patients.

The Trust can provide the following information:

1. Does your organisation provide interpreters/bilingual health advocates to non- English speaking patients?

Yes

2. Does your organisation provide sign language interpreters for patients?

Yes

3. How much did your organisation spend on language provisions for the past financial year?

2013/14—Hospital- £271,212 Community- £953,618

4. How many languages were provided and which ones?

2013/14- 60

See list at bottom

5. Do you patients have direct access to request an interpreter or sign language interpreter?

Yes

6. Do you have your own team? If yes, how many staff do you employ as interpreters/Bilingual Health advocates/Sign Language interpreters, what pay banding are they on and which languages do you provide? If no, who provides interpreters for your organisation?

The Advocacy Service does have its own team of staff. Currently there are 10.77 WTE bilingual health advocates paid at band 4 and band 5. These staff speak the following languages: Turkish, Cantonese, Mandarin, Urdu, Gujarati, Punjabi, Bengali, Vietnamese, Albanian. In addition there are 32 staff bank advocates who are paid as and when their language is required. For languages that are not available in-house interpreters from external agencies are booked or telephone interpreting is provided via an external agency.

If you have any queries about this response please contact the information governance manager at [foi@homerton.nhs.uk](mailto:foi@homerton.nhs.uk) , in the first instance. If, following that, you still have any concerns, you may contact the Information Commissioner either by letter, FOI/EIR Complaints resolution, Wycliffe House, Water Lane, Wilmslow, Cheshire SM9 5AF, or by email [www.informationcommissioner.gov.uk](http://www.informationcommissioner.gov.uk) to take them further.

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Yours sincerely

James Cook  
Information Governance Administrator

Mike Dunne  
Information Governance Manager/Deputy Calidcott Guardian

**Languages provided 2013 - 2014**

1	Albanian	11	Czech	21	Hebrew	31	Lingala	41	Portuguese	51	Thai
2	Amharic	12	Dari	22	Hindi	32	Lithuanian	42	Punjabi	52	Tigrinya
3	Arabic	13	Deaf/Blind	23	Hungarian	33	Makaton	43	Romanian	53	Turkish
4	Ashanti	14	Dutch	24	Italian	34	Malayalam	44	Russian	54	Twi
5	Bengali	15	Farsi	25	Japanese	35	Mandarin	45	Slovak	55	Ukrainian
6	Bosnian	16	French	26	Korean	36	Mende	46	Somali	56	Urdu
7	BSL	17	Georgian	27	Kurdish Bahdini	37	Mongolian	47	Soninke	57	Vietnamese
8	Bulgarian	18	German	28	Kurdish Kurmanji	38	Norwegian	48	Spanish	58	Wolof
9	Burmese	19	Greek	29	Kurdish Sorani	39	Pashtu	49	Swahili	59	Yiddish
10	Cantonese	20	Gujarati	30	Latvian	40	Polish	50	Tamil	60	Yoruba