

Dear Sir/Madam

This is a follow up response relating to Language & interpreting.

**Please find our response below:**

**1. Into how many languages does the Trust translate patient information as of 1<sup>st</sup> November 2014?**

It is not possible for advocacy to answer this. The advocacy service is not involved in the translation and production of patient information this is likely to be carried out by individual services and or communications.

**2. During the last financial year (i.e. 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 (e.g. leaflets or online information) (b) translation/interpretation services for patients/carers (i.e. to assist patients/carers with limited English during consultations, meetings and phone calls**

**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**

It is not possible to break down the costs into these areas as the Trust has an in-house bi-lingual advocacy service that provides these services via a number of ways i.e. internal staff, interpreters from external agencies and providers of telephone interpreting (see summary below).

The total cost in 2013/14 is below:

	Acute	Community
2013/14	271,212	953,618

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.

#### Copyright Statement

The material provided is subject to the HUHFT's copyright unless otherwise indicated. Unless expressly indicated on the material to the contrary, it may be reproduced free of charge in any format or medium, provided it is reproduced accurately and not used in a misleading manner. Where any of the copyright items are being re-published or copied to others, you must identify the source of the material and acknowledge the copyright status. Permission to reproduce material does not extend to any material accessed through the Publication Scheme that is the copyright of third parties. You must obtain authorisation to reproduce such material from the copyright holders concerned.

Yours sincerely

Mike Dunne  
Information Governance Manager/Deputy Calidcott Guardian