

Homerton University Hospital NHS Foundation Trust
Hackney College
Defoe Building, Room 10
50 Hoxton Street
N1 6LP

Date 31st March 2016

Email: foi@homerton.nhs.uk

Dear Sir or Madam,

Ref: FOI 2360

Thank you for your recent Freedom of Information request on doctors and nurses shift at Homerton hospital.

The Trust can provide the following information:

- 1) The name of your trust:** Homerton University Hospital NHS Foundation Trust
- 2) In the last 12 months, has your trust had to issue a new rota pattern for doctors of any speciality, which has had the effect of reducing the number of doctors on shift?** No
- 3) For the week commencing February 22 2016,**
 - a) what percentage of doctor shifts were filled by locums?** 78%
 - b) what percentage of doctor shifts were unfilled?** 22%
- 4) For the week commencing February 23 2015,**
 - a) what percentage of doctor shifts were filled by locums?** 87%
 - b) what percentage of doctor shifts were unfilled?** 13%
- 5) In the month of February 2016, how many agency nursing shifts were paid at a band 6 rate to fill a band 5 unfilled shift?** 0
- 6) How many languages do you translate patient information into as of 1 March 2016? Please list the languages by most popular.**

For interpretation provided to patients over 50 languages are provided annually. The top languages are: Turkish, Polish, Bengali, Portuguese, Spanish, Mandarin, Vietnamese, Urdu, Cantonese, Romanian.

7) For the following financial years: 2013/14, 2014/15 and so far in 2015/16, how much money has the trust spent on the following language services:

a) Translation of written information for patients /carers

Translation of electronic written information for patients/carers, the Trust use a (free) Google translate service. In terms of the money spent on other forms of written translation, we do not have this information in a readily available format.

- b) Translation services for patients/carers**
- c) Employment of translators**
- d) Employment of advocates for non-English speaking people**

For the above three questions please see below;

Homerton University Hospital NHS Foundation Trust (HUHFT) has an in-house bi-lingual health advocacy service divided into two teams working across the acute setting and community health services. The advocacy model of support, assist users of health services who are in an unequal power relationship in their dealings with service providers, and health service staff. This is particularly so for people who come from a different ethnic and cultural backgrounds and who cannot communicate fluently in English, or those who have a physical, and, or sensory disability. The fundamental emphasis and focus of advocacy is that it sees things from the user's perspective and aims to support the user through their NHS journey and improve the user's health and well-being.

Bi-lingual health advocacy is primarily an advocacy service but there are occasions when it is appropriate for an advocate to act solely as an interpreter for example, when just passing information or when the service provider and or service user require only interpreting.

Bi-lingual health advocacy aims to supply any language requested including British Sign Language and meet the needs of services and users as much as is reasonably possible. Where the in-house teams cannot provide the language either because they do not have this language in-house or staff who speak that language are not available then interpreters will be booked from external suppliers.

In addition HUHFT commissions and monitors telephone interpreting services used by hospital staff and community staff to support them in emergencies or out of hours.

HUHFT also has service level agreements (SLAs) with three local community organisations that provide both bi-lingual advocacy in Turkish and Kurdish, Cantonese and Mandarin as well as advocacy for the physically and sensory disabled on its behalf.

e) Total cost of translation and interpretation for the trust

The total cost for the interpretation and translation service

2013/14	1,224,830
2014/15	1,263,133
2015/16	1,086,354

If you have any queries about this response please contact the information governance manager at 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 to take them further.

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Yours sincerely

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FoI Administrator

Mike Dunne
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