

**Request under Freedom of Information Act 2000**

Thank you for your request for information which we received on Wednesday 5<sup>th</sup> June 2024. I am pleased to confirm the following.

**1.Total number of appointments completed for BLS and Deaf/Blind patients is below. We do not have data for previous years as we changed providers during that time.**

**2022/2023**

BSL/SSE AUG Fulfilled	1	SEP 1	OCT 5	NOV 14	DEC 11	JAN 20	FEB 14	MAR 18	Total 84
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**2023/2024**

APR 15	MAY 21	JUN 19	JUL 18	AUG 22	SEP 26	OCT 26	NOV 24	DEC 17	JAN 18	FEB 23	MAR 34	Total 263
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**2023/2024**

Deafblind AUG Fulfilled	1	SEP	OCT 1	Total 1
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**2. How many of these requests were confirmed/fulfilled?**

We do not have records of total requests or unfulfilled requests.

Main reasons for unfulfilled requests seem to be - Unavailability of interpreters, short notice requests and delay in approval of out-of-contract prices for interpreting.

**3. Does the Trust employ any BSL/SSE/deaf blind interpreters within the Trust, on a full-time staff basis?**

We do not directly employ BSL/SSE or deaf/blind interpreters at the Trust.

**4.Does the Trust have a contract with a video relay service?**

We do not have a contract for video relay service but use Sign Live through our MKUH Charity.

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If you are unhappy with the information received in response to this request, please address your complaint to the Patient Affairs Office at Milton Keynes Hospital NHS Foundation Trust,

Standing Way, Eaglestone, Milton Keynes MK6 5LD If, after exhausting our internal process, you are still unhappy with the information received, you may write to the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.

If you need any further assistance, please do not hesitate to contact us at the address above.

Yours sincerely

Freedom of Information Co-ordinator  
For and on behalf of Milton Keynes Hospital NHS Foundation Trust

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