

Thursday 22 May 2025

Request under Freedom of Information Act 2000

Thank you for your request for information which we received on Thursday 8 May 2025. I am pleased to confirm the following.

Are you on any of the below frameworks for language services (face to face interpreting spoken and non-spoken, telephone and video interpreting and translation) and if so which one?

NHS SBS

**Eastern Shires Purchasing Organization (ESPO)
London Procurement Partnership (LPP)
NHS SBS
North-East Purchasing Organization (NEPO)
NOECPC
Health Trust Europe (HTE)
Crown Commercial Services (CCS)**

If you are not on any of the above frameworks, please confirm how you are accessing services.

What is the expiry date/s of your current language services contracts including telephone interpreting, face to face interpreting spoken and non-spoken and translation?

October 2025

Who is your current provider for each of these services?

AA Global

What was the spend by year for the last 2 financial years (2023 and 2024) in total and broken down by service

Telephone Interpreting -Approx 3k to 4k per month
Face to Face Interpreting- Approx 5k to 7k per month
British Sign Language - Approx 2k to 4k per month
Translation -Minimal

Finally, who is the Contract Manager and Senior Responsible Owner regarding the language services?

Under section 40 of the Freedom of Information Act – Personal Information – MKUH does not give out the names of staff members.

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 Team Lead
For and on behalf of Milton Keynes Hospital NHS Foundation Trust

Any re-use of this information will be subject to the
'Re-use of Public Sector Information Regulations' and best practice.