

Standing Way
Eaglestone
Milton Keynes
MK6 5LD
01908 660033
www.mkuh.nhs.uk

⁹ January 2025

Request under Freedom of Information Act 2000

Thank you for your request for information which we received on Wednesday 4th December 2024. I am pleased to confirm the following.

- 1) The number of written translation requests and how many were met (e.g. January 2023 – 2 requests / 2 met)**

28 requests received

- 2) The number of pre-booked telephone interpretation requests and how many were met?**

235 requests received.

- 3) The number of on-demand telephone interpretation requests and how many were met?**

1407 requests received.

- 4) The number of face-to-face interpretation requests and how many were met?**

1926 requests received.

- 5) A breakdown of the number of Face to Face Interpreter requests by language (e.g. January 2023: Polish 80 / Romanian 62 / Bulgarian 50 / Urdu 22 etc for each language each month)**

As per the attached.

- 6) What % of Face to Face Interpreter requests were met?**

information unavailable

- 7) How many Interpreters Did Not Attend their appointments?**

information unavailable.

8) How many patients did not attend their appointment?

Please note that we cannot guarantee the information is correct and whether the data relates to Patient DNA or Client DNA.

9) How many patients who did not attend appointments needed an interpreter?

Information unavailable

10) How many bookings were cancelled by patients last minute?

Information unavailable

11) What was the total spending for the year across all interpretation and translation services?

£177,957.21

12) Who is the incumbent provider for the Trust?

AA Global

13) When did the current contract come into effect?

06/11/2020

Please be advised that this information is provided in accordance with the Freedom of Information Act 2000 and is for your personal use. Any re-use of this information will be subject to copyright and the Re-Use of Public Sector Information Regulations (1st July 05) and authorisation from Milton Keynes Hospital NHS Foundation Trust will be required. In the event of any re-use, the information must be reproduced accurately and not used in a misleading manner.

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

Information Governance Administrator
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.