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Standing Way
Eaglestone
Milton Keynes
MK6 5LD
Tel: 01908 660033
www.mkhospital.nhs.uk
For people who have hearing loss
Minicom 01908 243924

Request under Freedom of Information Act 2000

Thank you for your request for information which we received on 21 May 2018.

I am pleased to confirm the following.

1. How much money was spent on translators in the financial years 2017/18, 2016/17, and 2015/16? Can I have the numbers broken down by year please?

2015 - 2016 £59.0k
2016 - 2017 £101.9k
2017 - 2018 £114.4K

2. How many times were translators required over the three years? Can I have the numbers broken down by year please?

2017/2018 – 555 times

Please note the Trust does not record this information centrally, to obtain the records for 2015/2016 and 2016/2017 would entail going through patient records which would require permission and exceed the appropriate time limit.

3. What languages were the translators needed for? How many times were translators needed for each language?

Target Language	Number of Request
Polish	81
British Sign Language	37
Romanian	61
Bengali	42
Tamil	47

Arabic	25
Urdu	31
Mandarin	22
Cantonese	24
Italian	19
Hungarian	13
Spanish	22
Portuguese	16
Lithuanian	11
Gujarati	10
Somali	15
Twi	8
Punjabi	7
Greek	7
French	8
Vietnamese	6
Farsi	5
Thai	3
Russian	3
Turkish	4
Farsi (Persian)	3
Hindi	6
Bulgarian	2
Sylheti	2
Serbo-Croat	2
Farsi (Afghan)	1
Ghanian	1
Slovak	1
Japanese	1
Dari	1
Albanian	1
Serbian	1
Lingala	1
Nepali	5
Total	555

Please note the Trust does not record this information centrally, to obtain the records for 2015/2016 and 2016/2017 would entail going through patient records which would require permission and exceed the appropriate time limit.

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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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