

## **Request under Freedom of Information Act 2000**

Thank you for your request for information which we received on 14 November 2019.

I am pleased to confirm the following.

- 1. For each of the last 3 financial years (2019/18, 2018/17, 2017/16) how much have you spent on the following:**

Year	Spend
2016-2017	£102k
2017-2018	£114.3k
2018-2019	£150k

- 2. Translation of written information for patients /carers**
- 3. Translation services for patients/carers**

We do not split the spend out by written, verbal etc so no further breakdowns are available.

- 4. Employment of translators**
- 5. Employment of advocates for non-English speaking people**

We do not employ anyone directly as translators.

- 6. What are the three most common languages translated?**

### **Face to Face**

Polish  
Romanian  
British Sign Language

### **Telephone**

Romanian  
Polish  
Bengali

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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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