

## Request under Freedom of Information Act 2000

Thank you for your request for information which we received on 12 August 2020.

I am pleased to confirm the following.

- 1. How much your trust has spent on translation/interpreter services (on both telephone and face-to-face and including British Sign Language)?**

Year	£
19-20	£112k
18-19	£150k
17-18	£114k
16-17	£102k
15-16	£59k

- 2. How much your trust has spent on the translation of written information for patients or carers?**

As above – We do not breakdown further

- 3. How much your trust has spent on the employment of translators/interpreters, and which languages these employees covered?**

We do not employ any staff for these roles

- 4. How much your trust has spent on employing advocates for non-English speakers?**

N/A

- 5. What was the average waiting time for a consultation with an interpreter after initial request for interpreter services (for both telephone and face-to-face appointments)?**

No wait time, if a face to face translator is not available, we will use the service over the telephone.

- 6. Which company does the trust use for interpretation services?**

The Big Word

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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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