

## Request under Freedom of Information Act 2000

Thank you for your request for information which we received on 16 July 2021.

I am pleased to confirm the following.

1. **Please confirm your Trust's overall spending on Translation and Interpreting Services, for each of the financial years:**

- a. **2018-19**            £130.8k
- b. **2019-2020**       £125.9k
- c. **2020-2021**       £16.0k

2. **If available, for the financial years specified in Question 1, please provide a breakdown of:**

a) **Total spend on written translation**

We do not breakdown this spend.

b) **Total spend on telephone interpreting**

Account Name - 2020	Serviced	Charge
Obstetrics	282	£2,862.690
Physio	151	£1,439.650
General Medicine	94	£817.890
General Surgery	46	£487.910
Gastroenterology	32	£323.770
Paediatrics	28	£201.190
Accident and Emergency	25	£214.370
X-Ray	19	£85.550
Gynaecology	19	£284.340
Anaesthetics	9	£45.560
Cardiology	10	£68.960
Ophthalmology	11	£59.820
Sexual Health	8	£61.240
Diabetic Care	8	£32.340
Trauma and Orthopaedic	6	£44.830
Haematology	5	£21.910
Thoracic Medicine	6	£29.410
Audiology	3	£58.820

Dieticians	2	£17.570
Oncology	2	£12.750
Oral/Maxillo-Facial/Orthodontics	2	£10.620
Urology	2	£8.340
ECG	1	£0.280
Neurology	1	£1.030
Retinal Screening	1	£5.970
Occupational Therapy	1	£1.420

Appointment Type 2021	Total Serviced Jobs	Total Charge
MK - Paediatrics	27	£1,284.25
MK - Audiology	32	£3,140.00
MK - General Surgery	29	£3,172.25
MK - Obstetrics	25	£926.00
MK - Urology	23	£2,486.00
MK - Physio	10	£267.00
MK - Oral/Maxillo-Facial/Orthodontics	19	£824.75
MK - Cardiology	13	£625.25
MK - ENT	9	£1,148.50
MK - Trauma and Orthopaedic	10	£903.50
MK - Gynaecology	9	£1,067.50
MK - Rheumatology	10	£592.50
MK - Ophthalmology	11	£1,181.00
MK - General Medicine	8	£326.25
MK - Thoracic Medicine	8	£635.00
MK - Dieticians	7	£338.25
MK - Dermatology	4	£162.50
MK - Gastroenterology	6	£264.00
MK - Orthoptists	1	£29.00
MK - X-Ray	3	£104.50
MK - Oncology	2	£122.00
MK - Pain Management	5	£354.00
MK - Neurology	1	£61.00
MK - Surgery/Theater	1	£0.00
MK - Surgery/Operation	3	£485.75
MK - Retinal Screening	2	£284.00
MK - Accident and Emergency	1	£142.00
MK - Hand Therapy	1	£61.00
MK - Anaesthetics	1	£29.00
MK - Sexual Health	1	£61.00
MK - Haematology	1	£58.00

c) Total spend on video interpreting

We do not breakdown this spend

d) Total spend on in-person/face to face interpreting (i.e. pre-booked consultations)

Appointment Type - 2020	Total Serviced Jobs	Total Charge
MK - Obstetrics	89	£3,781.75

<b>MK - Physio</b>	64	£1,600.75
<b>MK - Gastroenterology</b>	51	£4,232.25
<b>MK - Gynaecology</b>	42	£3,400.50
<b>MK - Trauma and Orthopaedic</b>	37	£2,485.50
<b>MK - Audiology</b>	36	£2,952.50
<b>MK - Paediatrics</b>	26	£1,469.75
<b>MK - ENT</b>	28	£1,810.50
<b>MK - Pain Management</b>	31	£375.25
<b>MK - Ophthalmology</b>	26	£2,775.75
<b>MK - Cardiology</b>	20	£1,480.75
<b>MK - Urology</b>	15	£1,368.50
<b>MK - General Surgery</b>	22	£1,758.25
<b>MK - X-Ray</b>	21	£991.75
<b>MK - Dieticians</b>	14	£558.75
<b>MK - Oral/Maxillo-Facial/Orthodontics</b>	14	£958.00
<b>MK - Thoracic Medicine</b>	11	£530.00
<b>MK - Neurology</b>	10	£714.00
<b>MK - Haematology</b>	4	£259.75
<b>MK - Rheumatology</b>	7	£451.25
<b>MK - General Medicine</b>	5	£206.00
<b>MK - Accident and Emergency</b>	4	£342.00
<b>MK - Orthoptists</b>	6	£248.25
<b>MK - Oncology</b>	3	£148.00
<b>MK - Surgery/Theater</b>	4	£238.00
<b>MK - Anaesthetics</b>	4	£180.00
<b>MK - Dermatology</b>	3	£182.50
<b>MK - Surgery/Operation</b>	2	£122.00
<b>MK - Optometry</b>	3	£151.00
<b>MK - Hand Therapy</b>	3	£171.00
<b>MK - Podiatry</b>	1	£61.00
<b>MK - Retinal Screening</b>	1	£142.00

<b>Appointment Type - 2021</b>	<b>Serviced</b>	<b>Charge</b>
<b>Obstetrics</b>	283	£2,478.700
<b>General Medicine</b>	77	£677.350
<b>Physio</b>	62	£597.010
<b>Accident and Emergency</b>	56	£408.890
<b>Gastroenterology</b>	50	£577.820
<b>General Surgery</b>	26	£283.550
<b>Cardiology</b>	23	£162.140
<b>Paediatrics</b>	22	£105.000
<b>X-Ray</b>	20	£101.570
<b>Gynaecology</b>	17	£148.910
<b>Trauma and Orthopaedic</b>	17	£107.250
<b>Sexual Health</b>	13	£126.440
<b>Thoracic Medicine</b>	9	£29.170
<b>Audiology</b>	7	£50.460
<b>Ophthalmology</b>	6	£64.950
<b>Urology</b>	6	£20.320
<b>Anaesthetics</b>	5	£12.870
<b>Oral/Maxillo-Facial/Orthodontics</b>	5	£14.380

<b>Orthotics</b>	2	£34.710
<b>Optometry</b>	1	£27.910
<b>Rheumatology</b>	1	£9.660
<b>Breast Care Unit</b>	1	£6.020

**e) Breakdown of spending between inpatient vs outpatient services**

We do not breakdown this spend.

**3. If available, please provide a breakdown of the:**

**a. Total number of in-person/face to face interpreting sessions booked (break down by language, specialty, and clinical area)**

607 – Polish, Romanian, Urdu, Tamil, British Sign Language, Bengali, Arabic, Mandarin, Spanish, Italian, Lithuanian, Turkish, Somali, Punjabi, Cantonese, Russian, Gujarati, Arabic (Syrian), Albanian, Hindi, Swahili, Sylheti, Portuguese, Hungarian, Serbian, Arabic (Saudi Arabia), Persian, Portuguese (Brazil), Dari, Spanish (South America)

See above for departments.

**a. Please confirm what is the current process for clinical or administrative staff to book:**

- i. **An in-person / face to face interpreting consultation** – Via a web portal
- ii. **A telephone interpreting session** – Via a booking telephone line
- iii. **A video interpreting session (for example, via Intranet, digital / app based, phone call)** – Via a web portal

**4. Do you employ your own in-house / face-face interpreters? If yes:**

- a. How many interpreters do you have on payroll (breakdown by substantive and bank)?
- b. What languages do they cover?
- c. What is the hourly pay for in-house interpreters

We do not have any interpreters employed.

**5. Do you outsource interpreting services to an external provider? If yes:**

- a. Which provider(s) do you currently use?  
BigHand
- b. Are you able to provide approximate fee / interpreting session for:
  - i. In-person/face to face interpreting
  - ii. Telephone interpreting
  - iii. Video interpreting

This is not something that is recorded.

**6. If you outsource the provision of interpreting services to an external provider, could you please confirm:**

- a) **Whether the provider was contracted via a national framework? If so, which one?**  
London Procurement Partnership Framework

**b) When does the current contract expire?**

It is rolling on a monthly basis as we are just completing a tender process for the service.

**c) Is there is an exclusivity clause, which would prevent the trust from piloting additional / complementary interpreting services during the duration of your contract with your existing provider?**

No

**7. From which budget within your organisation are interpreting services funded? Which staff member/role is responsible for signing off that budget**

- a. Which stakeholders are involved in the decision concerning contracting of interpreting services (no need to provide actual names – please only provide role and/or job titles)

Head of Patient Access – Patient Services.

**8. If available, could you please provide the following information for the financial years 2018-19, 2019-20, 2020-21:**

- a. **Anonymised list of procedures cancelled due to lack of interpreter for key stages (for example Consent process), including date when procedure was due and date when it was rescheduled** (alternatively, if unable to adequately anonymise, would you be able to provide us with the 1) total count of procedures that had to be cancelled 2) average delay until procedure rescheduled 3) break down by specialty (if possible)

- b. **Anonymised list of outpatient appointments cancelled due to lack of interpreter, including date when procedure was due and date when it was rescheduled** (alternatively, if unable to adequately anonymise, would you be able to provide us with the 1) total count of procedures that had to be cancelled 2) average delay until procedure rescheduled 3) break down by specialty (if possible)

- c. **Total number of incidents where one of the contributing factors was language barrier**

- d. **Total number of complaints where one of the contributing factors was language barrier**

We do not hold this data. When face-to-face appointments are not able to be fulfilled, we will turn to an alternative for example telephone to ensure the appointment isn't cancelled.

**9. What is your hospital's policy on allowing multilingual clinicians or administrative staff to perform ad-hoc interpreting for patients?**

This would be agreed via Execs and it we would only be used exceptional circumstances.

**10. If we would like to engage in conversation with a member of staff in your organisation to discuss the innovation we propose to develop, who would be the most suitable person to approach?**

The Head of Patient Services would be the best person to approach.

You are 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,

Freedom of Information Co-ordinator  
For and on behalf of Milton Keynes Hospital NHS Foundation Trust

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