

Request under Freedom of Information Act 2000

Thank you for your request for information which we received on 29 April 2022.

I am pleased to confirm the following.

total cost in the last 2 years and the number of requests made
face to face interpreting
telephone interpreting
video interpreting
translation services

This information is commercially sensitive

I would also be grateful if you could provide us with information that includes:

Hourly cost of face-to-face interpreting services
Cost per minute of telephone interpreting services
Cost per minute of spoken video interpreting services
Cost per minute of non-spoken (BSL) video interpreting services

This information is commercially sensitive

Please can you list the languages that your suppliers were unable to supply in the last 6 months?

This information is commercially sensitive

Can you please provide details of your current provider(s) (company name, date contract was awarded)?

The BigWord – Contract Award Date: 1.10.2017

When are your current language service contract(s) with your incumbent(s) due to end?

The current contract is rolling on a monthly basis, we have awarded to a new supplier who are currently in the implementing process.

Please can you provide the name, job title, email address and contact number for the person(s) responsible

For awarding any contracts relating to these services

Debbie Gibbs, Procurement Business Partner, deborah.gibbs@mkuh.nhs.uk

For managing the day to day running of the services

Nicola Jones, Operations Manager – Outpatient Services, nicola.jones@mkuh.nhs.uk

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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

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