

Request under Freedom of Information Act 2000

Thank you for your request for information which we received on Thursday 12th October 2023. 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. **2020-2021:** £16,374

b. **2022-2023:** £101,962

2. Please provide a breakdown of languages for the last 12 months-

Various including - Arabic (Morocco), Deafblind Manual, Kurdish, Swedish, Tagalog Arabic (Egyptian) Hungarian, Ukrainian, Arabic (Sudanese) ,Hindi,Pashto, Italian, French, Spanish, Portuguese, Mandarin, Lithuanian, Vietnamese, Bengali (Bangladesh)

Kurdish (Kurmanji) , Persian (Farsi) Punjabi, Western (Pakistan) Italian, Yoruba, Chinese (Cantonese) Albanian, Somali, Bulgarian, Arabic (Sudanese), Persian (Dari), Bengali (Bangladesh) Farsi, Russian, Pashto, BSL, Tamil, Urdu, Gujarati, Turkish and many others.

3. What languages were your suppliers not able to supply in 2022?

Data Not available

4. Which external supplier(s) do you currently use to deliver your interpreting and translation services?

AA Global

5. Are you able to provide approximate fee / interpreting session for:**a. In-person/face to face interpreting**

Approx £2.50 per minute

b. Telephone interpreting

Approx £0.90 per minute

c. Video interpreting

Approx £0.90 per minute

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?

EOECPH

b) When does the current contract expire?

October 2025

c) Is there is an exclusivity clause, which would prevent the trust from piloting new cost saving interpreting services during the duration of your contract with your existing provider?

Please check with Procurement

7. From which budget within your organisation are interpreting services funded?

Patient Access

8. Where do you advertise your tenders? If you do not do a full tender / which framework, would you use?

Please check with Procurement

9. What is the start and end date for either the framework or direct contracts you have with interpreting and translation supplier(s)?-

October 2022

10. Please provide the name and email of the contract manager for the service

Nicola Jones - Nicola.Jones@mkuh.nhs.uk

11. 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?

Namrata Kothari – Namrata.Kohtari@mkuh.nhs.uk

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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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