

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

Thank you for your request for information which we received on Tuesday 23<sup>rd</sup> April 2024. I am pleased to confirm the following.

#### **1.Does the trust work with translation services that translate healthcare information communications, e.g. leaflets, letters, posters etc?**

Yes, AA Global for printed patient info. ReciteMe for digital communications.

#### **2.How many healthcare information leaflets/communications did the trust produce and print in FYE 2024?**

Approx. 107,000 - *this figure is for individual printed items; however, the majority of items were printed in multiples, produced in cases.*

#### **3.How many of these were translated in multiple languages?**

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#### **4.Which languages does the trust normally translate healthcare information communications into?**

Dependent on patient request. Digital documents can be translated into 100+ languages on our Trust website.

#### **5.How are healthcare information communications delivered to patients that are visually impaired?**

Verbally – either in-person or using the ReciteMe function. AA Global can convert to braille as required.

#### **6.What did the trust spend on translation services for healthcare communications in FYE 2024?**

ReciteMe is £2,500 per year. Cost of AA Global £132,847.

#### **7.What did the trust spend on printing of healthcare communications in FYE 2024?**

Approx. £38,000 (Ex.VAT)

**8. Please provide the name of the person responsible for managing the creation of healthcare information communications.**

This is exempt under section 40 – Personal Information – MUKH does not give out the names of staff.

**9. Does the trust offer in-hospital wayfinding or signage in any language other than English?**

Not currently.

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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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