



Wrightington, Wigan and Leigh Teaching Hospitals

NHS Foundation Trust

Trust Headquarters
Chief Nurse

Royal Albert Edward Infirmary
Wigan Lane
Wigan
WN1 2NN

T: 01942 773291

E: kevin.parker-evans@wwl.nhs.uk

Ref: FOI/2024/10351

Date Received: 2nd December 2024

Response Due: 2nd January 2025

Date: 30th December 2024

Dear Sir/Madam

With reference to your request for information received on 2nd December 2024, I can confirm in accordance with Section 1 (1) of the Freedom of Information Act 2000 that we do hold the information you have requested. A response to each part of your request is provided below.

In your request you asked:

In the past 12 months, please confirm:

- 1. The number of written translation requests and how many were met (e.g. January 2023 – 2 requests / 2 met)**
Jan 24 – 3 requests / 3 met
Feb 24 – 4 requests / 4 met
Mar 24 – 7 requests / 5 met
Apr 24 – 5 requests / 5 met
May 24 – 8 requests / 4 met
Jun 24 – 6 requests / 2 met
Jul 24 – 2 requests / 0 met
Aug 24 – 5 requests / 4 met
Sep 24 – 6 requests / 3 met
Oct 24 – 20 requests / 9 met
Nov 24 – 6 requests / 2 met
Dec 24 – 0 requests
- 2. The number of pre-booked telephone interpretation requests and how many were met?**
All on demand.
- 3. The number of on-demand telephone interpretation requests and how many were met?**
5,014 – all met.

4. **The number of face-to-face interpretation requests and how many were met?**
1,863 face-to-face met – 470 unfilled.
5. **A breakdown of the number of Face to Face Interpreter requests by language (e.g. January 2023: Polish 80 / Romanian 62 / Bulgarian 50 / Urdu 22 etc for each language each month)**
Please see attached spreadsheet.
6. **What % of Face to Face Interpreter requests were met?**
79%.
7. **How many Interpreters Did Not Attend their appointments?**
23.
8. **How many patients did not attend their appointment?**
Total outpatients and inpatients = 40,998.
9. **How many patients who did not attend appointments needed an interpreter?**
78.
10. **How many bookings were cancelled by patients last minute?**
This information is not recorded. However, 97 bookings were cancelled by WWL within the cancellation notice period so charged (this will include patient cancellations).
11. **What was the total spending for the year across all interpretation and translation services?**
£167,956.
12. **Who is the incumbent provider for the Trust?**
DA Languages.
13. **When did the current contract come into effect?**
01/08/2022.

If you are not entirely satisfied with this response, please do not hesitate to contact the Information Governance Department via the email address provided. If we do not hear from you within 40 days, we will assume that we have been able to accommodate your request under the Freedom of Information Act 2000.

Yours sincerely,



KEVIN PARKER-EVANS

Kevin Parker-Evans MBA, FCMJ, CMgr, RN Dip HE
Chief Nursing Officer & Director of Infection Prevention and Control

PLEASE NOTE:

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you should write to: Information Governance Department, Wrightington, Wigan and Leigh NHS Foundation Trust, Suite 9, Buckingham Row, Brick Kiln Lane, Wigan, WN1 1XX.

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision at:

The Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire, SK9 5AF

Helpline number: 0303 123 111