



Wrightington, Wigan and Leigh Teaching Hospitals

NHS Foundation Trust

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Chief Nurse

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Ref: FOI/2024/10141

Date Received: 19th September 2024

Response Due: 17th October 2024

Date: 4th October 2024

Dear Sir/Madam

With reference to your request for information received on 19th September 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:

- 1. Please could you state if your hospital Trust has a specific written policy/guidelines on what should happen when a translator/interpreter is accompanying a patient, and they are in a queue for a clinic; specifically in relation to whether the patient and the translator/interpreter are moved forward in the queue?**

No. The Trust has a policy and SOP for interpreter and translation services; however, this does not include details of a linguist accompanying a patient and what happens when they are in a queue.

- 2. If so, could you provide me with a copy of that policy/guidelines.**

N/A.

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, FCSI, 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