

## FREEDOM OF INFORMATION RESPONSE

FOI 3465

### Interpretation

---

Could you please supply me with information on the number of times you have asked an interpreter to translate to the patient / a doctor. To specify, I am looking into hospital in Worcester city only, during the years:

April 2015/end of Feb 16 379

April 2014/ March 2015 378

*These figures relate to the use of interpreters at Worcester Royal Hospital during the past 2 financial years. They are for clinical appointments but records do not specify if these were specifically with a Dr or another member of staff.*

Also, could you please tell me what are your procedures in a case when a patient (either A&E/hospital or GP) can not speak English.

*The Trust has contracts with two translation services to provide interpreters and translation services. If a patient is identified as needing or requests an interpreter or documents translated then staff in the area will contact the appropriate service and book the required interpreter / translation. This can be face to face or via the phone if a verbal translation is needed. Such needs are flagged on the Trust's Patient Information system. The translation service is overseen by our Patient Experience Team.*