

Date: 31/05/2024
Your Ref:
Our Ref: 8714

Enquiries to : Richard Mutch
Extension: 35687
Direct Line: 0131 465 5687
loth.freedomofinformation@nhs.scot
richard.mutch@nhs.scot

Dear

FREEDOM OF INFORMATION – TRANSLATION SERVICES

I write in response to your request for information in relation to translation services within NHS Lothian.

Question:

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

Answer:

NHS Lothian has an internal bank of interpreters that will engage in the translation of generic informational documents as required by services. On occasion agencies will be approached to facilitate these translations.

Question:

2. How many healthcare information leaflets/communications did the Health Board produce and print in FYE 2024?

Answer:

I am advised that this is not held in a centrally extractable format as individual services and departments are responsible for organising their own leaflets.

Question:

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

Answer:

ITS received 6 multilingual leaflet translation requests in 2023/24.

Question:

4. Which languages does the Health Board normally translate healthcare information communications into?

Answer:

Top languages requested are Polish, Arabic, Cantonese, Ukrainian, Romanian, Urdu, BSL

Question:

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

Answer:

The organisation offers a range of support including large print and braille translations.

Question:

6. What did the Health Board spend on translation services for healthcare communications in FYE 2024?

Answer:

Translation costs were £96,634.

Question:

7. What did the Health Board spend on printing of healthcare communications in FYE 2024?

Answer:

I am advised that this is not held in a centrally extractable format as individual services and departments are responsible for organising their own leaflets, all translations are reported together so leaflets and patient letters / records etc

Question:

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

Answer:

There is no central point as individual services and departments are responsible for creating their own leaflets.

Question:

9. Does the Health Board offer in-hospital way-finding or signage in any language other than English?

Answer:

Yes, ITS has translated content for banners and signage to go in hospitals - most recently a welcome banner for patients at the Royal Hospital for Children and Young People (RHCYP).

I hope the information provided helps with your request.

If you are unhappy with our response to your request, you do have the right to request us to review it. Your request should be made within 40 working days of receipt of this letter, and we will reply within 20 working days of receipt. If our decision is unchanged following a review and you remain dissatisfied with this, you then have the right to make a formal complaint to the Scottish Information Commissioner within 6 months of receipt of our review response. You can do this by using the Scottish Information Commissioner's Office online appeals service at www.itspublicknowledge.info/Appeal. If you remain dissatisfied with the Commissioner's response you then have the option to appeal to the Court of Session on a point of law.

If you require a review of our decision to be carried out, please write to the FOI Reviewer at the email address at the head of this letter. The review will be undertaken by a Reviewer who was not involved in the original decision-making process.

FOI responses (subject to redaction of personal information) may appear on NHS Lothian's Freedom of Information website at: <https://org.nhsllothian.scot/FOI/Pages/default.aspx>

Yours sincerely

ALISON MACDONALD
Executive Director, Nursing, Midwifery and AHPs
Cc: Chief Executive