



East London
NHS Foundation Trust
Information Governance
Robert Dolan House
9 Alie Street
London
E1 8DE

Email elft.foi@nhs.net
Website: <https://www.elft.nhs.uk>

5 July 2024

Our reference: FOI DA5424

I am responding to your request for information received 3 June 2024. I am sorry for the delay in responding to your request. This has been treated as a request under the Freedom of Information Act 2000.

I am now enclosing a response which is attached to the end of this letter. Please do not hesitate to contact me on the contact details above if you have any further queries.

Yours sincerely,

Information Rights Coordinator

If you are dissatisfied with the Trust's response to your FOIA request then you should contact us and we will arrange for an internal review of this decision.

If you remain dissatisfied with the decision following our response to your complaint, you may write to the Information Commissioner for a decision under Section 50 of the Freedom of Information Act 2000. The Information Commissioner can be contacted at:

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

Tel: 0303 123 1113
Web: www.ico.org.uk

Please note that the data supplied is not allowed to be re-used and/or published without the explicit consent of East London NHS Foundation Trust. Please contact the signatory to request permission if this is your intention



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Chief Executive Officer: Lorraine Sunduza
Chair: Eileen Taylor

Request:

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

Answer: Yes. The Trust works with a translation services provider.

Question 2: How many healthcare information leaflets/communications did the Trust produce and print in FYE 2024?

Answer: The Trust has reviewed question 2 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 1(1) of the Freedom of Information Act 2000 states:

*Any person making a request for information to a public authority is entitled—
(a) to be informed in writing by the public authority whether it holds information of the description specified in the request, and
(b) if that is the case, to have that information communicated to them.*

East London NHS Foundation Trust does not centrally record the information requested as each service is responsible for producing their own communications materials depending on requirements. The Trust is therefore unable to provide a response.

Question 3: How many of these were translated in multiple languages?

Answer: Please see table below for leaflets / communications that were translated into multiple languages:

Language	Number of translations
Bengali Dhaka	90
Polish	80
Urdu	30
Farsi	28
Romanian	27
Arabic	26
Turkish	25
Spanish	22
Punjabi	18
Portuguese	14
Albanian	14
Tamil	13
Italian	13
French	12
Ukrainian	12
Pashto	12
Lithuanian	11
Somali	10
Dari	9



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Language	Number of translations
Russian	6
Bulgarian	5
Mandarin	4
Lingala	3
Thai	2
Latvian	2
Twi	2
Hungarian	2
Cantonese	2
Czech	2
Malayalam	2
Kurdish Sorani	2
Slovak	2
Oromo	2
Vietnamese	1
Yiddish	1
Tagalog	1
Hebrew	1
Amharic	1
Tigrinya	1
Braille	1
Hindi	1
Nepalese	1
Grand Total	513

Question 4: Which languages does the Trust translate healthcare information communications into?

Answer: The Trust has reviewed question 4 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 21(1) of the FOI Act states:

(1) Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.

The information requested is accessible here:

https://www.elft.nhs.uk/sites/default/files/2023-12/foi_da5004a_-_appendix_1_final.pdf

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

Answer: Staff caring for a visually impaired person can verbally explain information or leaflets. They can record information on the person's phone so that relevant service users have an audio recording. Relevant service users or staff can



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also request the information to be produced in braille from our translation provider. Visually impaired people using personal assistive technology can access health information from the Trust's website.

Question 6: What did the Trust spend on translation services for healthcare communications in FYE 2024?

Answer: The Trust spent a total of £1,011,930.05 on translations services for healthcare communications in financial year end 2024.

Question 7: What did the Trust spend on printing of healthcare communications in FYE 2024?

Answer: The Trust spent a total of £193,258.09 on the printing of healthcare communications in financial year end 2024.

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

Answer: Steve Gladwin, Director of Communications.

Question 9: Does the Trust offer in-hospital way-finding or signage in any language other than English?

Answer: The Trust shares many of our sites with acute Trusts so benefit from their multi-lingual signposting. Mental health inpatient units are unlike acute hospitals (where members of the public can walk around to find various departments). For security reasons, visitors and patients must speak to reception staff on arrival and will therefore receive specific directions or be taken to the ward. Reception staff will also provide advice and assistance where necessary.



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