

**NHS Foundation Trust** Information Governance Robert Dolan House 9 Alie Street

London E18DE

Email elft.foi@nhs.net

17 December 2024

Website: https://www.elft.nhs.uk

Our reference: FOI DA5769

I am responding to your request for information received 5 December 2024. 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

Chief Executive Officer: Lorraine Sunduza

Chair: Eileen Taylor

## Request:

In the past 12 months, please confirm

Question 1: The number of written translation requests and how many were met (e.g.

January 2023 – 2 requests / 2 met)

Answer: Please see Appendix 1 attached.

Question 2: The number of pre-booked telephone interpretation requests and how

many were met?

Answer: Please see Appendix 1 attached.

Question 3: The number of on-demand telephone interpretation requests and how

many were met?

Answer: Please see Appendix 1 attached.

Question 4: The number of face-to-face interpretation requests and how many were

met?

Answer: Please see Appendix 1 attached.

Question 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 moth)

Answer: Please see Appendix 1 attached.

Question 6: What % of Face to Face Interpreter requests were met?

Answer: 94% of face to face interpreter requests were met.

Question 7: How many Interpreters Did Not Attend their appointments?

Answer: 304 interpreters (from 57,480 requests) did not attend their appointments.

Question 8: How many patients did not attend their appointment?

Answer: 1752 patients did not attend their appointment.

Question 9: How many patients who did not attend appointments needed an

interpreter?

Answer: 1752 patients that did not attend the appointment had booked an interpreter

Question 10: How many bookings were cancelled by patients last minute?

Answer: The Trust has reviewed question 10 of your request for information under the

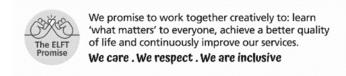
Freedom of Information Act (FOI) 2000.

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.



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East London NHS Foundation Trust does not record the information requested and is therefore unable to provide a response.

Question 11: What was the total spending for the year across all interpretation and

translation services?

The total Trust spend over the last twelve months was approximately Answer:

£1,190,316.06.

Question 12: Who is the incumbent provider for the Trust?

The Trust has reviewed question 12 of your request for information under the Answer:

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:

Question 2:

https://www.elft.nhs.uk/sites/default/files/2024-04/anon\_response -

foi da5251.pdf

Question 13: When did the current contract come into effect?

Answer: The Trust has reviewed question 13 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

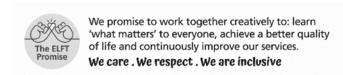
under section 1 is exempt information.

The information requested is accessible here:

Question 1:

https://www.elft.nhs.uk/sites/default/files/2024-09/anon response -

foi da5575.pdf



Chief Executive Officer: Lorraine Sunduza Chair: Eileen Taylor