



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>

17 December 2024

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



We promise to work together creatively to: learn 'what matters' to everyone, achieve a better quality of life and continuously improve our services.
We care . We respect . We are inclusive

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 month)

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.*



We promise to work together creatively to: learn 'what matters' to everyone, achieve a better quality of life and continuously improve our services.
We care . We respect . We are inclusive

Chief Executive Officer: Lorraine Sunduza
Chair: Eileen Taylor

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?

Answer: The total Trust spend over the last twelve months was approximately £1,190,316.06.

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

Answer: The Trust has reviewed question 12 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 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



We promise to work together creatively to: learn 'what matters' to everyone, achieve a better quality of life and continuously improve our services.
We care . We respect . We are inclusive

Chief Executive Officer: Lorraine Sunduza
Chair: Eileen Taylor