

Ref no: 191030316
From: Press
Date: 03/03/16
Subject: Shifts + Translators

REQUEST

I would like to make a Freedom of Information request to your Trust. Please can you provide the following information?

- 1) The name of your trust
- 2) In the last 12 months, has your trust had to issue a new rota pattern for doctors of any speciality, which has had the effect of reducing the number of doctors on shift?
- 3) For the week commencing February 22 **2016**,
 - a) what percentage of doctor shifts were filled by locums?
 - b) what percentage of doctor shifts were unfilled?
- 4) For the week commencing February 23 **2015**,
 - a) what percentage of doctor shifts were filled by locums?
 - b) what percentage of doctor shifts were unfilled?
- 5) In the month of February 2016, how many agency nursing shifts were paid at a band 6 rate to fill a band 5 unfilled shift?
- 6) How many languages do you translate patient information into as of **1 March 2016**? Please list the languages by most popular.
- 7) For the following financial years: 2013/14, 2014/15 and so far in 2015/16, how much money has the trust spent on the following language services:
 - a) Translation of written information for patients /carers
 - b) Translation services for patients/carers
 - c) Employment of translators
 - d) Employment of advocates for non-English speaking people
 - e) Total cost of translation and interpretation for the trust

RESPONSE

- 1) The name of your trust

St Helens and Knowsley Teaching Hospitals NHS Trust

- 2) In the last 12 months, has your trust had to issue a new rota pattern for doctors of any speciality, which has had the effect of reducing the number of doctors on shift?

No

- 3) For the week commencing February 22 2016,
a) what percentage of doctor shifts were filled by locums?
b) what percentage of doctor shifts were unfilled?

The trust is currently unable to answer these questions

- 4) For the week commencing February 23 2015,
a) what percentage of doctor shifts were filled by locums?
b) what percentage of doctor shifts were unfilled?

The trust is currently unable to answer these questions

- 5) In the month of February 2016, how many agency nursing shifts were paid at a band 6 rate to fill a band 5 unfilled shift?

None

- 6) How many languages do you translate patient information into as of 1 March 2016? Please list the languages by most popular.

The Trust has a contract with a provider of Interpreter and Translation Services and can arrange the translation of any item into the majority of languages by request.

The Trust does not routinely make translations of its written material. It is currently working to include the following sentence

'This leaflet can be made available in alternative languages/formats on request'.

as part of ALL new Patient Information Leaflets translated into the top three languages which it uses the Interpretation Service for;

- **Polish**
- **Chinese Cantonese**
- **Chinese Mandarin**

It is likely that this will start from 1 April 2016

- 7) For the following financial years: 2013/14, 2014/15 and so far in 2015/16, how much money has the trust spent on the following language services:
a) Translation of written information for patients /carers
b) Translation services for patients/carers
c) Employment of translators

- d) Employment of advocates for non-English speaking people
- e) Total cost of translation and interpretation for the trust

	2013/14 (£)	2014/15 (£)	2015/16 (£)
a. Translation of written information for patients/carers	1,498	230	1,269
b. Translation services for Patients/carers	0	0	0
c. Employment of translators	0	0	0
d. Employment if advocates for non-English speaking people	0	0	0
e. Total cost of translation and interpretation for the Trust	35,671.38	52,510.15	71,225.60