

## Freedom of Information request 210-17

---

### Request

1. The total spend on interpreting and translation services over the last 10 years (broken down by financial year);
2. The number of patients who required these services over the last 10 years (broken down by financial year);
3. The maximum amount per hour paid for interpreting and translation services in the last financial year;
4. A breakdown by percentage of the languages required in the last financial year.

### Response

- 1,2 & 4 Please find attached a spreadsheet which details the spend, number of patients and the languages for the period April 2011 to March 2017, which is all the data NHS Borders holds:



Interpretation Costs  
April 2011 to Decemb



Translation Costs  
April 2011 to Decemb

3. NHS Borders do not hold this data. An invoice is paid per appointment or individual translate document, we do not receive how long this has taken so are unable to advise the maximum amount paid per hour. Therefore under Section 17 of the FOI(S)A 2002 this information is not held.

If you are not satisfied with the way your request has been handled or the decision given, you may ask NHS Borders to review its actions and the decision. If you would like to request a review please apply in writing to, Freedom of Information Review, NHS Borders, Room 2EC3, Education Centre, Borders General Hospital, Melrose, TD6 9BS or [foi.enquiries@borders.scot.nhs.uk](mailto:foi.enquiries@borders.scot.nhs.uk).

The request for a review should include your name and address for correspondence, the request for information to which the request relates and the issue which you wish to be reviewed. Please state the reference number **210-17** on this request. Your request should be made within 40 working days from receipt of this letter.

If following this review, you remain dissatisfied with the outcome, you may appeal to the Scottish Information Commissioner and request an investigation of your complaint. Your request to the Scottish Information Commissioner should be in writing (or other permanent form), stating your name and an address for correspondence. You should provide the details of the request and your reasons for dissatisfaction with both the original response by NHS Borders and your reasons for dissatisfaction with the outcome of the internal review. Your application for an investigation by the Scottish Information Commissioner must be made within six months of your receipt of the response with which you are dissatisfied. The address for the Office of the Scottish Information Commissioner is, Office of the Scottish Information Commissioner, Kinburn Castle, Doubledykes Road, St Andrews, Fife.