

Freedom of Information request 338-17

Request

Can I please request the following information under the Freedom of Information Act?

1. How much did the NHS trust spend on translators for patients between June 23rd, 2016 and June 23rd 2017?
2. Could you please provide a breakdown of which languages translators were required for?
3. Could you also provide the same figures for June 23, 2015, to June 22, 2016?

Clarification received –
Apologies, I am referring to interpreters.

Response

1-3. NHS Borders spend on interpretation:

Financial Year	Cost
2015/16	£76,090.09
2016/17	£99,623.63
2017/18 (to 1 July 2017)	£8,736.12

Languages for which interpretation was required:

2015/16

Arabic, Bengali, Cantonese, Czech, Farsi, Hungarian, Japanese, Latvian, Lithuanian, Mandarin, Polish, Portuguese, Punjabi, Romanian, Russian, Sign Language, Slovak, Spanish, Tamil, Turkish, Ukrainian, Urdu, Wolof

2016/17

Arabic, Bengali, Bulgarian, Cantonese, Chinese, Czech, Farsi, French, German, Hungarian, Italian, Japanese, Latvian, Lithuanian, Malaysian, Mandarin, Polish, Portuguese, Punjabi, Romanian, Russian, Sign Language, Slovak, Sorani, Spanish, Thai, Turkish

2017/18

Arabic, Cantonese, French, Italian, Lithuanian, Polish, Portuguese, Punjabi, Romanian, Russian, Sign Language

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.

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 **338-17** 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.