

FOI 0116/2025 Response

For the financial years 2022/23, 2023/24, and 2024/25 to date, please provide

1. The total number of appointments (and if possible, interpreting hours) delivered per year.

Financial Year	Total Appointments	Total Hours
FY 20222023	2,031	1,455
FY 20232024	2,008	1,478
FY 20242025	2,393	1,841
Grand Total	6,432	4,774

2. A breakdown by mode of delivery (in-person/face-to-face interpreting, telephone interpreting, video interpreting).

Financial Year	Face to Face	Text Messaging (SMS)	Telemedicine	Telephone	Grand Total
FY 20222023	1,351		49	631	2,031
FY 20232024	1,674	1	16	317	2,008
FY 20242025	1,979	10	22	382	2,393
Grand Total	5,004	11	87	1,330	6,432

Note: Figures are based on requests for interpreters at patient appointments. We do not capture information in a reportable way on whether interpreter requests were fulfilled.

Fulfilment of Interpreting Requests

3. Please provide the percentage of in-person/face-to-face interpreting requests that were successfully delivered in each of the above financial years.

The Trust is unable to provide a response to this query.

Although we capture booked or requested interpreters we do not capture if these requests were fulfilled.

We therefore we cannot say how many requests were successfully delivered.

Languages Currently Available

4. Please provide a list of languages for which interpretation services are currently available, broken down by mode of delivery (in-person/face-to-face interpreting, telephone interpreting, video interpreting).

Although we report on language and modes of delivery requested for appointments, we are unable to confirm the full list of languages as this is not centrally recorded.

Please note the following:

The Trust is currently using Word 360 Interpreting and Translation service to fulfil all Trust wide interpreting and translation requests, such as face to face, telephone, and video interpreting.

The Trust also use B.I.D for advanced level BSL interpreters (specifically experienced in mental ill health interpretation for our Deaf in-patients as part of nationally commissioned specialised services).