FOI 3491

Date 20/12/2024

Dear Requester,

Thank you for your Freedom of Information request. Please note, this is a cross-site response for Bedford site and Luton site.

You asked:

1. The number of written translation requests and how many were met (e.g. January 2023 – 2 requests / 2 met)
2. The number of pre-booked telephone interpretation requests and how many were met?
3. The number of on-demand telephone interpretation requests and how many were met?
4. The number of face-to-face interpretation requests and how many were met?
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 moth)
6. What % of Face to Face Interpreter requests were met?
7. How many Interpreters Did Not Attend their appointments?
8. How many patients did not attend their appointment?
9. How many patients who did not attend appointments needed an interpreter?
10. How many bookings were cancelled by patients last minute?
11. What was the total spending for the year across all interpretation and translation services?

We are exempting questions 1-11 under Section 43 - prejudice to commercial interests. Disclosure of this information would significantly weaken our competitive advantage, irreparably harm our financial and commercial interests, and compromise the pursuit of value for money in future procurements. We have considered how the public interest might apply, and although recognising that there is a strong public interest in openness, there is a greater public interest in ensuring an ability to obtain best value for money.

1. Who is the incumbent provider for the Trust?

DA Language

1. When did the current contract come into effect?

Next year

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Please note that the Trust has a formal internal review and complaints process which is managed by the Information Governance Manager/Data Protection Officer. Should you have any concerns with our response, you can make a formal request for an internal review. Requests for internal review should be submitted within three months of the date of receipt of the response to your original letter, and should be addressed to: dataprotectionofficer@ldh.nhs.uk. This option is available to you for up to three calendar months from the date your response was issued.

If you are not satisfied with the Trust review under the Freedom of Information Act 2000 you may apply directly to the Information Commissioners Officer (ICO) for a review of your appeal decision. The ICO can be contacted at: ICO, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF www.ico.org.uk

Yours sincerely,

*FOI Officer*

Bedfordshire Hospitals NHS Foundation Trust