

Date: 28/09/2017

FREEDOM OF INFORMATION REQUEST FOI/013658 – Translation services

1. What type of written documents are translated?

Patient information leaflets, patient letters and any other documents required as part of a patient's care of treatment.

2. In which languages are documents translated listed from highest to least?

We do not have this data as we do not have a large requirement for translation. Translations are available in any language as requested by the patient. Our most commonly requested languages are Easy Read, large print, Punjabi, Urdu, Romanian, Polish, Chinese and Arabic.

3. Do these languages include Cornish, Gaelic, Welsh or Irish?

We have not had a requirement for these languages. However, if requested, translation to Cornish, Gaelic, Welsh or Irish can be arranged.

4. Who carries out the translations?

Word360 Limited

5. Generally, are any documents translated consistently throughout the year?

No, all documents are translated on an ad-hoc basis. However the following are translated in advance:

PALS and Complaints Department leaflet (translated to Easy Read, large print, Punjabi, Urdu, Romanian, Polish and Chinese)

Adult Inpatient Welcome leaflet (translated to Easy Read, large print, Punjabi, Urdu, Romanian, Polish, Chinese and Arabic)

6. Generally, are any documents translated on an ad-hoc basis?

All documents, excluding the two listed above, are translated on an ad-hoc basis.

7. Do you provide written translations in braille?

We can provide this if requested.

8. If yes, which documents and are any of these translations carried out consistently?

None

9. Are any carried out on an ad-hoc basis?

All documents are translated on an ad-hoc basis.

10. Who carries out the translations?

Word 360 Limited

11. Do you provide any other translation for the blind?

Yes if requested

12. Do you provide translations in the form of audio-description?

Yes THE DUDLEY GROUP NHS FOUNDATION TRUST Freedom of Information request 013658 Regarding translation (written services)

13. If yes, which documents and are any of these translations carried out consistently?

None

14. Are any carried out on an ad-hoc basis?

All documents are translated on an ad-hoc basis.

15. Who carries out the translations?

Word 360 Limited

16. Is there a minimum criteria for translators who carry out translation tasks?

Yes, as set by Word 360 Limited

17. Is proof required for any qualifications of translators?

Yes, as required by Word 360 Limited

18. Is any translation done in-house? If yes, which documents?

No

19. Is any translation out-sourced? If yes, which documents?

Yes, all documents

20. Do staff ever translate (written), if yes in which contexts?

No

21. Do medical staff ever provide sight translation?

Only in emergencies

22. How long after the initial request for translation should the documents be completed/delivered?

This depends on the language and length/complexity of the document

23. In how many languages is the NHS website available? Which languages are they?

The NHS website is managed by NHS Digital. If you are referring to The Dudley Group NHS Foundation Trust's website, it is available in 100+ languages.

24. How is the website translated?

Using the ReciteMe web accessibility solution

25. In how many languages is the online system used to book primary appointments? Which languages?

N/A

26. Can children provide translations or sight translations? If yes, when?

No