



Kent and Medway
NHS and Social Care Partnership Trust

Information Governance & Records Management Department

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Sent via email

Dear **James,**

Request for Information

I write further to your request FOI ID 46942 under the Freedom of Information Act 2000 regarding: -

Translation

Your request is set out below:

In the past 12 months, please confirm

1) The number of written translation requests and how many were met (e.g. January 2023 – 2 requests / 2 met)

100 requests/100 met

2) The number of pre-booked telephone interpretation requests and how many were met?

573 requests/573 met

3) The number of on-demand telephone interpretation requests and how many were met?

241 requests/240 met

4) The number of face-to-face interpretation requests and how many were met?

968 requests/967 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 month)

Albanian	39
Arabic	119
Bengali	140
Bulgarian	38
Cantonese	108
Czech	28
French	34
Lithuanian	66
Nepalese	99
Pashto	27

We are proud to be smoke free

Trust Chair – Dr Jackie Craissati
Chief Executive – Sheila Stenson

Polish	183
Portuguese	71
Punjabi	118
Romanian	80
Russian	63
Slovak	155
Tamil	98
Turkish	95
Ukrainian	52
Urdu	27

- 6) What % of Face to Face Interpreter requests were met?
98.8%
- 7) How many Interpreters Did Not Attend their appointments?
8
- 8) How many patients did not attend their appointment?

Month	Number of DNA Appointments
December 2023	4034
January 2024	4792
February 2024	4398
March 2024	4398
April 2024	4648
May 2024	4549
June 2024	4343
July 2024	4724
August 2024	4009
September 2024	4296
October 2024	4734
November 2024	4681

- 9) How many patients who did not attend appointments needed an interpreter?
The requested information is not held centrally and is contained within the individual clinical records which cannot be extracted as a standalone piece of data. In order to extract the requested information and collate the results would require a manual exercise to identify and review clinical records and would exceed the appropriate time limits, as per the Freedom of Information Act 2000 section 12(1) which does not oblige a public authority to comply with a request for information if the authority estimates that the cost of complying with the request would exceed the appropriate limit.
- 10) How many bookings were cancelled by patients last minute?
The requested information is not held centrally and is contained within the individual clinical records which cannot be extracted as a standalone piece of data. In order to extract the requested information and collate the results would require a manual exercise to identify and review clinical records and would exceed the appropriate time limits, as per the Freedom of Information Act 2000 section 12(1) which does not oblige a public authority to comply with a request for information if the authority estimates that the cost of complying with the request would exceed the appropriate limit.
- 11) What was the total spending for the year across all interpretation and translation services?

£137,196.22

12) Who is the incumbent provider for the Trust?

Word 360

13) When did the current contract come into effect?

Please use the following link to access contract dates - [KMPT | Contracts Register](#)

I confirm that the information above completes your request under the Freedom of Information Act 2000. I am also pleased to confirm that no charge will be made for this request.

If you have any questions or concerns or are unhappy with the response provided or the service you have received you can write to the Head of Information Governance at the address on top of this letter. If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision.

Yours Sincerely

On Behalf of
The Information Governance Department