



Kent and Medway
NHS and Social Care Partnership Trust
Information Governance & Records Management Department

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Sent via email

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Dear [REDACTED]

Request for Information

I write further to your request FOI ID 43545 under the Freedom of Information Act 2000 regarding: -

Translation Services and Communications

Your request is set out below:

1. Does the trust work with translation services that translate healthcare information communications, e.g. leaflets, letters, posters etc?

The Trust have used Word360 for all translation services since October 2023.

2. How many healthcare information leaflets/communications did the trust produce and print in FYE 2024?

17 leaflets

3. How many of these were translated in multiple languages?

0

4. Which languages does the trust normally translate healthcare information communications into?

The Trust translates healthcare information upon request.

5. How are healthcare information communications delivered to patients that are visually impaired?

The Trust translates communications into braille upon request.

We are proud to be smoke free

Trust Chair – Dr Jackie Craissati
Chief Executive – Sheila Stenson

6. What did the trust spend on translation services for healthcare communications in FYE 2024?

£0

7. What did the trust spend on printing of healthcare communications in FYE 2024?

£9,045

This is the cost of all printing in Communications. We cannot guarantee that all of these costs are related to printing healthcare communications, we do not have sufficient data to separate out costs of printing healthcare communications from other types of printing e.g. printing papers for meetings. Similarly, we do not have data to isolate the cost of printing healthcare communications which may have been generated by individual departments e.g. wards may print copies of information in other languages to support patients but this cannot be isolated from other types of printing.

8. Please provide the name of the person responsible for managing the creation of healthcare information communications?

The creation of healthcare information communications are managed by the Trust's in-house Communications and Engagement Team.

9. Does the trust offer in-hospital way-finding or signage in any language other than English?

Not as standard but would do so if required or requested.

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