

Cost of Interpreters

Request

1. I would like to know how much was spent on language interpreters for patients during consultation for the past three years (2012-2014), broken down by years – i.e. £2,000 in 2012, £4,000 in 2013 etc...

2. If available, I would like to know a breakdown of the languages being interpreted.

3. If available, I would also like to know how many of these paid for translators were for missed or DNA appointments.

Response

1. Unfortunately, we are unable to provide the information broken down at the level requested, as it is not recorded on our system in this way and to check against individual requests would take in excess of the appropriate costs limit, currently £450, under section 12 of the Freedom of Information Act 2000. However we are able to provide the total cost that includes services provided by our in-house Interpretation team to other healthcare organisations in the region (CCGs, GPs etc), which also includes the costs of running the in-house service (such as management and non-pay items). We hope you find this useful

2011-2012: £306,367.56

2012-2013: £385,543.62

2013-2014: £444,135.1

2. Please see the attached document

3. The total number of bookings during March to December 2014 for which interpreters from were paid but no booking took place were 622.

We are only able to provide information for question 3 from March 2014 as the provision of interpreting service was taken over during this time.