

Our Ref: NG/RM/24154
Date: 17th May 2024

Nicola Griffiths
Deputy Director of Governance
North Staffordshire Combined Healthcare NHS Trust
Lawton House
Bellringer Road
Trentham
ST4 8HH

Reception: 0300 123 1535

Dear

Freedom of Information Act Request

I am writing in response to your e-mail of the 23rd April 2024. Your request has been processed using the Trust's procedures for the disclosure of information under the Freedom of Information Act (2000).

Requested information:

1. Does the trust work with translation services that translate healthcare information communications, e.g., leaflets, letters, posters etc?
Generally, in the Trust we run our own translations using Microsoft Office 365. If we do require a human translation, we do this via Language Line.
2. How many healthcare information leaflets/communications did the trust produce and print in FYE 2024?
We are unable to provide a response as this data is not collated centrally.
3. How many of these were translated in multiple languages? **N/A**
4. Which languages does the Trust normally translate healthcare information communications into?
The most commonly requested languages for the Trust are Polish, Urdu and Farsi.
5. How are healthcare information communications delivered to patients that are visually impaired?
The Trust offer information in a range of formats. This includes a choice of electronic documents, large print, easy read, easier read, video or audio formats and braille. We are advised by individuals what format(s) are preferred and work best for them.
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?
Please note we are unable to specify how much of the printing and stationery costs for the Trust relate specifically to printing healthcare communications, as all printing and stationery costs are coded to the same expense head regardless

of what they relate to. It would be disproportionate to have to review individual invoices, the cost of collating the information in order to respond to your request would exceed the threshold of £450 as defined by the Freedom of Information and Data Protection (Appropriate limit Fees) Regulations 2004. As a result, we are refusing your request under Section 12 of the Freedom of Information 2000.

8. Please provide the name of the person responsible for managing the creation of healthcare information communications. **Associate Director of Communications.** Information relating to members of the Board can be found at <https://www.combined.nhs.uk/about-us/our-board/our-board/>
9. Does the trust offer in-hospital wayfinding or signage in any language other than English?

Our signage is only in English. However, all the Trust clinical service areas and buildings are documented in detail by AccessAble (available via our Trust website or direct on the AccessAble site/app). Both the Trust website and AccessAble have built in translation features. This will soon include 360 imagery.

If you are dissatisfied with the handling of your request, you have the right to ask for an internal review of the management of your request. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to: Dr Buki Adeyemo, Chief Executive, North Staffordshire Combined Healthcare Trust, Trust Headquarters, Lawton House, Bellringer Road, Trentham, ST4 8HH. If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Yours sincerely



Nicola Griffiths
Deputy Director of Governance



Chair: Janet Dawson
Chief Executive: Dr Buki Adeyemo
www.combined.nhs.uk

Follow us on Twitter: @CombinedNHS
Follow us on Facebook: www.facebook.com/NorthStaffsCombined

