

Re: Your request made under the Freedom of Information Act 2000

In accordance with the Freedom of Information Act, please can you answer the following questions -

1. Does the trust work with translation services that translate healthcare information communications, e.g. leaflets, letters, posters etc? **Yes**
2. How many healthcare information leaflets/communications did the trust produce and print in FYE 2024? **13**
3. How many of these were translated in multiple languages? 1 document into **10 languages**
4. Which languages does the trust normally translate healthcare information communications into? **Polish and Romanian**
5. How are healthcare information communications delivered to patients that are visually impaired? **If stated the Trust has the provision of changing documents into brail, or easy read.**
6. What did the trust spend on translation services for healthcare communications in FYE 2024? **£168,117**
7. What did the trust spend on printing of healthcare communications in FYE 2024? **Total printing costs are £223,001, however it is not possible to split this down to provide the cost printing healthcare communications.**
8. Please provide the name of the person responsible for managing the creation of healthcare information communications? **Multiple people in the Trust develop healthcare information communications.**
9. Does the trust offer in-hospital way-finding or signage in any language other than English? **No**