

FOI 045 2024 Response

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

Yes. The Trusts uses Word360.

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

The requested information is not readily available and will require exhaustive and manual measures to obtain, thus exceeding the threshold to complete this task.

The Trust therefore rely on exemption Section 12 of the Freedom of Information Act 2000 to deny this aspect of your request.

Please note that there isn't one department in the Trust who oversees the production of all leaflets/communications. Individual teams/services may produce their own materials as and when needed, and have them translated if needed by external interpreting/translation services.

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

Please refer to the response provided in question 2.

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

Languages chosen are reflective of the demographics of our service user population and the demographics of the Birmingham and Solihull area, in which we provide our services.

Thus, some of the languages we translate information to may be Arabic, Urdu, Somali, Polish, Bengali, Punjabi, Romanian and others.

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

A person who is blind or has visual loss may need information which is usually written down or provided in standard print in an alternative format such as: audio (on CD or as an MP3 file), braille, email, large print (ranging from point 16 to point 28) or moon.

Note that people who are blind, deafblind or have visual loss may require information to be sent or shared with them electronically (via email) instead of in a written or printed format. This is because use of email enables the recipient to use (their own) assistive technology or software, for example a 'screen-reader' which converts text to speech.

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

The requested information is not centrally recorded and will require exhaustive and manual measures to obtain, thus exceeding the threshold to complete this task.

The Trust therefore rely on exemption Section 12 of the Freedom of Information Act 2000 to deny this aspect of your request.

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

The requested information is not centrally recorded and will require exhaustive and manual measures to obtain, thus exceeding the threshold to complete this task.

The Trust therefore rely on exemption Section 12 of the Freedom of Information Act 2000 to deny this aspect of your request.

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

No one person is responsible for this.

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

No we do not offer in-hospital way-finding or signage in any language other than English.

However there are signage in different languages on refurbishment or environmental uplift schemes.

Please note that we try to use images (where relevant) throughout most of our wards but this is very minimal as there is no legislative requirement to do so.