

FOI 2470

13th June 2024**FREEDOM OF INFORMATION ACT 2000 – INFORMATION REQUEST**

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

Response:

Yes - The Big Word, Global Connects and Flex. This is via a contract. The Department for Communities has commissioned a number of contractors to provide interpretation, translation and transcription services to the NI Public Sector. The contract was awarded through tender and runs from 1 February 2022 until 31 January 2026

Question 2: How many healthcare information leaflets/communications did the Trust produce and print in FYE 2024?

Response:

175

Question 3: How many of these were translated in multiple languages?

Response:

4

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

Response:

Top requested languages:

Polish	Arabic	Romanian	Lithuanian	Bulgarian
Portuguese	Tetum	Slovak	Somali	Mandarin

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

Response:

- We use a standard 16 Ariel font usually Black print on yellow paper.
- Braille can also be offered on request but the requests are rare.
- With assistive technology and text to speech technology this is also beneficial for many. Apps on smart phones also can read information sent.
- The important thing is it is not a one type fits all and we usually have information on how individuals like information to be shared

Question 6: What did the Trust spend on translation services for healthcare communications in FYE 2024?

Response:

The SHSCT spend on translation services for healthcare communications for financial year 2023/24 (April 2023 to March 2024) is £31,749

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