

369 Fulham Road
London SW10 9NH

14th October 2014

Our Ref: FOI 2014/481

Following your request for information under the Freedom of Information Act 2000 which we received on 6th October 2014, we are providing you information as held by Chelsea and Westminster Hospital NHS Foundation Trust.

In your query, you requested the following information for which corresponding responses have been provided.

1. In the year 2013/14 the amount spent by the Trust on interpreters so that patients who could not speak English were able to communicate with hospital medical staff.
£149,513.60 this only includes spending on interpreters provided by “thebigword”.
2. In the financial year 2013/14, the number of hospital appointments booked for patients where they needed to have an interpreter.
4,381 this only includes the number of appointments booked with “thebigword”.
3. The number of hospital appointments booked for patients in the 2013/14 financial year where they needed to have an interpreter but the patient failed to attend the appointment
The current system does not have the capability to collate and analyse this information centrally. Data on appointment non-attendance may be held locally as part of the appointment outcome audit trail. The Trust is therefore unable to provide this information.

We trust the above information is satisfactory to you.

If you are not happy with the way in which your request has been dealt with or are dissatisfied with this response and wish to appeal, please write to Information Governance Manager at information.governance@chelwest.nhs.uk. Your complaint will be dealt with through our internal review process.

If you are still not satisfied following the Internal Review, you have a right to complain to the Information Commissioner's Office. You can contact them at casework@ico.org.uk.

Re-use of Public Sector Information

All information supplied by the Trust in answering a request for information under the Freedom of Information Act 2000 will be subject to the terms of the Re-use of Public Sector Information Regulations 2005, Statutory Instrument 2005 No.1515 which came into force on 1st July 2005.

Under the terms of the Regulations, the Trust will license the re-use of any or all information supplied if being used in a form and for a purpose other than which it was originally supplied. However, The Trust reserves the right, in certain circumstances, to charge a fee for the re-use of some information which it deems to be of commercial value.

Yours sincerely

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Information Governance Analyst