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RE: Freedom of Information Request

21st October 2024

Dear Sir/Madam

With reference to your request for information received on 23rd April 2024, I can confirm in accordance with Section 1 (1) of the Freedom of Information Act 2000 that we do not hold the information you have requested. Please accept our sincere apologies for the delay.

In your request you asked:

- 1. Does the trust work with translation services that translate healthcare information communications, e.g. leaflets, letters, posters etc?**
For 2023/24 the translation contract was with The Big Word.
- 2. How many healthcare information leaflets/communications did the trust produce and print in FYE 2024?**
In 2023, there were x8 translations completed. These included information for specific patients and generic leaflets.
- 3. How many of these were translated in multiple languages?**
Only 1 request was for multiple languages. Requests are usually to translate into 1 specific language.
- 4. Which languages does the trust normally translate healthcare information communications into?**
The languages translated in 2023 were: - English, Turkish, Polish, Romanian, Bengali, Lithuanian, Latvian, Albania.
- 5. How are healthcare information communications delivered to patients that are visually impaired?**
Letters and Communications are provided in Larger and Bolder Font.

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

This was approximately £620.00.

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

Information is not held in a format to identify specifically spend on printing.

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

Names, job titles and email addresses (other than that of our board of directors) constitute personal data.

Section 40(2) provides that personal data is exempt information if one of the conditions set out in section 40(3) is satisfied. In our view, disclosure of this information would breach the data protection principles contained in the General Data Protection Regulations and Data Protection Act 2018.

In reaching this decision, we have particularly considered:

- The reasonable expectations of the employees given their positions; Sherwood Forest Hospitals NHS Foundation Trust considered that none of the individuals would have a reasonable expectation that their personal data would be disclosed;
- The consequences of disclosure; and
- any legitimate public interest in disclosure.

Section 40(2) is an absolute exemption and therefore not subject to the public interest test.

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

No

I trust this information answers your request. Should you have any further enquiries or queries about this response please do not hesitate to contact me. However, if you are unhappy with the way in which your request has been handled, you have the right to ask for an internal review. 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: Sally Brook Shanahan, Director of Corporate Affairs, King's Mill Hospital, Mansfield Road, Sutton in Ashfield, Nottinghamshire, NG17 4JL or email sally.brookshanahan@nhs.net.

If you are dissatisfied with the outcome of the internal review, you can apply to the Information Commissioner's Office, who will consider whether we have complied with our obligations under the Act and can require us to remedy any problems. Generally, the Information Commissioner's Office cannot decide unless you have exhausted the internal review procedure. You can find out more about how to do this, and about the Act in general, on the Information Commissioner's Office website at:

<https://ico.org.uk/your-data-matters/official-information/>.

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Complaints to the Information Commissioner's Office should be sent to FOI/EIR Complaints Resolution, Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. Telephone 0303 1231113, email casework@ico.org.uk.

If you would like this letter or information in an alternative format, for example large print or easy read, or if you need help with communicating with us, for example because you use British Sign Language, please let us know. You can call us on 01623 672232 or email sfh-tr.foi.requests@nhs.net.

Yours faithfully

Information Governance Team

All information we have provided is subject to the provisions of the Re-use of Public Sector Information Regulations 2015. Accordingly, if the information has been made available for re-use under the [Open Government Licence](#) (OGL) a request to re-use is not required, but the licence conditions must be met. You must not re-use any previously unreleased information without having the consent from Sherwood Forest Hospitals NHS Foundation Trust. Should you wish to re-use previously unreleased information then you must make your request in writing. All requests for re-use will be responded to within 20 working days of receipt.

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