

Use of interpreting and translation services report (November 2016 to November 2017)

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Contents

Introduction 3

Providers of interpreting services 3

Use of interpreters (all types) in the previous 12 months....3

Most frequently requested languages....4

Use of face to face interpreters 4

Use of telephone interpreters 5

Telephone v face to face interpreters....7

Groups of languages requested (geographical area)....7

Use of British Sign Language interpreters 8

Conclusion8

Matters for consideration....9

Appendix 1: Breakdown of face to face interpreters provided 1/11/15-1/11/16

Appendix 2: Breakdown of telephone interpreters provided 1/11/15-1/11/16

Introduction

This report is based on the use of interpreters in the Trust during the period from November 2016 to November 2017.

The Trust provides foreign language face to face and telephone interpreters and face to face BSL interpreters in all of our ward and clinic areas as required by our patients, at all sites where Liverpool Women's Hospital NHS Foundation Trust provide services. This includes all satellite and community clinics as well as the services we offer at Aintree Centre for Women's Health and other venues in the community.

Providers of interpreting services:

Face-to-face interpreters are provided by Beacon interpreting services

Telephone interpreters are provided by Language line

BSL interpreters are provided by Action on Hearing (Liverpool)

Use of interpreters in the 12 month period studied:

In total, between 1/11/16 and 1/11/17 we provided 8,145 foreign language interpreters for our patients, compared to 8,445 in the previous 12 months, and 6,068 during the same period 2013/14.

Fig 1. Most popular requested languages 2016/17 (all types of interpreter)

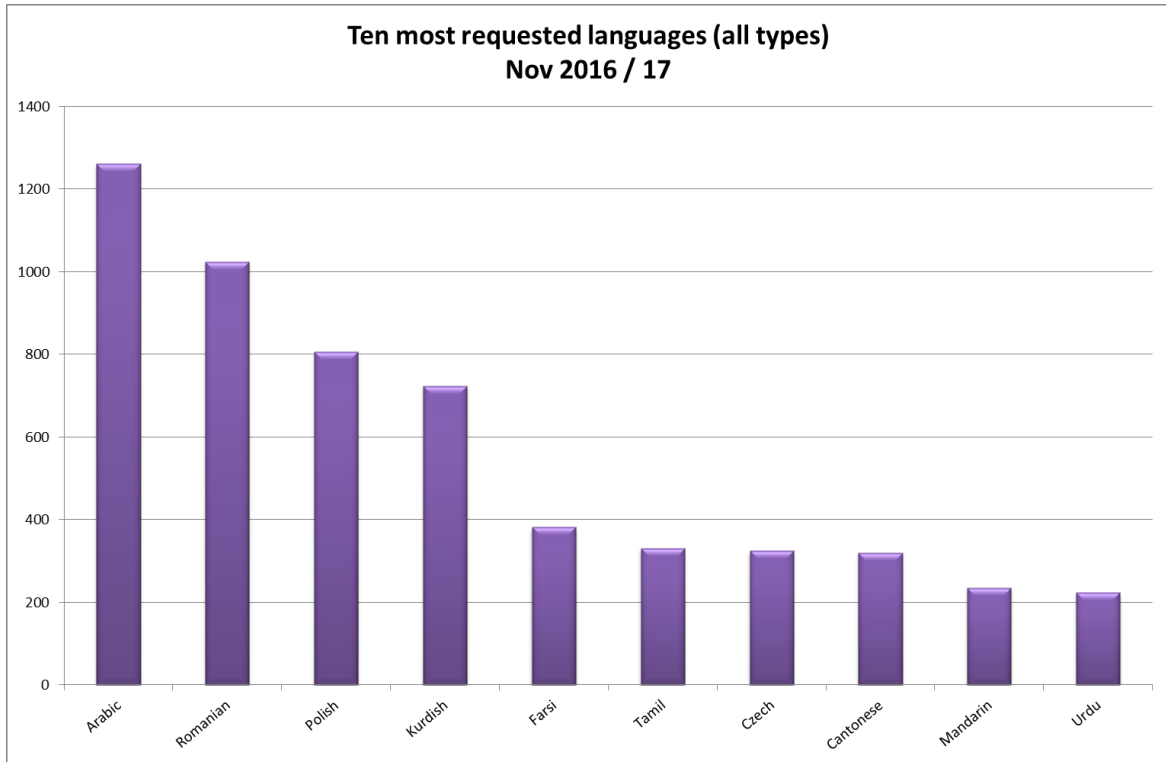


Fig 2. Most requested languages (all types) 2016/17 compared to 2015/16

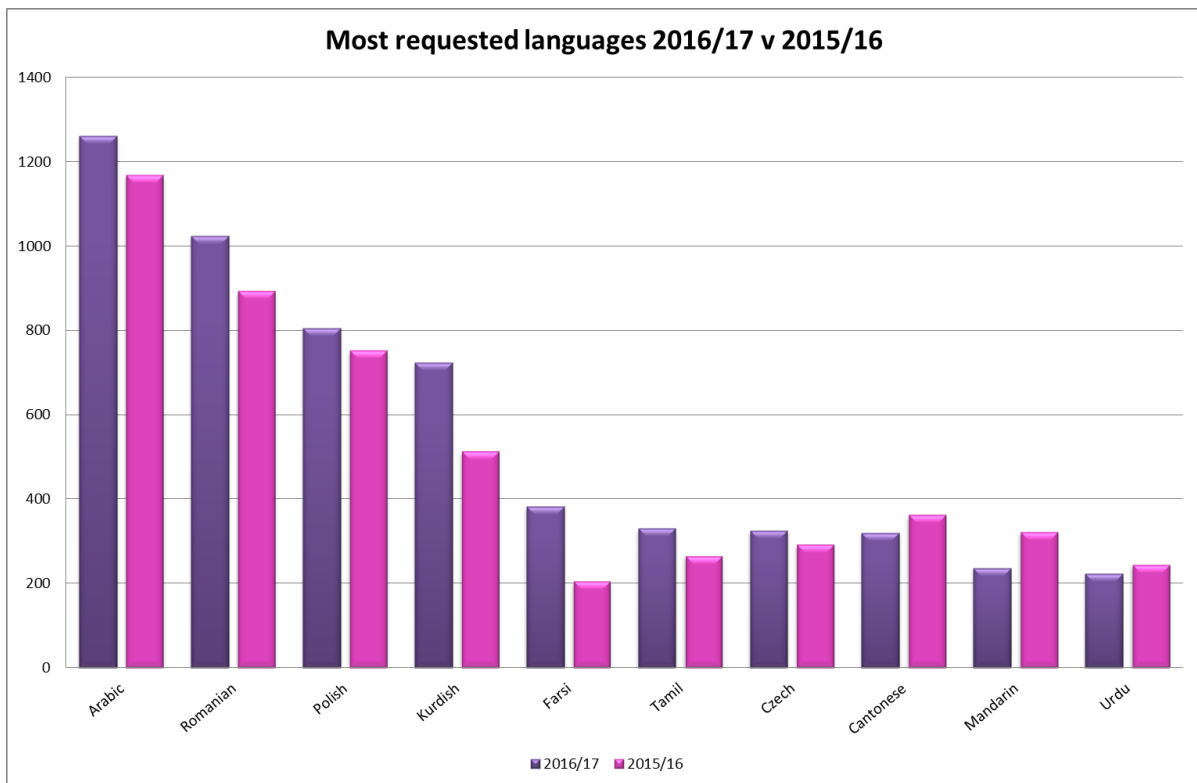


Fig 2 shows the greatest increases in the most frequently requested languages in the last 12 months were for patients whose first language is:

- Farsi
- Kurdish
- Romanian
- Arabic

1. Face-to-face foreign language interpreters

Face-to-face foreign language interpreters are primarily used in our LINK antenatal clinic and in all areas where particularly complex clinical information is to be provided to the patient.

During the 12 month period from November 2016 to November 2017, we provided 6,475 face to face interpreters (compared to 6,961 for the same period last year).

Fig 3. Most frequently requested face to face interpreters 2016/17

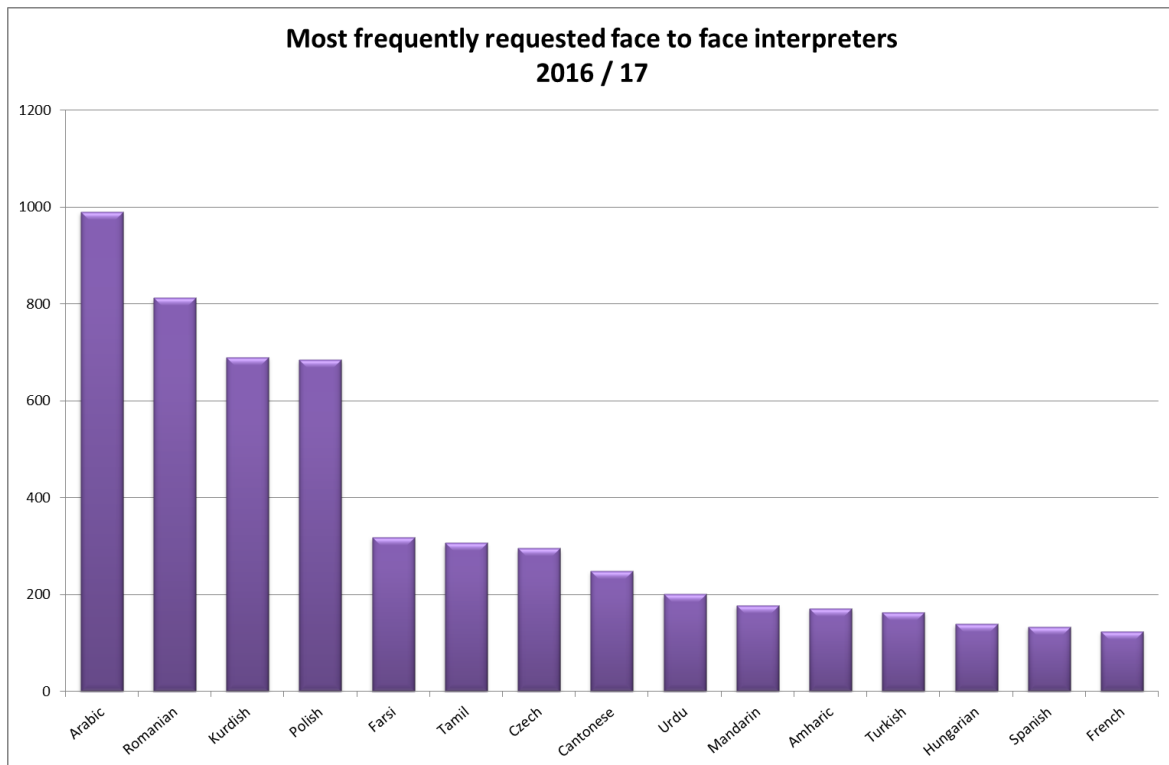
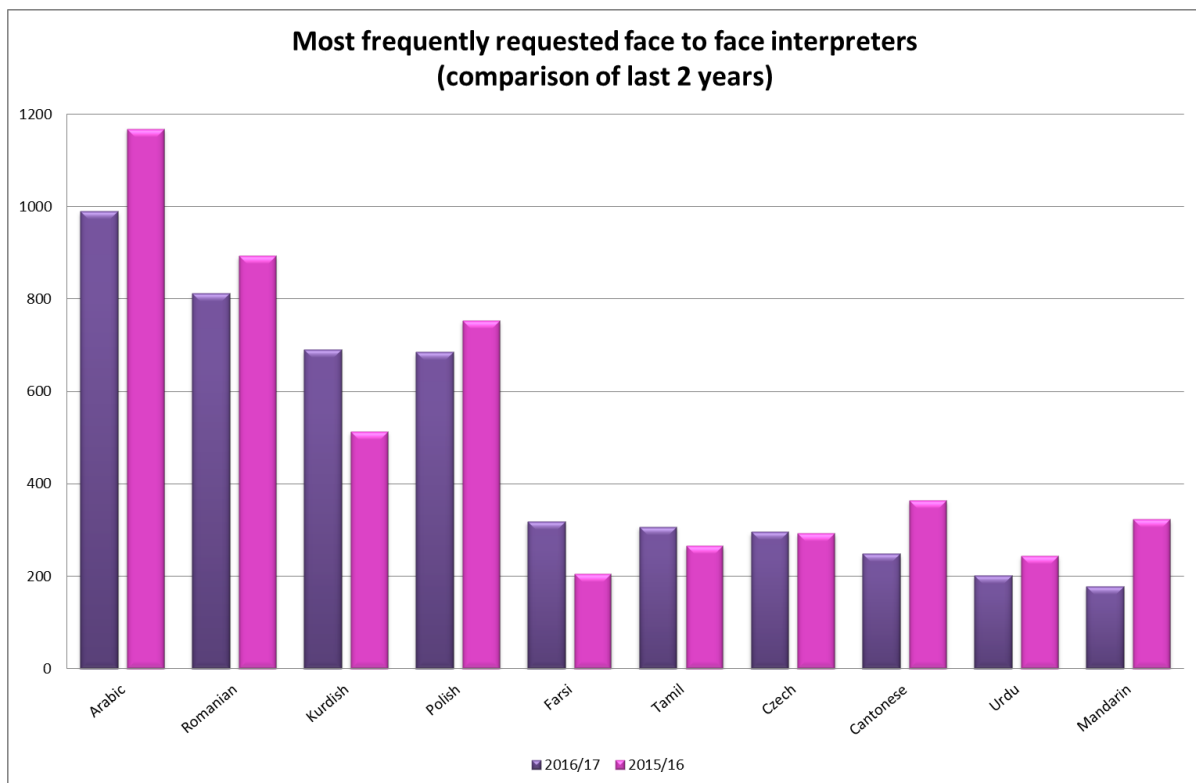


Fig 4. Most frequently requested face to face interpreters (comparison of last 2 years)



2. Telephone Interpreting services:

During the 12 month period from November 2016 to November 2017, we provided 1670 telephone interpreters (compared to 1484 during the same period in the previous year)

There are many benefits to using telephone interpreters including:

- Instant access to an interpreter who speaks language required
- Maintains confidentiality, particularly important in small BME communities
- Can be accessed in many areas, including theatres, anaesthetic and recovery rooms
- Can be accessed from clinics out in the community, GP surgeries, Sure Start Centres and other areas where we provide services outside of the main Crown Street site.

Fig 4. Most frequently requested telephone interpreters 2016/17

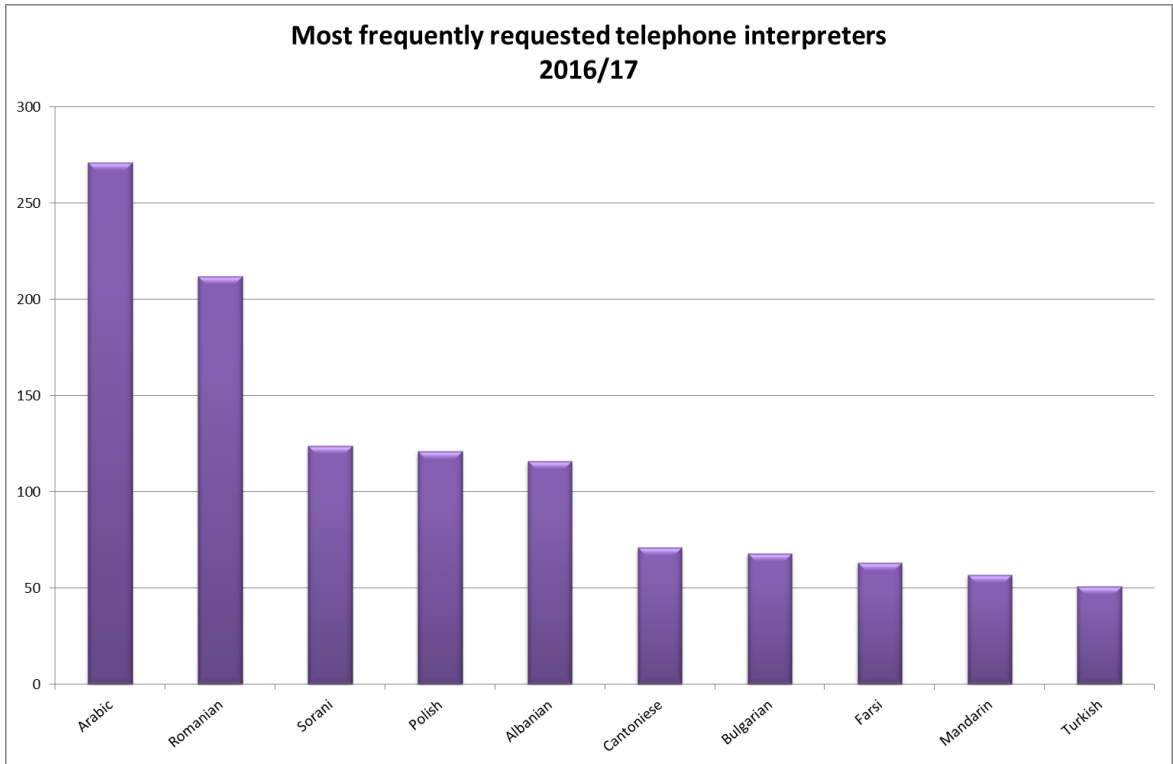
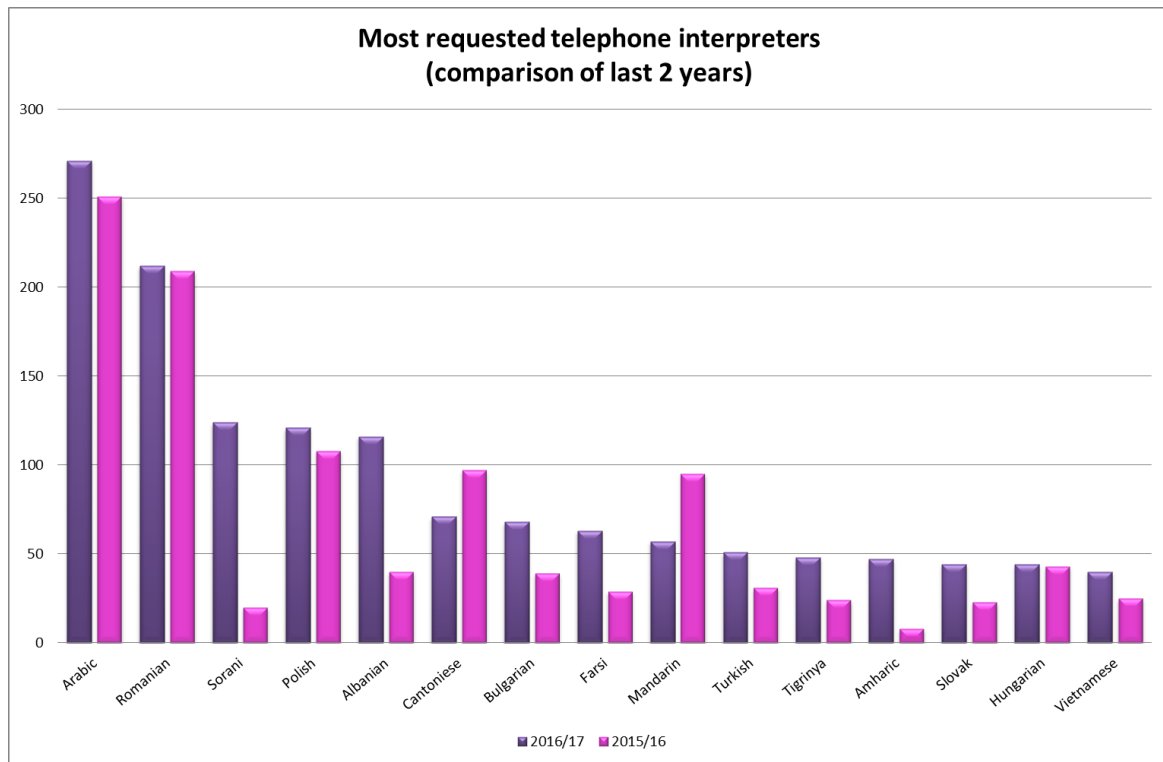
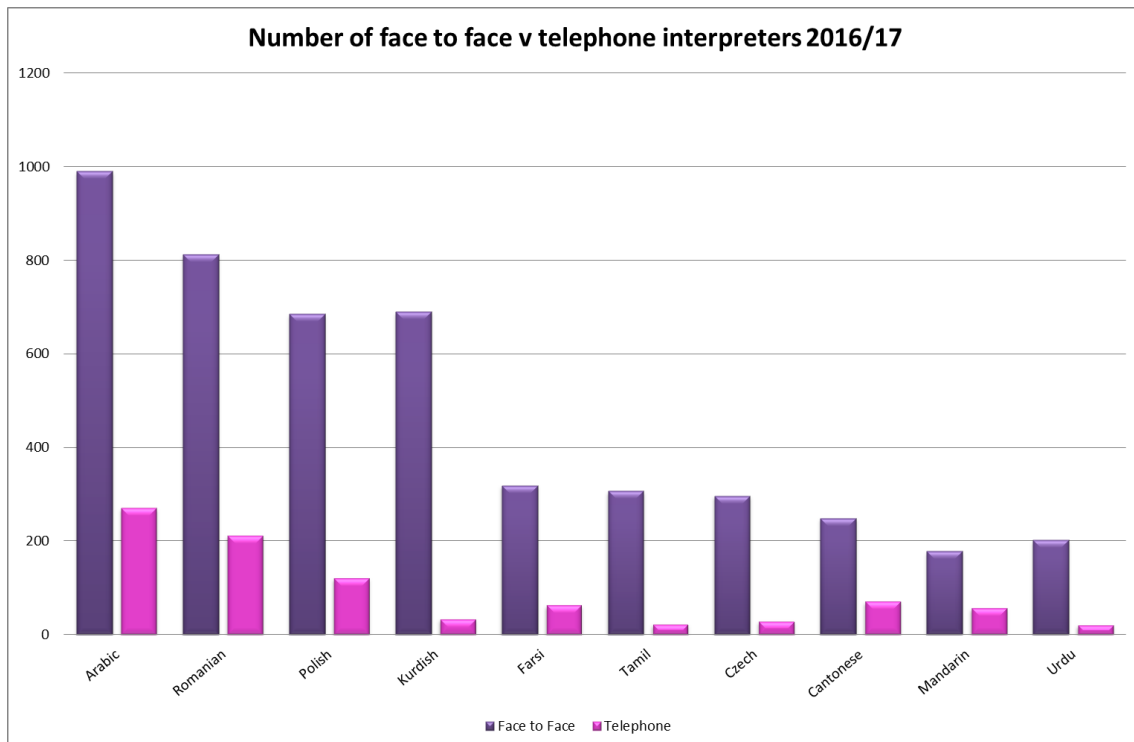


Fig 5. Most requested telephone interpreters (comparison of last 2 years)



* Arabic is the co-official national language of Somalia

Fig 6. Number of face to face v telephone interpreters 2016/17

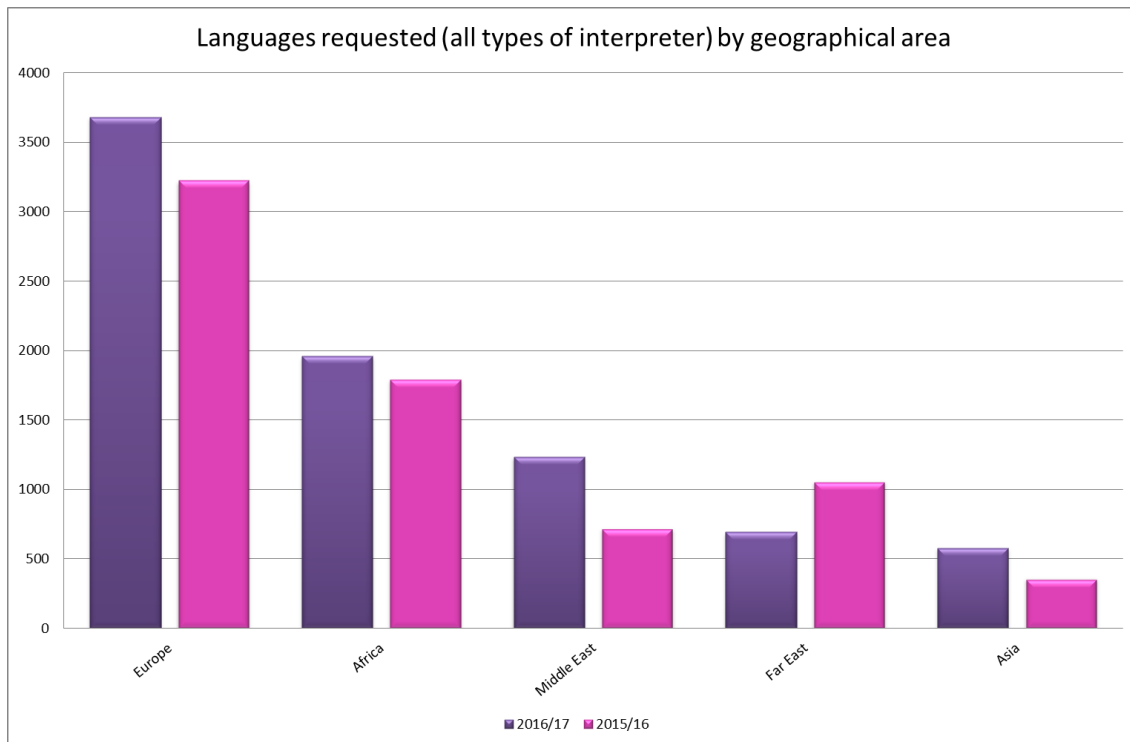


* Arabic is the co-official national language of Somalia

3. Groups of languages provided:

The languages provided by the Trust, can be broken down further into groups of languages, from the following geographical areas

Fig 7. Languages requested (all types of interpreter) by geographical area



* Arabic is the co-official national language of Somalia

Conclusions:

- There has been a significant increase in the number of foreign language interpreters provided in the last 12 months, from 6,068 in 2014/15 to 8,445 this year.
- The greatest increases were in the Kurdish and Farsi languages.
- Fig 6. shows that face to face interpreters are used far more frequently than telephone interpreters
- Although face to face interpreters are used much more frequently, Fig 5 shows that there has been an increase in the use of telephone interpreters compared to the previous year
- Based on country of origin, there has been an increase in requests from people from all areas except Far East and Asia

Matters for consideration:

We have recently conducted a procurement exercise for the service and are moving to a new provider The Big Word in the New Year. Key priorities are to:

- Ensuring the technology is in place to allow telephone interpreting to take place in all areas of the Trust using WIFI and headsets.
- Explore opportunities to extend the service further to BSL and potentially video BSL

Appendix 1

Breakdown of Face to Face interpreters booked between 1/11/16 and 1/11/17

Language	2016/17
Arabic	990
Romanian	812
Kurdish	690
Polish	685
Farsi	319
Tamil	307
Czech	296
Cantonese	249
Urdu	202
Mandarin	178
Amharic	172
Turkish	164
Hungarian	140
Spanish	134
French	124
Portuguese	123
Russian	109
Lithuanian	100
Tigrinian	91
Somalian	76
Bengali	75
Tierinya	71
Italian	62
Thai	51
Punjabi	51
Pashto	46
Slovakian	45
Albanian	42
Chinese	37
Bulgarian	27
Hindi	25

Language	2016/17
Vietnamese	21
Malay	21
Lingala	17
Greek	16
Persian	15
Swahili	12
Japanese	12
Sinhala	6
Latvian	5
Sorani	3
Nepali	3
Badini Kurdish	3
Yoruba Nigerian	2
Ukranian	2
Oromo	2
Igbo Nigeria	2
Dutch	2
Yemini	1
Tetum	1
Sudanese	1
Sri Lanka	1
Shona Zimbabwe	1
Serbo Croatian	1
Nigerian	1
Indonesian	1
Hausa	1
Ghana	1
German	1
Burmese / Myanmar	1
Arab / Egypt	1

Appendix 2

Breakdown of all telephone interpreters booked between November 2016/17

Language	2016/17
Arabic	271
Romanian	212
Sorani	124
Polish	121
Albanian	116
Cantoniese	71
Bulgarian	68
Farsi	63
Mandarin	57
Turkish	51
Tigrinya	48
Amharic	47
Slovak	44
Hungarian	44
Vietnamese	40
French	34
Kurdish	34
Czech	29
Tamil	23
Portuguese	22
Urdu	21
Spanish	14
Pashto	14

Language	2016/17
Punjabi	13
Greek	12
Russian	11
Bengali	8
Somali	8
Lithuania	6
Oromo	5
Italian	5
Japanese	4
Lingala	4
Behdini	4
Thai	4
Dari	3
Swahili	3
Akan	3
Sudanese Arabic	2
Sinhalese	1
Kurmanji	1
Ga	1
Afrikaans	1
Indonesian	1
Latvian	1
Yemeni Arabic	1