

Ref: FOI/GS/ID 9635

Please reply to:
FOI Administrator
Trust Management
Maidstone Hospital
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Maidstone, Kent
ME16 9QQ
Email: mtw-tr.foiadmin@nhs.net
www.mtw.nhs.uk

07 January 2025

Freedom of Information Act 2000

I am writing in response to your request for information made under the Freedom of Information Act 2000 in relation to translation and interpreting.

You asked: All questions are shown as received by the Trust.

- 1. Does the Trust have guidelines on translation and interpreting?*
- 2. If so, please could you share the guidelines/ policy?*
- 3. Does the Trust offer (separate) guidance for multilingual members of staff in regard to translation and interpreting?*
- 4. If so, please could you share the guidelines/ policy?*
- 5. Does the Trust hold a database or record of languages spoken by staff?*
- 6. Does the Trust employ in-house interpreters?*

Trust response:

1. Yes
2. Please see the attachment to the email.
3. No, we have a contract with OnCall to provide our translation services who are qualified and experienced interpreters. We utilise an external company to ensure that both staff and patients are safeguarded, it is for this reason that we do not encourage our staff or the relatives/friends of patients to act as interpreters.
4. Not applicable.
5. No.
6. No.