

FOI REF: 24/336

Eastbourne District General Hospital

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East Sussex  
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29<sup>th</sup> May 2024

Tel: 0300 131 4500

Website: [www.esht.nhs.uk](http://www.esht.nhs.uk)

## FREEDOM OF INFORMATION ACT

I am responding to your request for information under the Freedom of Information Act. The answers to your specific questions are as follows:

**Please can you answer the following questions:**

- 1) **Does the trust work with translation services that translate healthcare information communications, e.g. leaflets, letters, posters etc?**

Yes.

- 2) **How many healthcare information leaflets/communications did the trust produce and print in FYE 2024?**

24.

- 3) **How many of these were translated in multiple languages?**

None – each request was for a specific language.

- 4) **Which languages does the trust normally translate healthcare information communications into?**

Provider can translate into all languages requested – there is not any “normal” translation.

- 5) **How are healthcare information communications delivered to patients that are visually impaired?**

Braille.

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

£14,072.72.

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

£331.

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

Stuart Green  
Associate Director of Communications and Engagement

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

No.

If I can be of any further assistance, please do not hesitate to contact me.

Should you be dissatisfied with the Trust's response to your request, you have the right to request an internal review. Please write to the Freedom of Information Department ([esh-tr.foi@nhs.net](mailto:esh-tr.foi@nhs.net)), quoting the above reference, within 40 working days. The Trust is not obliged to accept an internal review after this date.

Should you still be dissatisfied with your FOI request, you have the right of complaint to the Information Commissioner at the following address:

The Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire SK9 5AF

Telephone: 0303 123 1113

Yours sincerely

Freedom of Information Department  
[esh-tr.foi@nhs.net](mailto:esh-tr.foi@nhs.net)