

FOI REF: 24/665

21st October 2024

Tel: 0300 131 4500
Website: 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:

- 1. Please could you state if your hospital Trust has a specific written policy/guidelines on what should happen when a translator/interpreter is accompanying a patient and they are in a queue for a clinic; specifically in relation to whether the patient and the translator/interpreter are moved forward in the queue? If so, could you provide me with a copy of that policy/guidelines.**

Clarification was sought with regard to what you mean by a queue, is this as it may sound, just what happens when you wait in a queue or is there another type of “queue” you are suggesting?

Confirmation was received that you would like to know what policy we have in place in relation to the queuing of a patient and their interpreter in a clinic run by our Trust. Is it arranged so that the patient is the first patient in the queue? Is the patient pushed to the front of the queue if there is a delay in clinic appointments? Please could you state whether you have a policy for this type of occasion, and if so please can you provide me with a copy of it?

The Trust does not have a policy regarding the attendance of patients arriving for appointments supported by an interpreter; patients are seen at the time of their booked appointment, regardless of any other factor such as the presence of an interpreter, and interpreters are booked for the time of the patient's appointment.

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

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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), 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