

Freedom of Information Act 2000 – Request Reference FoI/24/258

Translation

1. Does the Health Board work with translation services that translate healthcare information communications, e.g. leaflets, letters, posters etc?

Yes, the Patient Experience Team works with Wales Interpretation and Translation Service and the in-house Welsh Language Team at Cardiff and Vale University Health Board (the UHB) which provides a translation service for public information.

2. How many healthcare information leaflets/communications did the Health Board produce and print in FYE 2024?

In completing a search for the information requested, the UHB has confirmed that this information is not centrally recorded or collated. To retrieve the information requested would require a manual search through individual records and the UHB considers that this would exceed the limit set within Regulations for responding to a request. The UHB has therefore relied upon the section 12 exemption of the Freedom of Information Act 2000 ('Exemption where cost of compliance exceeds appropriate limit') and is refusing your request.

The UHB has estimated that to complete the work needed to respond to this request would exceed the time limit as set within Regulations to respond to a Freedom of Information Act request. Under the Act there is an allowance of two and a half days, or 18 hours, to comply with a request and the cost limit set within the Fees Regulations for this amount of work (18 hours) is £450 for the UHB. The Fees Regulations specify that the cost of complying with a request must be calculated at the rate of £25 per hour.

However, as an organisation, the UHB is trying to ensure, where available, that clinicians use EIDO patient information leaflets, as they come in many languages and easy-read, screen reader, and large print formats. Using EIDO, during the 2023–24 fiscal year, the UHB downloaded 5,350 leaflets and emailed 167 directly to the patient. Since 1 January 2024, the UHB has downloaded 2,059 leaflets.

3. How many of these were translated in multiple languages?

In the last three months, the UHB downloaded leaflets in the following languages using EIDO resources:

- Bilingual English/Welsh – 1199
- English – 397
- Polish – 11
- Welsh – 9
- Romanian – 8
- Urdu – 6
- Arabic – 5
- Hindi – 3
- Cantonese – 2
- Marathi – 2
- Portuguese – 2
- Russian – 2

4. Which languages does the Health Board normally translate healthcare information communications into?

As well as the above languages in question 3, the UHB also produces leaflets in the following languages:

- Bengali
- Gaelic
- Greek
- Malay
- Mandarin
- Punjabi
- Turkish
- Ukrainian
- Vietnamese
- Amharic
- Bulgarian
- Czech
- Kurdish
- Farsi
- Filipino
- Gujarati
- Hungarian
- Italian
- Latvian
- Lithuanian
- Nepalese
- Somali
- Slovak

The MCA and Consent Team is in the process of ratifying a process for the writing of patient information leaflets and request that, as a minimum, they are translated into Welsh and available in large print, but this is only where there is no EIDO or nationally produced leaflet.

5. How are healthcare information communications delivered to patients that are visually impaired?

With respect to general communications for the visually impaired, the UHB's website uses a text-to-speech reader, and we ensure all content meets accessibility guidelines in terms of font size, clarity of text, and colour.

Moreover, all PPB Ophthalmic appointment letters are formatted in size 14 font.

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

£1,019,844.00

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

Please see the figure above.

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

After considering your request, the UHB believes that the data requested is classed as personal data as defined under the General Data Protection Regulation (GDPR) and Data Protection Act 2018. Its disclosure would be contrary to the data protection principles and constitute unfair and unlawful processing with regard to Articles 5, 6, and 9 of the GDPR. We are therefore withholding this detail under section 40(2) of the Freedom of Information Act 2000. This exemption is absolute and therefore there is no requirement to apply the public interest test.

The UHB can advise that its Patient Experience Team are not responsible for managing the creation of such communications, however it does provide support with teams who wish to develop patient information by

sharing guidance information, along with sharing the documents with the virtual editorial group for comments.

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

Yes, all signs must be compliant with the Welsh Language Standards and displayed in Welsh and English.