

Meeting the general equality duty

Title: interpretation and translation services

Which of the three aims is this information relevant to?

Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Act.

Advance equality of opportunity between people who share a protected characteristic and those who do not.

Foster good relations between people who share a protected characteristic and those who do not. (See 'treat me not my knee' training)

How does this information help us to show we are paying due regard to advancing equality?

By providing widely accessible interpretation and translation services we are taking steps to minimise the risk of language difficulties becoming a barrier to individuals' understanding of their own healthcare needs and treatment. We offer a service to meet the needs of people who have different language needs, therefore trying to minimise or reduce any disadvantage as a result of language barriers and helping to improve access to information and care and prevent discrimination.

Any other comments / actions

The pie chart attached shows the breakdown of requests for the specific languages. It therefore demonstrates Polish, Urdu and Urdu/Punjabi as the highest number of requests which accounts for almost half of the overall total. However, it is important to note that in some of our longer stay wards e.g spinal, one patient may need ongoing or multiple requests for help, so whilst the numbers are shown, the number of requests may not be the same as the number of patients. Furthermore, when reviewing other information or our workforce profiles, polish staff are included in "white other" ethnicity groups.

Breakdown of Jobs by Language

(Account: Bucks Hospitals Trust)

From Jan 2011 To: Sep 2011

ALL WORK TYPES - Interpreting

