

# 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 following shows the top 15 languages requested by service users or staff on behalf of patients, however, during this year we have translated over 30 languages for patients; ensuring that they received full access to our services and clarity of understanding of their healthcare.

The attached pie chart demonstrates Polish is once again the most commonly requested individual language and has increased from 23% in 2011 to 25.5% in 2012. This is followed by Urdu, Punjabi, and Urdu/Punjabi which equates to 33.9%. Whilst Urdu requests have gone up by 6% the others have fallen. However, overall, 33.9% is the same as last year.

These requests account for nearly 60% of the annual demand on our interpreting services. Interestingly, requests for Portuguese and Cantonese have increased this year. When making comparisons the information should be read with some caution due to our long stay patients, with language needs. This can affect the data e.g. in comparison to last year Spanish requests appear to have significantly reduced and Russian has increased.

# Breakdown of Jobs by Language

( Account: Bucks Hospitals Trust )

From Jan 2012 To: Dec 2012

ALL WORK TYPES - Interpreting

