

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.

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

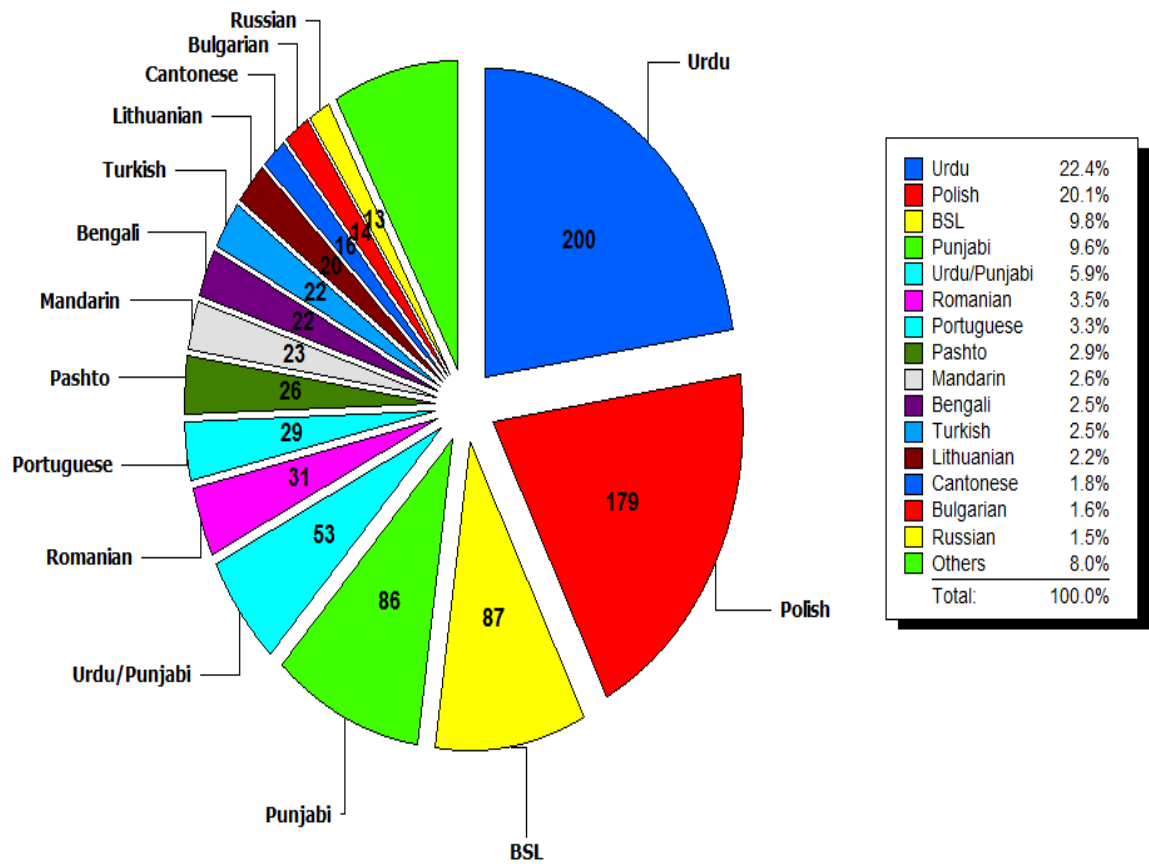
The following shows the top 15 languages requested by service users or staff on behalf of patients, however, during this year we have translated over 30 languages for patients; ensuring that they received full access to our services and clarity of understanding of their healthcare.

The attached pie chart demonstrates Urdu is the most commonly requested individual language and has increased from 19% in 2012 to 22% in 2013. This is followed by Polish, Punjabi, and Urdu/ Punjabi which equates to 36%. Whilst Urdu requests have gone up by 3% the others have fallen. These requests account for nearly 60% of the annual demand on our interpreting services. Interestingly, requests for Portuguese and Cantonese have decreased this year. The requirement for Russian has increased.

When viewing this data consideration should be given to possible anomalies that may arise as a result of our long stay patients with language needs. The recording of long stay patients can lead to an over representation of a relatively minor language because one individual needed assistance many times over a long period of time. For example, some of our national spinal centre inpatients may be in hospital for an extended length of time.

Any other comments/actions: N/A

Breakdown of Jobs by Language



Safe & compassionate care,

every time