

Meeting the general equality duty

Title: Interpretation and translation services Apr 2014 – March 2015

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 pie chart shows the breakdown of the 15 most requested languages and British Sign Language. Requests are made for patients in need of help to translate or interpret communications relating to their healthcare, for whom English is not their first language. In total, during this period we have translated over 30 different languages for patients; ensuring that they received full access to our services and clarity of understanding of their healthcare.

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The attached pie chart demonstrates:-

Urdu - remains the most commonly requested individual language and has increased from 22% in 2013 to 24% in 2014.

Polish - is the second most requested at 18.7%,

Punjabi - accounts for 9.4% of requests in 2014

Urdu/ Punjabi - at 7.5%.

BSL- at 5%

BSL has decreased by just under 50% in 2014 requests in 2013 amounted to just under 10% Further work will be undertaken in 2015 to assess this data and ensure that awareness of our BSL service is good and it remains accessible to anyone requesting it. This will be picked up through one of our equality objectives

Mandarin has increased by the same rate that Cantonese has decreased this year.

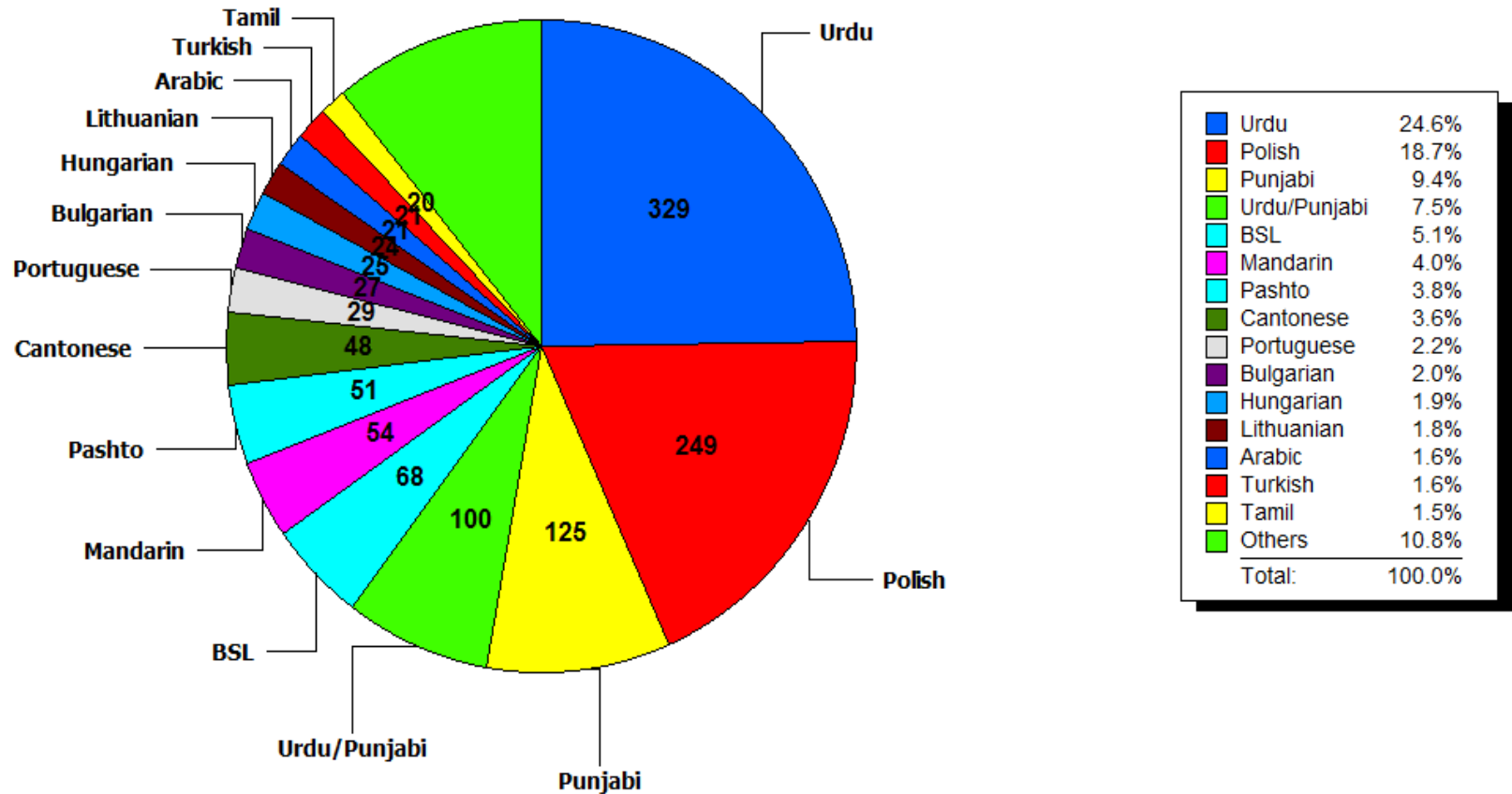
The Russian language was not requested throughout 2014 even though it appeared in the previous years data which was unusual to see.

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. For example, some of our national spinal centre inpatients, multiple requests for the same language can accumulate within one period which may look like an increased need overall, but it may be a single patient in for a longer length of stay.

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Breakdown of Jobs by Language



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