

# Meeting the general equality duty

## Title: Patient experience

### 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?

#### **Patient Experience – Interpretation**

The data below shows that we are paying due regards to advancing equality by highlighting that 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.

There were a total of 2485 requests for interpretation that were met during 2016/17. This includes requests for translation and telephone requests.

Polish has become the most requested language in the county overtaking Urdu for the first time. This also coincides with a continued demand for interpretation into the Romanian language.

## Patient Experience – Interpretation Summary

The pie chart below demonstrates that in 2016/17:-

1. Polish - has overtaken Urdu as the most commonly requested individual language for interpretation making up 16.5% of requests in 2016/17
2. Urdu – is now the second most requested language at 16.4% of requests.
3. Romanian – now equates to 12.2% of our requests for interpretation, this is a doubling of use of interpreting services by Romanian speaking people since 2015/16.

### Equality Objectives 2015/16

Objective	Measure& Timescale	Lead Director
To demonstrate an increased use of British Sign Language (BSL interpreters across the Trust by raising awareness with staff.	Increased use of BSL interpreters demonstrated via statement of use for all translation and interpretation services – published as part of our PSED information. September 2016	Chief Nurse

In 2016/17 our interpreting service and in particular our BSL service has been promoted using our PALS and in house training route to ensure that awareness of our interpreting and BSL service is kept high and it that BSL remains accessible to anyone requesting it. The progress made has been monitored through the above equality objective.

1. In 2015/16 there were 65 requests for British Sign Language interpretation.
2. In 2016/17 there were 161 requests for British Sign Language interpretation a 148% increase in usage over the reporting period.

The key considerations this year are:

- In 2016/17 There were 2485 requests for the use of our interpreting services, this compares to 1590 requests over the same period in 2015/16. This is a 56% increase in use.
- Romanian is now our third most requested language this has increased by over double the usage over the same reporting period last year.
- Total number of requests for BSL interpretation services were 65 in 2015/16 and this rose to 161 in 2016/17 an increase of 148% year on year.

We want our BSL service to be responsive to the needs of our hearing impaired community. As a result a sponsored project involving advertising the interpreting service on coffee cups was undertaken late in 2016. The advertising took place at our Stoke Mandeville Site. Now whilst it should be understood that the project only constitutes a contributory factor, our use of BSL interpreters has increased 148% on last year's figures and made up 6.5% of requests for interpreting during the reporting period. In 2014/15 we set an equality objective around BSL. This is great evidence of the hard work being done by our staff to ensure that communication needs are being taken into account across our deaf community. In addition to this our interpreting services have had an overall increase in use that is equivalent to 56% uplift in use.

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.

The attached pie chart shows the breakdown of the 15 most requested languages and British Sign Language during 2016/2017.

**Interpretation Requests April 2016 – March 2017**

**Breakdown of Jobs by Language**

