

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 50 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 2312 requests for interpretation that were met during 2017/18. This includes requests for translation and telephone requests.

Urdu has become the most requested language in the county overtaking Polish and Romanian. However there remains a high demand for interpretation into the Romanian language.

Patient Experience – Interpretation Summary

The pie chart below demonstrates that in 2017/18:-

1. Urdu – is now the most requested language at 20.33% of requests.
2. Polish – equates to 15.79% of requests
3. Romanian – now equates to 13.5% of requests this is up from 12.2% of our requests for interpretation last year.

Equality Objectives 2015/16 – ongoing

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 - ongoing	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.
3. In 2017/18 there were 222 requests for BSL which is another 148% increase in usage on the previous reporting period.

The key considerations this year are:

- In 2017/18 There were 2312 requests for the use of our interpreting services, this compares to 2485 requests over the same period in 2016/17. This is a slight decrease in use.
- Urdu is now our 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. In 2017/18 there were 222 requests for BSL interpreting which is a 145% increase on the previous year.

The increase in the requested access to interpreting services is most likely a result a sponsored project involving advertising the interpreting service on coffee cups which 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 9.6% of the requests In 2017/18 which is up from 6.5% of requests for BSL interpreting during the previous year.

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 10 most requested languages and British Sign Language during 2017/18.

Interpretation Requests April 2017 – March 2018

Breakdown of Jobs by Language

