

## Translation / Interpretation FAQ

### **1. What language support services are available to patients and staff at Kings College Hospital?**

We provide a telephone interpreting service, which includes over 240 languages 24 hours a day; this connects users to a professionally qualified interpreter using a phone. Whilst telephone interpreting is a quick, easy and on-demand service to use, there are certain complex and sensitive appointments that the face-to-face interpreting service may be more appropriate for. All documents can also be translated from/into more than 200 languages. The Trust has access to BSL interpreters for patients through our provider for all of our sites.

We now have access to interpreting on wheels units, giving us access to video interpreting including BSL.

### **2. Is there a guideline or protocol for language support services?**

There is no formal written policy in relation to language support services at the Trust. However, there is a detailed page on the Trust intranet that is available to all staff with guidance on how to access services.

### **3. Where in the world are the interpreters based?**

Face-to-face interpreters (including BSL) are recruited as locally as possible, as the Trust does not pay any extra for travel. Telephone interpreters are across the world. The Trust calls a UK call centre and are transferred to the first available interpreter.

### **4. Are there any restrictions on the amount of interpreters used at appointments?**

No.

### **5. Do you service interpreting requirements in-house or do you outsource to a third party company?**

The Trust outsources to a third party.

### **6. What is the name of the organisation you outsource to?**

The Trust uses Language Line for all spoken languages and Clarion for BSL/Deaf/Lip reading/Speech-to-Text interpreters.

### **7. A breakdown of the cost of the services?**

Due to commercial sensitivity, we are only able to provide a range but telephone Interpreting is priced between £0.30 and £0.50 per minute and face to face varies on an initial rate then in hours. The first hour is at a cost of between £23- £30.00.

**8. Is the interpreting services provision contracted under a OJUE/Framework or is the service provided off contract?**

On Framework.

**9. What OJUE/Framework contract is the Trust accessing?**

Shared Business Service Interpreting and Translation Services (ITS) Framework.

**10. Who is the senior responsible officer for interpreting services at the Trust?**

Head of Patient Advice and Liaison Services

**11. How many languages do you translate patient information into?**

240+ languages available for translations

**12. Please list your top ten most popular languages for the last 2 years**

Top 10- April 2022 to March 2023
Spanish
Portuguese
Arabic
Mandarin Chinese
Albanian
Romanian
Turkish
French
Polish
Cantonese Chinese

Top 10- April 2023 to March 2024
Spanish
Portuguese
Arabic
Mandarin Chinese
Ukrainian
Vietnamese
Albanian
French
Polish
Romanian

**13. How much did your Trust pay for the services of translators for patients in each of the last five financial years?**

Please note:

- We use translators to enable us to deliver safe and effective care, which is important, as a number of languages are spoken within the diverse communities we serve.
- King's College Hospital has a private patients department, which treats patients from the UK and overseas. Some of the translations included in these figures would have been for private patients who pay for their care, including written translation and interpretation.

- We are unable to provide the cost of written translations after financial year 2021 /22 due to a change in reporting systems.

	Financial Year				
	2019/20	2020/21	2021/22	2022/23	2023/24
<b>Face-to-face (F2F)</b>	£162,895	£55,382	£130,489	£174,881	£127,313
<b>Telephone</b>	£78,509	£127,143	£158,583	£168,806	£197,551
<b>Video</b>				£56,887	£66,344
<b>Written Translations</b>	£5,302	£8,110	£9,485	Not held	Not held
<b>British Sign Language</b>	£85,525	£40,261	£85,159	£93,064	£92,226
<b>TOTAL</b>	<b>£332,231</b>	<b>£256,397</b>	<b>£383,717</b>	<b>£493,638</b>	<b>£483,434</b>

**14. How many requests for interpreting and written translations have you had for had for the last full financial years?**

Please note:

- The increase in telephone translations for financial years 2020 /21 and 2021 /22, is due to most face-to-face appointments being changed to telephone consultations during the Covid-19 pandemic. The majority of departments did not have many face-to-face appointments during the peaks of the pandemic as staff were deployed to other roles to help manage Covid cases.

Following the pandemic peaks, there was a backlog in most departments. In order to deal with this backlog the number of phone consultations being conducted was increased.

- We are unable to provide the cost of written translations after financial year 2021 /22 due to a change in reporting systems.

	Financial Year				
	2019/20	2020/21	2021/22	2022/23	2023/24
<b>Face-to-face (F2F)</b>	4,432	1,463	3,520	3,327	2,848
<b>Telephone</b>	9,343	14,559	17,640	20,535	23,144
<b>Video</b>				3,664	4,108
<b>Written Translations</b>	16	14	23	Not held	Not held
<b>British Sign Language</b>	540	255	537	599	575

**15. Are you providing video interpreting services? How is this being provided; and what are the costs per minute?**

Yes, we provide patients with audio interpreting which is pre-booked for the specific clinic. In addition, we have Interpreting on wheels units available and an Insight App for mobile devices. The units are not charged but the cost is commercially sensitive information.

**16. How much your trust has spent on employing advocates for non-English speakers?**

Nothing. The Trust does not employ advocates for non-English speakers.

**17. What training do interpreting services staff have, both before being hired and throughout their employment?**

All interpreters used by the Trust have been tested, verified and security cleared by our supplier. The supplier operates a rigorous recruitment and testing process.

Applicants are required to meet one or more of the below criteria or an equivalent in order to begin the face-to-face interpreter recruitment process:

- Hold an industry recognised accreditation, for example NRPSI (National Register of Public Sector Interpreters), DPSI (Diploma for Public Service Interpreting), Community Level Interpreting, Met Police Test
- Be a full member of one of the leading associations such as the Institute of Translation and Interpreting (ITI) or Institute of Linguists (IoL)
- Hold a first or postgraduate degree (or equivalent academic qualification) in Interpreting
- Hold a first or postgraduate degree in the relevant language
- Demonstrate at least two years of interpreting experience

The supplier also ensures that all linguists:

- Are native speakers of the target language where possible
- Have demonstrated the ability to interpret into the mother tongue in a style and register appropriate to the subject
- Possess a thorough knowledge of NHS and healthcare institutions, culture, attitude and practices and those of the target audience

In order for telephone interpreting candidate to be considered for work with the supplier, the organisation typically requires the linguist to have a minimum of two years professional experience and a college or post graduate degree. The supplier recognises a range of professional qualifications and memberships as part of its recruitment and selection process for telephone interpreters. These include:

- DPSI (Diploma for Public Service Interpreting)
- Community Level Interpreting
- Metropolitan Police Test
- First or postgraduate degree in interpreting
- First or postgraduate degree in the relevant language
- Federal court certification (US)
- Consortium states court certification (US)
- Membership of the NRPSI (National Register of Public Sector Interpreters)
- Membership of one of the leading associations such as the Institute of Translation and Interpreting (ITI) or Institute of Linguists (IoL)

Recognition of previous qualifications and experience forms the basis for the comprehensive, multi-stage selection process. Face-to-face and telephone interpreting candidates who meet the initial qualification and experience requirements are required to take part in a structured process which includes:

- Detailed interview designed to test the candidate's English language skills
- A formal Interpreter Skills Assessment, testing all aspects of target language and interpreting skills

Candidates who are successful at both stages are then invited to complete an induction stage which includes training on a broad range of key elements of interpreting, including technical interpreting skills, customer service skills, conduct, responsibilities and administration.

All interpreters are security cleared by an independent professional agency before commencing any work.

Ongoing coaching, mentoring and quality monitoring also form part of the ongoing management of interpreters.

**18. What language services have you provided during the COVID19 pandemic?**

Telephone interpreting was our main method of interpreting, and video interpreting was made available for those requiring sign language and remote consultations.

**19. How many interpreting requests have not been filled during the COVID 19 pandemic and what languages were they?**

Information not held. All face-to-face requests already booked were cancelled, with varying languages, as the hospital was no longer conducting face-to-face appointments. The exact number is not recorded.