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Bwrdd Iechyd
Addysgu Powys
Powys Teaching
Health Board

Information Governance Team
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Bronllys
Brecon
Powys LD3 0LY
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Our ref: IG/FOI/24.R.167

7 May 2024

Sent via email to: [REDACTED]

Dear [REDACTED]

Request under the Freedom of Information Act 2000

I write further to your request for information, which was received on 23 April 2024, to confirm, in accordance with S.1(1)(a) of the Freedom of Information Act 2000, that Powys Teaching Health Board (PTHB) partly holds the information that you require.

For ease of reference your request is set out below and my response follows.

Your Freedom of Information (FOI) Request:

1. Does the Health Board work with translation services that translate healthcare information communications, e.g. leaflets, letters, posters etc?
2. How many healthcare information leaflets/communications did the Health Board produce and print in FYE 2024?
3. How many of these were translated in multiple languages?
4. Which languages does the Health Board normally translate healthcare information communications into?
5. How are healthcare information communications delivered to patients that are visually impaired?
6. What did the Health Board spend on translation services for healthcare communications in FYE 2024?
7. What did the Health Board spend on printing of healthcare communications in FYE 2024?

Pencadlys
Tŷ Glasbury, Ysbyty Bronllys,
Aberhonddu, Powys LD3 0LU
Ffôn: 01874 711661



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Glasbury House, Bronllys Hospital
Brecon, Powys LD3 0LU
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Rydym yn croesawu gohebiaeth Gymraeg
Bwrdd Iechyd Addysgu Powys yw enw gweithred Bwrdd Iechyd Lleol
Addysgu Powys



We welcome correspondence in Welsh
Powys Teaching Health Board is the operational name of
Powys Teaching Local Health Board

8. Please provide the name of the person responsible for managing the creation of healthcare information communications.
9. Does the Health Board offer in-hospital wayfinding or signage in any language other than English?

Powys Response:

1. Powys Teaching Health Board (PTHB) has an in-house Welsh translator. All healthcare communication is produced bilingually in Welsh and English. Information is not routinely produced in other languages; however, information will occasionally be made available in other languages on an ad-hoc basis.

2. Powys Teaching Health Board does not collect this data. Therefore, this is a nil response.

3. I can confirm all leaflets and communications are translated into Welsh. Written translations (other than Welsh) for a leaflet or patient information were requested on seven different occasions during the last financial year, not including letters to specific individuals e.g. appointment letters. It is possible that these requests contained multiple documents.

4. I can confirm there is no language besides Welsh which is routinely translated (written translations). For written communications, the languages requested in the seven instances above are listed in the table below.

Language	Number of language requests
Ukrainian	3
Arabic	2
Tamil	1
Polish	1

In terms of overall translation and interpretation, excluding Welsh, please see the table below for the seven most requested languages. The figures below make up 480 out of the 591 instances of translation and interpretation requested.

Language	Number of requests
Polish	136
Ukrainian	115
Arabic	83
Bulgarian	45
Russian	43
BSL	31
Romanian	27

5. I can confirm this depends on the department and individual needs. Large print is available upon request.

6. The total cost for all translations was £58,432.46. This figure does not include our Band 5 in house translator role. The majority of this spend was interpretation of spoken communication, rather than written translation.

7. I can confirm that Powys Teaching Health Board (PTHB) does not centrally collect the information on the financial spend on the printing of healthcare communications. To answer your question this would require a manual trawl of associated orders and budget codes. We estimate that the cost of complying with your request would exceed the fees limit of £450 set by the Freedom of Information Act. We estimate that one person would need to spend 3½ working days to determine whether the Health Board holds the information, and locating, retrieving, and extracting the information. Under section 12 of the Freedom of Information Act the Health Board is therefore not obliged to comply with this part of your request.

8. I can confirm no single person within PTHB has responsibility for managing the creation of healthcare information communications. All departments create their own communication; there are central guidelines produced by the Equality team.

9. I can confirm all signage within PTHB are both English and Welsh. No other languages are represented on signage. However, there are generic posters in 10 languages inviting patients to request translations if they require the information.

Under the terms of the Health Board's Freedom of Information procedure, individuals seeking access to recorded information held by the Health Board are entitled to request an internal review of the handling of their requests. If you would like to complain about the Health Board's handling of your request, please contact us directly at the address below or register your complaint via powysfoi.foi@wales.nhs.uk

If after Internal Review you remain dissatisfied you are also entitled to refer the matter to the information commissioner at the Information Commissioner's Office (Wales), 2nd Floor, Churchill House, Churchill Way, Cardiff, CF10 2HH. Telephone Number: 0330 414 6421.

Yours sincerely



Debra Wood-Lawson
Director of Workforce & Organisation Development

Rydym yn croesawu derbyn gohebiaeth yng Nghymraeg. Byddwn yn ateb y fath ohebiaeth yng Nghymraeg ac ni fydd hyn yn arwain at oedi.

We welcome receiving correspondence in Welsh. We will reply to such correspondence in Welsh and this will not lead to a delay.