

## Executive Summary

As a public sector organisation, we have a legal duty under the Equality Act (2010) to ensure equal access to our services for all residents. This includes making adjustments so that people with limited English and people who use sign language as their main means of communication can receive the same level of service as other patients.

NHS Stockport continues to run the interpretation budget for local Primary Care services on behalf of NHS England, who now commission these services. The service provides interpretation at medical appointments in General Practice; NHS dentistry; NHS pharmacy and NHS optometry.

NHS Stockport holds interpreting contracts with:

- [Stockport Interpreting Unit](#), for the provision of face-to-face for foreign language interpreters in over 30 languages.
- [The Big Word](#), for the provision of 24/7 phone interpretation services in over 200 languages.
- [Language Empire](#) for the provision of face-to-face British Sign Language interpreters.
- and [SignVideo](#) for the provision of Skype based British Sign Language interpreters.

All interpreters have accredited certificates or national qualifications in interpreting; have enhanced criminal records checks; and undertake Safeguarding Training.

Over the financial year 2017-2018:

- interpretation was used for **2882** healthcare appointments (363 more than the previous year and 629 more than the year before that)
- **52** foreign languages were used, in addition to sign language
- **Farsi** was the most commonly used language, followed by **Polish, Arabic, Urdu, Kurdish and British Sign Language.**
- the total cost of interpretation was **£47,60813**. For the first time this year this amount was jointly funded by the GP primary care budget and the interpreting budget

Shirley Hamlett  
Corporate Support Officer

## 1 Use of Interpretation

Throughout 2017-18 **2,882** primary care medical appointments were undertaken with interpretation at a total cost of: **£47, 608.13**

- **172** appointments with a British Sign Language interpreter at a cost of **£15,855.00**
- **2,446** appointments with interpretation over the phone, at a cost of **£19, 760.52**
- **247** face-to-face appointments at a cost of **£8,911.74**
- and **9** unscheduled appointments at the South Manchester Private Clinic, at a cost of **£1,565.81**

## 2 Use of Languages

As well as sign language, 66 different foreign languages were used throughout the year.

The most commonly used languages were:

1.	Farsi	861	appointments
2.	Polish	275	appointments
3.	Arabic	234	appointments
4.	Urdu	209	appointments
5.	Kurdish	199	appointments
6.	BSL	192	appointments
7.	Punjabi	114	appointments
8.	Cantonese	94	appointments
9.	Somali	80	appointments
10.	Romanian	74	appointments

A full breakdown of interpretation by language can be found in table 2 at the end of this report.

### 3 Comparison to Previous Years

The number of appointments using interpretation has increased this year. The scale of this increase is masked by the fact that pre- April 2013 figures included interpretation for community services, which is now provided by the Foundation Trust.

	Face-to-face interpreting	Sign Language Interpreting	Phone Interpreting	All Interpretation
<b>2010/11</b>	£18,899.68	£9,367.99	£6,992.66	£34,463.51 (1,328 sessions)
<b>2011/12</b>	£11,251.03	£8,345.08	£6,201.41	£27,235.48 (1,194 sessions)
<b>2012/13</b>	£16,494.05	£13,076.70	£7,461.03	£38,533.80 (1,501 sessions)
<b>2013/14</b>	£4,802.39	£6,934.52	£9,848.80	£21,585.71 (1,405 sessions)
<b>2014/15</b>	£3,006.10	£22,053.97	£10,033.27	£36,235.18 (1,783 sessions)
<b>2015/16</b>	£5,319.24	£13,548.24	£11,987.83	£31,516.05 (1,863 sessions)
<b>2016/17</b>	£6550.32	£14,779.97	£15,874.86	£40,717.22 (2,412 sessions)
<b>2017/18</b>	<b>£8,911.74</b>	<b>£15,855.00</b>	<b>£19,760.52</b>	<b>£47,608.13</b> <b>(2,874 sessions)</b>

### 4 Issues & Complaints

One issue was raised by a practice regarding a BSL interpreter attending late for an appointment. Language Empire investigated the issue raised and the communications breakdown that caused the interpreter to be late has been resolved. The findings were fed back to the practice who were happy with the outcome.

**Table 1 - Monthly Interpretation Figures 2016/17**

	Foreign Language				Sign Language				Other		All Interpretation	
	SIU (F2F)		TBW (Phone)		Language Empire		InterpreterNow		SMPC			
	No. sessions	Cost	No.	Cost	No.	Cost	No.	Cost	No.	Cost	No.	Cost
<b>Apr-17</b>	14	£585.80	162	£1,149.95	18	£1,515.06		£0.00	1	£36.82	179	£3,449.43
<b>May-17</b>	28	£890.90	191	£1,374.69	0	£0.00		£0.00	0	£0.00	231	£3,400.59
<b>Jun-17</b>	36	£1,154.25	199	£2,115.71	0	£0.00		£0.00	1	£82.70	254	£4,895.86
<b>Jul-17</b>	18	£516.50	230	£2,216.74	0	£0.00		£0.00	4	£400.18	267	£4,463.42
<b>Aug-17</b>	0	£813.10	177	£1,321.82	0	£0.00		£0.00	0	£0.00	191	£3,464.92
<b>Sep-17</b>	16	£587.00	201	£1,498.58	0	£0.00		£0.00	1	£49.71	232	£3,275.29
<b>Oct-17</b>	14	£551.25	222	£1,754.18	0	£0.00		£0.00	1	£290.80	252	£4,021.23
<b>Nov-17</b>	21	£827.10	215	£1,516.90	0	£0.00		£0.00	0	£0.00	250	£3,674.00
<b>Dec-17</b>	16	£711.60	183	£1,457.84	0	£0.00		£0.00	0	£0.00	215	£3,689.44
<b>Jan-18</b>	18	£686.90	242	£1,969.08	0	£0.00		£2,000.00	1	£201.60	278	£4,472.58
<b>Feb-18</b>	26	£1,001.94	213	£1,617.16	0	£0.00		£0.00	0	£0.00	254	£4,044.10
<b>Mar-18</b>	16	£585.40	211	£1,767.87	0	£0.00		£0.00	0	£0.00	247	£4,253.27
<b>2017-2018</b>	<b>223</b>	<b>£8,911.74</b>	<b>2,446</b>	<b>£19,760.52</b>	<b>18</b>	<b>£1,515.06</b>	<b>0</b>	<b>£2,000.00</b>	<b>9</b>	<b>£1,061.81</b>	<b>2850</b>	<b>£47,104.13</b>

**Table 2 - Full Break Down of Language Usage 2017-18:**

Language	Number of appointments using interpretation	Language	Number of appointments using interpretation
Farsi	861	Russian	10
Polish	275	Mirpuri	9
Arabic	234	Tamil	9
Urdu	209	Vietnamese	8
Kurdish	199	Sudanese	7
BSL	192	Korean	6
Punjabi	114	Thai	6
Cantonese	94	Turkish	5
Somali	80	Hindi	4
Romanian	74	Latvian	4
Swahili	57	Lithuanian	4
Mandarin	51	Slovak	4
Portuguese	48	Greek	2
Oromo	45	Gujarati	2
Spanish	32	Ukrainian	2
Amharic	29	Afrikaans	1
Czech	28	Armenian	1
Italian	26	Estonian	1
Hungarian	24	Lingala	1
Albanian	22	Mongolian	1
Nepali	20	Pangansinan	1
Bengali	19	Sinhala	1
French	17	Slovene	1
Pashto	16	Temne	1
Tigrinya	14	Yoruba	1
Bulgarian	12	Zulu	1