Re: Request for information under the Freedom of Information Act 2000

Thank you for your email, dated 2 April 2019, making a request under the Freedom of Information Act 2000 for access to information which may be held by NHS Greater Preston Clinical Commissioning Group (CCG).

Please find detailed below NHS Greater Preston CCG’s response to your request, which is formatted as follows:

1. Details of NHS Greater Preston CCG’s decision in regard to the information requested.
2. A schedule of all the records covered by your request.
3. A statement concerning copyright and re-use of public sector information.
4. Details of how you can appeal this decision should you wish to do so.

This letter addresses each of these parts in turn:

1. Decision

I can confirm that NHS Greater Preston CCG holds part of the information requested.

2. Schedule of records/FOI response

For the last financial year 2018/19, please could you provide the following:

Request: What suppliers have the Trust been using for Interpretation Services?

**Response:** The CCG has used Lifeline Language Services Ltd, Language Line Solutions and Cosign Ltd for interpretation services.

Request: Could you provide the total annual spend for interpreter services for the last financial year 2018/19, as well as broken down by language / BSL?

**Response:** The CCG has not yet finalised the accounts for 2018/19, however, we have provided the expenditure for the previous three financial years below. Please note that the CCG is also responsible for the costs of interpretation services within our member GP practices.
### Actual period (Financial Year)

<table>
<thead>
<tr>
<th>Service Description</th>
<th>Year 2015-16</th>
<th>Year 2016-17</th>
<th>Year 2017-18</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total face to face interpreting spend</td>
<td>624.66</td>
<td>880.49</td>
<td>2,438.64</td>
</tr>
<tr>
<td>Total telephone interpreting spend</td>
<td>1,395.36</td>
<td>2,242.76</td>
<td>3,921.60</td>
</tr>
<tr>
<td>British Sign Language</td>
<td>42,009.12</td>
<td>42,187.06</td>
<td>33,129.12</td>
</tr>
</tbody>
</table>

**Request:** Which languages did the interpreters support the Trust with?  
Please list each language in order of highest to lowest in terms of use/bookings  
Please list how many times/bookings the interpreters worked for you in each language

**Response:** We do not have a breakdown of the languages that required interpretation.

3. **Copy and reuse of public sector information provided in FOI response**

Most of the information provided by NHS Greater Preston CCG in response to Freedom of Information Act 2000 requests will be subject to copyright protection. In the majority of cases the information will be owned by NHS Greater Preston CCG. The copyright for other information may be owned by another person or organisation, as indicated in the information itself: in this case you must apply to the copyright owner to obtain their permission.

You are free to use any information supplied for your own use, including for non-commercial research purposes. It may also be used for the purposes of news reporting. However, any other type of re-use, for example, by publishing the information or issuing copies to the public will require the permission of the copyright owner.

4. **Right of appeal to FOI response**

If you are dissatisfied with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you are entitled to complain in the following way:

Initially you should complain in writing to the freedom of information officer, either by email on gpccg.foi@nhs.net or post to Chorley House, Lancashire Business Park, Leyland, PR26 6TT, specifying why you feel you have been wrongly denied access to the information requested. The freedom of information officer will ensure your complaint is investigated under NHS Greater Preston CCG’s internal processes and provide you with a written response within 20 working days.
If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner's Office (ICO) for a decision. Generally, the ICO cannot make a decision unless you have exhausted the complaints procedure provided by NHS Greater Preston CCG.

Yours sincerely

Helen Curtis
FOI Lead
Head of Quality and Performance