

Dear [REDACTED]

I am writing to respond to your request [REDACTED] ^d March 2016. Oxford University Hospitals NHS Foundation Trust can confirm that it holds the data that you requested.

- 1) Oxford University Hospitals NHS Foundation Trust.
- 2) In the last 12 months, has your trust had to issue a new rota pattern for doctors of any speciality, which has had the effect of reducing the number of doctors on shift?
We have not implemented any rotas that has reduced doctors on shifts in the last 12 months.
- 3) For the week commencing February 22 **2016**,
 - a) what percentage of doctor shifts were filled by locums? 50%
 - b) what percentage of doctor shifts were unfilled? 0%
- 4) For the week commencing February 23 **2015**,
 - a) what percentage of doctor shifts were filled by locums? 45%
 - b) what percentage of doctor shifts were unfilled? 0%
- 5) In the month of February 2016, how many agency nursing shifts were paid at a band 6 rate to fill a band 5 unfilled shift? None
- 6) How many languages do you translate patient information into as of **1 March 2016**? Please list the languages by most popular.
200 languages are available. The list for most popular languages is in the process of being developed.
- 7) For the following financial years: 2013/14, 2014/15 and so far in 2015/16, how much money has the trust spent on the following language services:
 - a) Translation of written information for patients /carers
The service is provided on request by the department and can be arranged through the Interpreting and Translation team, but sometimes departments approach translation companies independently.
 - b) Translation services for patients/carers – This service is provided by the Trust for patients on request.
 - c) Employment of translators – The Trust does not employ any translators (interpreters). They are self-employed and arranged through the provider that we commission.
 - d) Employment of advocates for non-English speaking people – All the interpreters we use are trained not to be advocates, but to remain impartial and just interpret between the patient and professional.
 - e) Total cost of translation and interpretation for the trust – As stated above, some departments arrange their own translations for leaflets/notes it would be difficult for us to give a figure for this. The cost is honoured by the department requesting the service.

Please note that on 1 November 2011 the Oxford Radcliffe Hospitals NHS Trust (ORH) merged with the Nuffield Orthopaedic Hospital NHS Trust (NOC) to form the Oxford University Hospitals NHS Trust (OUH). Our response reflects these changes. Therefore, we consider that Oxford University Hospitals Trust has released to you all of the information that it holds in relation to your request.

Internal review

If you are dissatisfied with the service or response to your request you can ask for an internal review by writing to:

██████████, Director of Assurance, John Radcliffe Hospital, Headley Way, Headington, Oxford OX3 9DU.

If you remain dissatisfied with the handling of your request or complaint, you have a right to appeal to the Information Commissioner at:

The Information Commissioner's Office,
Wycliffe House, Water Lane,
Wilmslow,
Cheshire,
SK9 5AF.

Telephone: 0303 123 1113 Website: www.ico.gov.uk

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Yours sincerely,

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