

Trust Headquarters  
Russells Hall Hospital  
Dudley  
West Midlands  
DY1 2HQ

**Ref:** FOI-052025-0001622

**Date:** 6.6.25

**Address / Email:**

Dear

**Request Under Freedom of Information Act 2000**

Thank you for requesting information under the Freedom of Information Act 2000, please see response below.

1. What is the policy on communicating with a woman on the maternity ward to explain her care options when her first language is not English, or she cannot speak English?

**- Policy is that interpreting services are used to support all care episodes in response to individual need regardless of where the person is accessing care.**

2. Are interpretation services available to support these patients? If so, please provide the following details:

- A description of the interpretation services available (e.g., in-person interpreters, telephone interpreting, video interpreting, google translate, AI translating software, family members translating etc).
- The order of preference for these services, from most to least preferred on the maternity ward.
- Whether interpretation services are available 24/7.
- Whether family members are ever used for interpretation, and under what circumstances (if any).

**The Trust has a variety of interpreting services available included WoW devices which are an iPad-based device that are used for virtual video interpreting, this is available 24/7 and is an on demand service with over 350 languages available. This format has also been implemented within community where this is accessible to staff.**

**We also still use face to face interpreters and language support via telephone. Face to face interpreters are normally booked in advance of a scan/appointment to ensure there is availability for the specific care episode. Telephone interpreting can also be utilised where staff have the necessary available access codes to utilise this service, this is also available on 24/7 basis.**

**We prioritise what the persons wishes are when we are visiting and what preference there is for language support. However in urgent circumstances and unplanned appointments on demand interpreting is likely to be utilised due to readily available nature of the language support.**

**Family members would only be used if this is what the patient had requested and was their wishes. We encourage the use interpreting services so standard practice would still be to offer this.**

If you are dissatisfied with our response, you have the right to appeal in line with guidance from the Information Commissioner. In the first instance you may contact the Information Governance Manager of the Trust.

Information Governance Manager  
Trust Headquarters  
Russell's Hall Hospital  
Dudley  
West Midlands  
DY1 2HQ  
Email: [dgft.dpo@nhs.net](mailto:dgft.dpo@nhs.net)

Should you disagree with the contents of our response to your appeal, you have the right to appeal to the Information Commissioners Office at.

Information Commissioners Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF  
Tel: 0303 123 1113  
[www.ico.org.uk](http://www.ico.org.uk)

If you require further clarification, please do not hesitate to contact us.

Yours sincerely

**Freedom of Information Team**  
**The Dudley Group NHS Foundation Trust**