

Freedom of Information request 013282

## Multilingualism management in hospitals and clinics

Thank you for taking time to fill out this survey. Your answers will help improve the quality of service offered to patients who experience communication problems with their health care providers.

**\*1. Select type of health care provider**

- Public institution
- Private institution
- Other (Please specify)

**\*2. Select type(s) of population treated at the hospital/clinic**

- Foreign/immigrant patients with limited or no English
- Deaf or hard-of-hearing patients
- Blind or vision impaired patients
- Illiterate patients
- None of the above

**\*3. Does your institution produce or contribute to provide patients with audiovisual content (e.g., contraception campaign videos, documentaries, etc.)?**

- Yes
- No
- Unsure/NA

**\*4. Does your institution produce or take part in any of the following?**

- Prevention campaign videos
- Documentaries
- Films and/or TV series
- Apps
- Patient-oriented websites
- None of the above
- Other (Please specify)

virtual tour of

**\*5. How is that audiovisual content adapted for patients at a disadvantage? Select as many options as needed.**

- It is somehow translated into other languages (e.g., subtitled, dubbed, etc.)
- It is subtitled for deaf and hard-of-hearing people
- It is somehow adapted for blind people (e.g., audiodescribed)
- None of the above
- Not applicable
- Unsure/NA
- Other (Please specify)

**6. Who carries out this type of tasks? Select as many options as needed.**

- Our healthcare staff
- Our language professionals
- Freelance language professionals
- External companies
- Not applicable
- Unsure/NA
- Other (Please specify)

**7. Which of the following practitioners collaborate with your institution? Select as many as needed.**

- Translators
- Interpreters
- Subtitlers
- Localisers
- Voice actors
- Terminologists
- Language project managers
- Audiovisual content experts
- Unsure/NA
- None of the above

**\*8. What is the name of your institution?**

**The Dudley Group NHS Foundation Trust**