



GIG
CYMRU
NHS
WALES

Bwrdd Iechyd Prifysgol
Cwm Taf Morgannwg
University Health Board



Freedom of Information Request: Our Reference CTMUHB_221_24

You asked:

In accordance with the Freedom of Information Act, please can you answer the following questions -

1. Does the Health Board work with translation services that translate healthcare information communications, e.g. leaflets, letters, posters etc?

Yes.

2. How many healthcare information leaflets/communications did the Health Board produce and print in FYE 2024?

We do not capture this information.

3. How many of these were translated in multiple languages?

Approximately 138 Healthcare leaflets and communication translation requests into other languages were received by the Equality and Inclusion Department and Welsh Language Team.

4. Which languages does the Health Board normally translate healthcare information communications into?

Welsh.

5. How are healthcare information communications delivered to patients that are visually impaired?

Every effort is made to provide information in an accessible format. For patients that are visually impaired, information may be provided in large print and/or electronic versions. Magnifying equipment can be made available if necessary and assistance from staff.

6. What did the Health Board spend on translation services for healthcare communications in FYE 2024?

The total cost of translation services for FYE 2024 were £32,000. Due to the nature of the organisation, all translation is healthcare communication.

7. What did the Health Board spend on printing of healthcare communications in FYE 2024?

We do not capture this information. Printing of healthcare communications can/is carried out on in-house departmental printers - along with any other

day to day printing departments would require (these printers are not used specifically just for healthcare communications).

8. Please provide the name of the person responsible for managing the creation of healthcare information communications?

We do not have a specific person responsible for managing the creation of healthcare information communications.

9. Does the Health Board offer in-hospital way-finding or signage in any language other than English?

Yes – Welsh.