

Interpretation and Translation: Alignment with Healthwatch Recommendations and Trust Policy

1. Mandatory Training and Workforce Development

All staff at Kingston and Richmond NHS Foundation Trust (KRFT) complete mandatory training in Equality, Diversity and Inclusion (ED&I), Oliver McGowan training, and dementia awareness. Additional equalities-focused training is planned for this year to further enhance staff understanding and responsiveness.

2. Inclusive Patient Experience Monitoring

To ensure experience of care insights are gathered from all patient groups, we make accessible formats available, including easy-read and child-friendly digital surveys, and accessible Friends and Family Test (FFT) feedback cards. We also incorporate feedback from patient-led audits and observations by governors and volunteers. Where disparities are identified - such as any related to gender, learning disability, or ethnicity - we work collaboratively with teams to address and improve care experiences as part of our continuous improvement programme driven by patient insights.

3. Interpretation and Translation Services

Our Interpretation Policy outlines our responsibility to provide interpretation and translation services to patients, families, and carers who require support to access healthcare safely and effectively.

To streamline access, we are developing a centralised resource hub with provider details and booking instructions for interpreters and translators.

In line with national NHS guidance and standard practice across acute Trusts, we do not routinely provide patient information in all alternative languages. However, translated materials are made available when an individual need is identified.

We recognise that many individuals use the simple three-click method to change their personal device language settings. This enhances access to digital health services, including our patient portal, information library, and the NHS App, which support automatic translation. To ensure accuracy, our Patient Information Team designs content with compatibility for online translation tools and screen readers in mind.

4. Regional Collaboration

South West London is currently exploring a joint procurement model for interpretation services. KRFT will decide whether to participate based on the final terms and cost-effectiveness of the arrangement.

5. Language Badges for Staff and Volunteers

Healthwatch recommends staff and volunteers wear badges indicating the languages they speak. We will not implement this for the following reasons:

- Staff and volunteers are not required to act as interpreters.
- Assistance is limited to personal care matters to ensure patient safety.
- This does not guarantee interpreter availability and may discourage adherence to our policy of using trained interpreters for clinical discussions.
- It may inadvertently exclude certain local communities.

6. Mobile Addiction Services

Healthwatch recommends mobile addiction services. The Trust is not currently commissioned to provide this.

7. Reasonable Adjustments for People with Learning Disabilities

Healthwatch's recommendations for reasonable adjustments are already in place and will be further embedded as part of the Trust's forthcoming digital flag system for reasonable adjustments.

8. Appeals on Clinical Decisions

Healthwatch suggests allowing patients to appeal diagnoses outcomes. Patients in the care of the Trust can challenge a diagnosis as active participants in their own healthcare decisions.

9. Advocacy and Neurodiversity Awareness

Healthwatch recommends that advocacy workers supporting individuals with ADHD and autism be informed about neurodivergent needs. Section 6.73 of the Care and Support Statutory Guidance (Care Act 2014) mandates that local authorities ensure staff have the necessary skills and knowledge for assessments. NHS providers ensure that this is covered in our mandatory workforce training, described above.

10. Co-Developed Training with Neurodiverse People

Healthwatch recommends training is co-developed and co-delivered with neurodiverse individuals and tailored for both specialist and general health and care staff. This is already in place through the Oliver McGowan training programme.

11. Refugee and Asylum Seeker Rights

Staff are provided with comprehensive guidance on the rights of refugees and asylum seekers regarding eligibility and access to healthcare, in accordance with national policy.

12. Community Engagement and Health Improvement

To prevent further disadvantage among vulnerable groups, our Trust has been conducting listening events with local community organisations since 2022. We are committed to continuing this collaborative work with local partners.