

Ref: FOI1341

Newcourt House
Newcourt Drive
Old Rydon Lane
EXETER
Devon
EX2 7JQ
d-ccg.foi@nhs.net

Tel: 01392 205205

26 May 2017

Dear

Re: Request for information under Freedom of Information Act 2000

Thank you for your request under the Freedom of Information Act 2000, which was received on Thursday 25 May 2017.

The CCG is confirming in accordance with Section - (1) (a) of the Act, it holds the information requested and (b) is supplying it unless otherwise specified.

I can confirm that NHS Northern, Eastern and Western Devon CCG hold part of the requested information.

Can I request the following please, who does the CCG use for Translations and Interpreter's. What named individual is responsible for deciding this?

The CCG uses interpretation and translation services from Language Line, Multilingua Devon and Atlantic Translation Services.

The CCG's Patient Advice Liaison Service can arrange sign language or interpreter services. This information is published here;
<https://www.newdevonccg.nhs.uk/information-for-patients/patient-advice-and-complaints-100143>

The CCG does not hold the named individual responsible for deciding the use of these services as this arrangement predates the introduction of the CCG, 1 April 2013.

Satisfaction

I trust this matter has been dealt with to your satisfaction but if there is anything which you need further clarification, please do not hesitate to contact the office on 01392 205205 or by email at d-ccg.foi@nhs.net Please remember to quote the reference number at the top of this letter in any future communications.

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you can write to the office and arrangements will be made for an independent review. You of course can write directly to the CCGs Chief Officer if you prefer using the “contact us” details displayed on the CCG website.

If you remain dissatisfied with the outcome of the appeal, you have the right to appeal again to the Information Commissioner at:
Information Commissioner’s Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF
Tel: 01625 545 700
Fax: 01625 524 510

Legal information pertaining to the release of this information

Please note that the information being provided to you is for information only and remains subject to existing intellectual property rights; no license for the re-use of this information is given or implied through its provision to you.

Yours sincerely,

**The Freedom of Information Office
NHS Northern, Eastern & Western Devon Clinical Commissioning Group**

Chair: Dr Tim Burke
Chief Officer: Janet Fitzgerald

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