

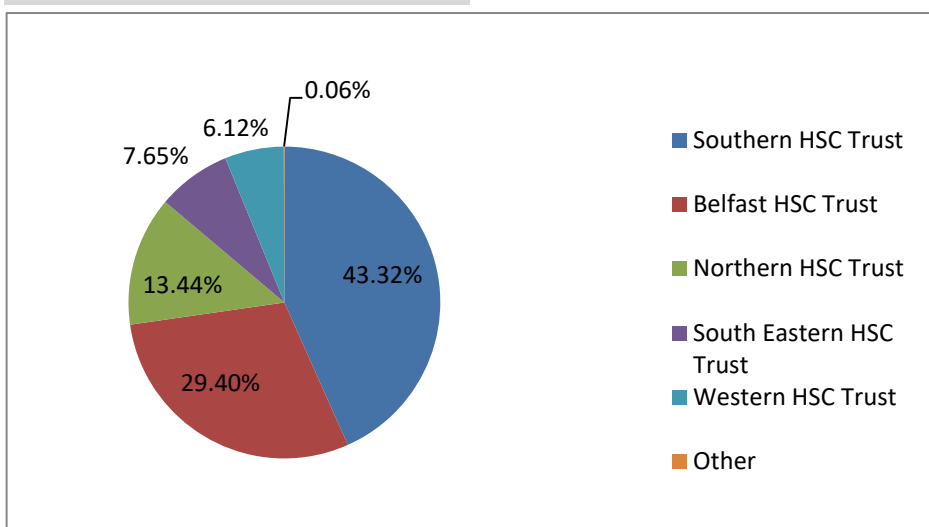


**BSO HSC Interpreting Service Report:
1 April 2020 - 31 March 2021**

Key Performance Indicators - 1 April 2020 to 31 March 2021

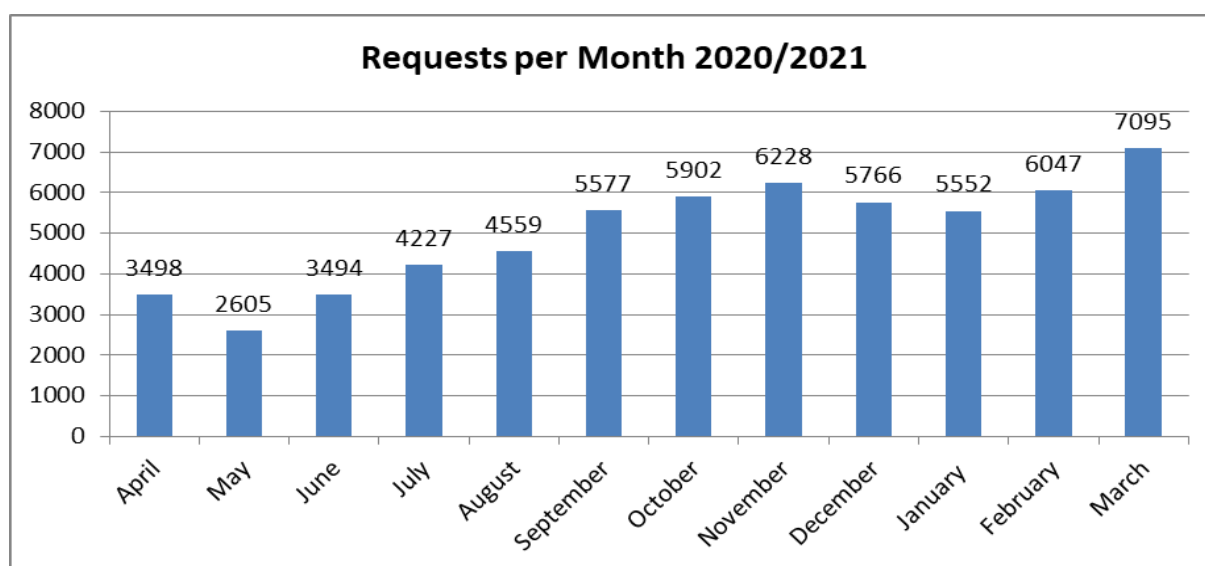
HSC Trust Area	Total Number of Requests Received	Cancellations	Non provisions	Out of Hours
Southern HSC Trust	26231	3416	154	654
Belfast HSC Trust	17804	2541	272	490
Northern HSC Trust	8137	1161	44	108
South Eastern HSC Trust	4635	559	47	122
Western HSC Trust	3708	513	18	79
Other	35	0	0	0
TOTAL	60550	8190	535	1453

% of Requests per HSC Trust



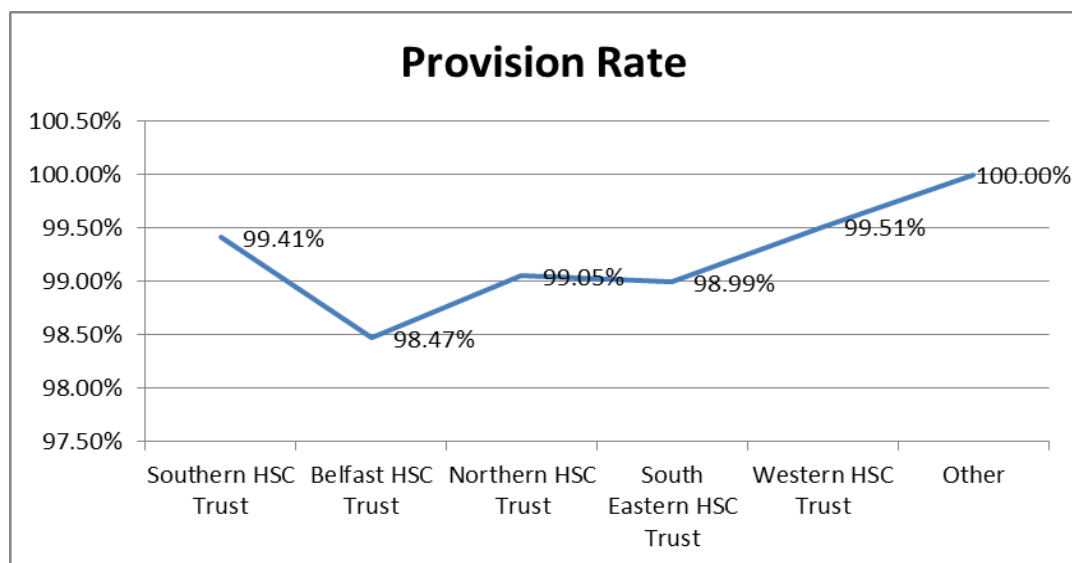
Top 20 Languages	Requests
1. Polish	12626
2. Arabic	8937
3. Lithuanian	6635
4. Romanian	5985
5. Bulgarian	4455
6. Tetum	4310
7. Portuguese	3793
8. Slovak	2469
9. Russian	1575
10. Mandarin	1527
11. Hungarian	1419
12. Cantonese	1102
13. Latvian	1014
14. Somali	994
15. Spanish	528
16. Bengali	439
17. Farsi	416
18. Czech	330
19. Turkish	309
20. Urdu	300

2020/21 Request per Month



1 April 2020 - 31 March 2021 Provision Rates

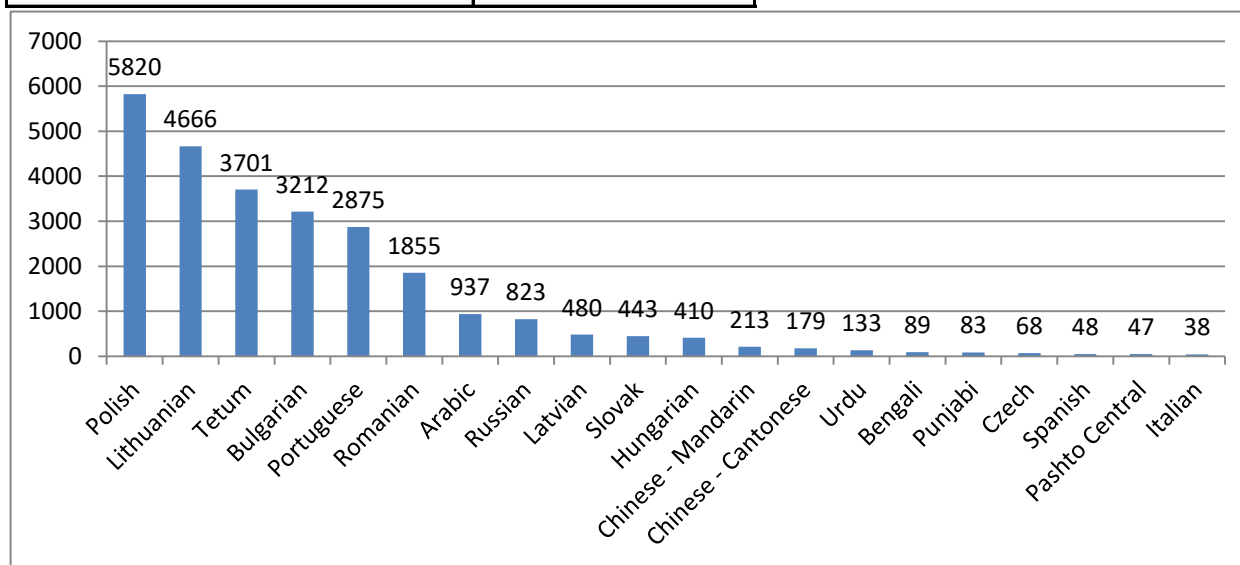
Overall Provision rate - 99.12%



HSC Trust Area	Non Provisions
Southern HSC Trust	154
Belfast HSC Trust	272
Northern HSC Trust	44
South Eastern HSC Trust	47
Western HSC Trust	18
Total	535

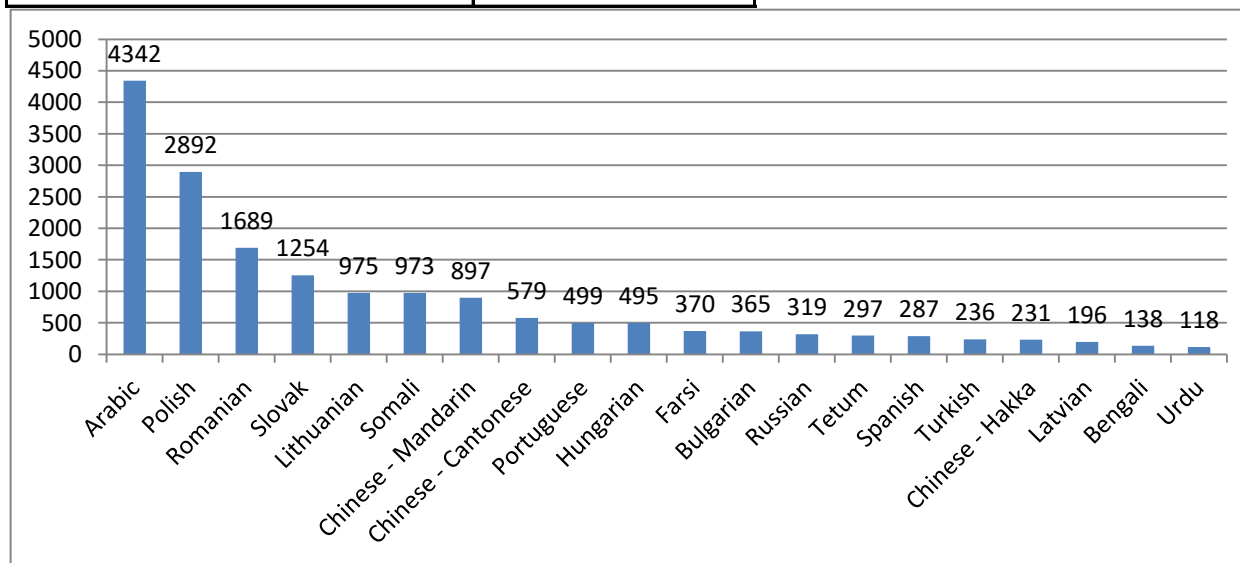
Southern HSC Trust Top 20 Languages 1 April 2020 to 31 March 2021

Polish	5820
Lithuanian	4666
Tetum	3701
Bulgarian	3212
Portuguese	2875
Romanian	1855
Arabic	937
Russian	823
Latvian	480
Slovak	443
Hungarian	410
Chinese - Mandarin	213
Chinese - Cantonese	179
Urdu	133
Bengali	89
Punjabi	83
Czech	68
Spanish	48
Pashto Central	47
Italian	38



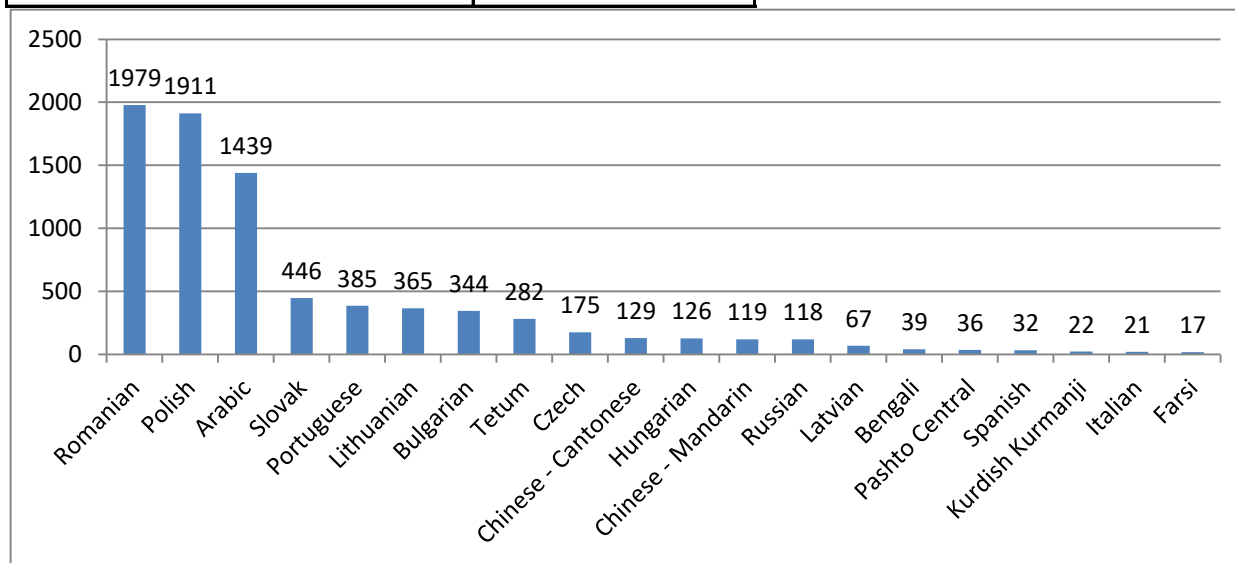
Belfast HSC Trust Top 20 Languages 1 April 2020 - 31 March 2021

Arabic	4342
Polish	2892
Romanian	1689
Slovak	1254
Lithuanian	975
Somali	973
Chinese - Mandarin	897
Chinese - Cantonese	579
Portuguese	499
Hungarian	495
Farsi	370
Bulgarian	365
Russian	319
Tetum	297
Spanish	287
Turkish	236
Chinese - Hakka	231
Latvian	196
Bengali	138
Urdu	118



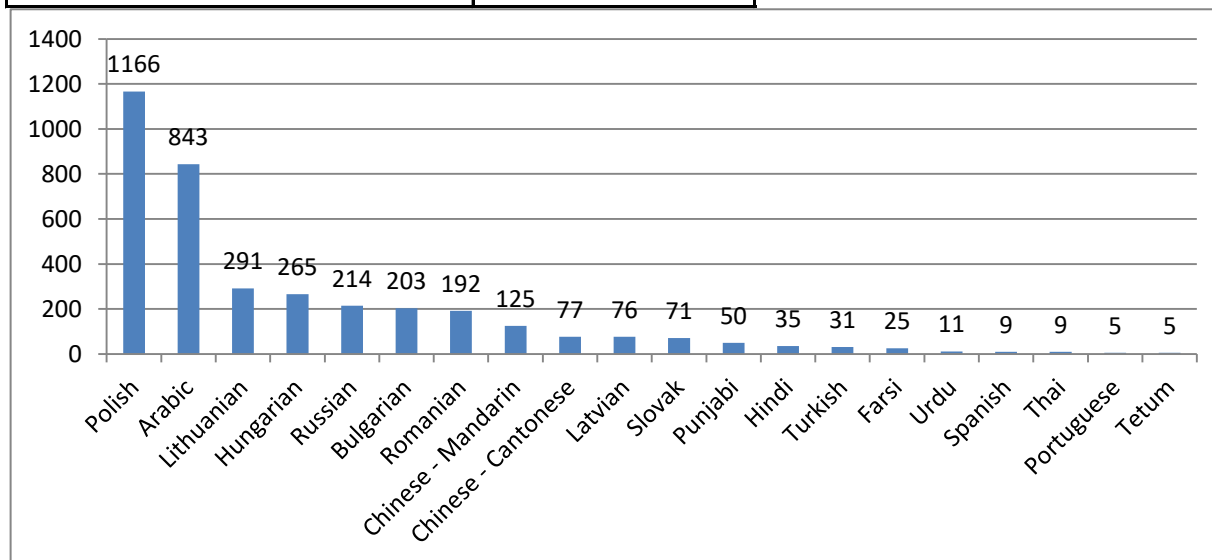
Northern HSC Trust Top 20 Languages 1 April 2020 to 31 March 2021

Romanian	1979
Polish	1911
Arabic	1439
Slovak	446
Portuguese	385
Lithuanian	365
Bulgarian	344
Tetum	282
Czech	175
Chinese - Cantonese	129
Hungarian	126
Chinese - Mandarin	119
Russian	118
Latvian	67
Bengali	39
Pashto Central	36
Spanish	32
Kurdish Kurmanji	22
Italian	21
Farsi	17



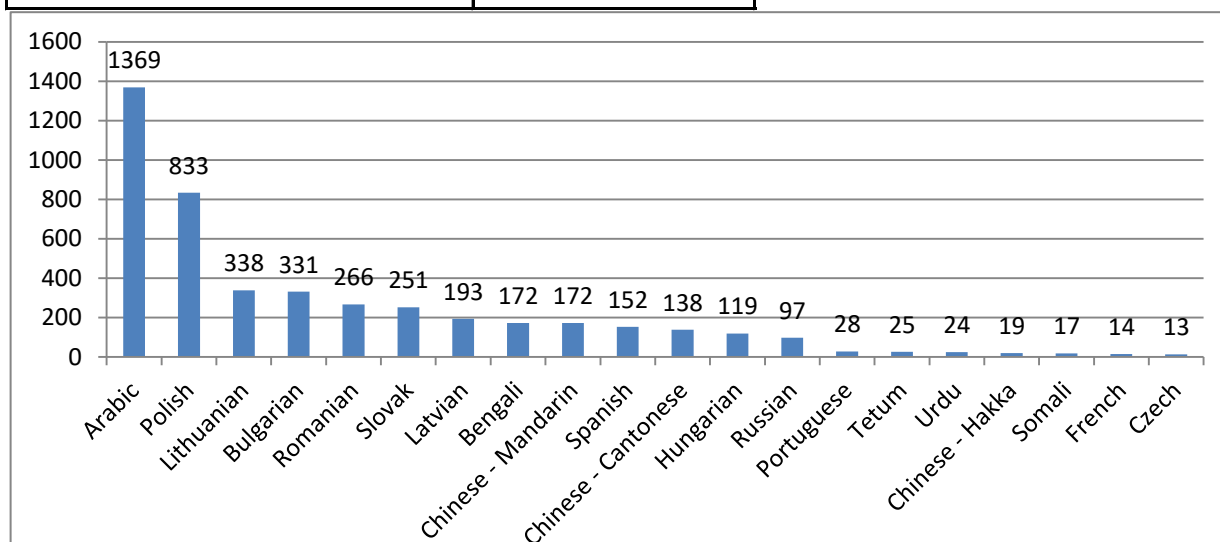
Western HSC Trust Top 20 Languages 1 April 2020 to 31 March 2021

Polish	1166
Arabic	843
Lithuanian	291
Hungarian	265
Russian	214
Bulgarian	203
Romanian	192
Chinese - Mandarin	125
Chinese - Cantonese	77
Latvian	76
Slovak	71
Punjabi	50
Hindi	35
Turkish	31
Farsi	25
Urdu	11
Spanish	9
Thai	9
Portuguese	5
Tetum	5



South Eastern HSC Trust Top 20 Languages 1 April 2020 to 31 March 2021

Arabic	1369
Polish	833
Lithuanian	338
Bulgarian	331
Romanian	266
Slovak	251
Latvian	193
Bengali	172
Chinese - Mandarin	172
Spanish	152
Chinese - Cantonese	138
Hungarian	119
Russian	97
Portuguese	28
Tetum	25
Urdu	24
Chinese - Hakka	19
Somali	17
French	14
Czech	13



Top 30 HSC Users 1 April 2020 - 31 March 2021

Department/Practice	Requests
SHSCT Outpatients	2175
BHSCT Royal Maternity Service	1985
SHSCT Health Visiting	1513
SHSCT Children & Young People	1101
SHSCT Antenatal & Gynae OPD	1089
SHSCT Radiology	1071
BHSCT Appointments Office	962
BHSCT Outpatients	951
SHSCT Family Intervention Team	940
SHSCT Bluestone Unit	794
SHSCT X-Ray Department	606
Magee Dental Care	581
SHSCT Community Midwifery	574
SHSCT Maternity (Daisy Hill)	544
NHSCT Booking Office	527
NHSCT Outpatients	519
SHSCT South Tyrone Hospital	479
SET Maternity (Ulster)	477
SHSCT Gateway	468
SHSCT Acute Services	402
SHSCT Integrated Maternity & Womens Health	387
NHSCT OBS/GYNAE Outpatients	353
BHSCT X-Ray Department	347
BHSCT Cancer Centre	343
SHSCT Mandeville unit	339
BHSCT Physiotherapy	325
Riverside Practice Portadown	308
SHSCT Daisy Hill	307
SHSCT NINES B Floor STH	303
BHSCT ENT	292

Top 40 Southern HSC Trust Users 1 April 2020 - 31 March 2021

Department	Requests
Outpatients	2175
Health Visiting	1513
Children & Young People	1101
Antenatal & Gynae Outpatient	1089
Radiology	1071
Family Intervention Team	940
Bluestone Unit	794
X-Ray Department	606
Magee Dental Care	581
Community Midwifery	574
Maternity (Daisy Hill)	544
South Tyrone Hospital	479
Gateway	468
Acute Services	402
Integrated Maternity & Womens Health	387
Mandeville unit	339
Riverside Practice	308
Daisy Hill	307
NINES B Floor STH	303
2 North	289
Ramone Outpatients	262
Early Pregnancy Problem Clinic	260
2 South Stroke	248
3 North	209
Burnett, Winter, MacDonald Practice	207
Physiotherapy	206
2 West	186
Delivery Suite - Craigavon	183
AMU	182
Mental Health	181
Speech and Language Therapy	181
Breast Screening	178
Community Stroke Team	173
3 South ENT/Urology	170
Carleton Dental Practice	169
Looked After Children	168
Brownlow Health Centre	162
Family Nurse Partnership	157
Orthopaedic ICATS	152
ENT Department	145

Top 40 Belfast HSC Trust Users 1 April 2020 - 31 March 2021

Department	Requests
Royal Maternity Service	1985
Appointments Office	962
Outpatients	951
X-Ray Department	347
Cancer Centre	343
Physiotherapy	325
ENT	292
CAMHS	283
RVH Appointments	269
Mental Health	251
RBHSC	251
Ormeau Health Centre	248
Bridgewater Suite	225
Ormeau Dental	206
Children and Families	203
Orthopaedics	199
Shankill H&WB Centre	196
Podiatry	181
Cancer and Specialist Services	162
Radiotherapy	154
Radiology	141
Beech hall Family and Childcare	137
Kensington Group Practice	137
Waiting List Office BCH	137
Community Podiatry	133
Kennedy Orthodontics - Belfast	131
Ward 6F- Stroke Unit RVH	130
MRI	126
Learning Disability	121
Speech and Language Therapy	119
Musgrave - Outpatients	112
Regional Fertility Centre	108
Woodstock Lodge	106
Macular Service	105
Fracture Clinic	104
Ward 3 AMHIC	104
Carlisle Centre	102
Looked After Adult	101
Gateway	100
Cardiac Investigations	99

Top 40 Northern HSC Trust Users 1 April 2020 - 31 March 2021

Department	Requests
Booking Office, Fern House, AAH	527
Outpatients	519
OBS/GYNAE Outpatients	353
Maternity (Antrim)	259
Obstetrics	249
Podiatry	236
Public Health Nursing	229
Ballymena Health Centre	198
Radiology	188
Childrens Services	185
Women & Childrens - Community	175
Ballymena H&CC	164
Health Visiting	156
OPD 4 Antrim area hospital	137
Smiles Dental - Bmena	129
Antrim Area Hospital	126
Family Intervention Team	126
Women and Childrens Services	120
X-Ray Department	115
MSK Pain Service	113
Macmillan Cancer Services	110
Gateway	102
Childrens Services, Public Health Nursing	94
Kennedy Orthodontics	92
Appointments Office Antrim	86
Community Midwifery	86
Health Protection Nursing Service	83
Whitehouse Medical Practice	83
Speech and Language Therapy	79
Children's Services	77
Community Paediatrics	70
Approved Social Work	62
Medical Records	62
Antrim c1	58
Adult Mental Health	56
CMHT	56
Ballymena Family Support & Intervention Team	55
Cardiac Investigations	55
Physiotherapy	55
Clear Dental	54

Top 40 Western HSC Trust Users 1 April 2020 - 31 March 2021

Department	Requests
Family Intervention Team	266
Outpatients	258
Antenatal Clinic	221
Women and Childrens Services	206
Health Visiting	195
Adult Learning Disability	119
Community Mental Health	112
Radiology	99
Speech & Language Therapy	124
Physiotherapy	96
Radiology (Xray)	94
North West Cancer Centre	88
Maguire McCann	82
Outpatients - Altnagelvin	70
Alcohol and Drug Service	59
Maternity (Altnagelvin)	58
Partial Booking	56
Adult Mental Health	55
X-Ray Department	53
Gateway	51
Orthopaedics	51
Community Dental Service	48
Maguire Dental	40
Gynaecology	38
Children's Ward Inpatients	35
Orthoptics	33
Community Midwifery	31
Ophthalmology Access Team	31
Cardiac Investigations	30
Clarendon Medical	28
Endoscopy	28
Clinic 4 Outpatients	26
Acute Services	25
Bupa Dental Derry	25
Bupa Dental Omagh	25
Trauma and Orthopaedics	24
Grangewood Hospital	22
Orthoptics TCH	22
Waiting Times Office	22
Derrylin Medical practice	20

Top 40 South Eastern Trust Users 1 April 2020 - 31 March 2021

Department	Requests
Maternity (Ulster)	477
Outpatients	262
Maternity (Lagan Valley)	235
Physiotherapy	233
Family Intervention Team	232
Radiology	195
Health Visiting	141
Speech & Language Therapy	138
Occupational Therapy	130
Child Health	115
Lisburn Health Centre	95
Medical Records	83
Downe Hospital	81
Family and Child Care	54
Mullan & Gallagher Dental	54
Gynaecology - Ulster Hospital	51
Renal Unit Ulster Hospital	51
Maternity(Downe)	49
Community Mental Health	45
Approved Social Work	44
Cancer Services	44
Plastic Surgery	43
Childrens OT	41
Dental	40
Stewartstown Road HC	39
Hulatt Dental Care	38
Day Procedure Unit	37
Health Department Maghaberry	36
Specsavers - Downpatrick	36
Cardiology	33
Care of the Elderley	33
Cared for Children Department	33
Community Midwifery	33
Gateway Team	33
Ulster Hospital	32
Cardiac Investigation Unit	31
Specsavers Lisburn	30
16+ Looked After Children	29
School Health	29
Neonatal Unit	27

Service Complaints: 1 April 2020 - 31 March 2021

There were 7 complaints received during this period.