

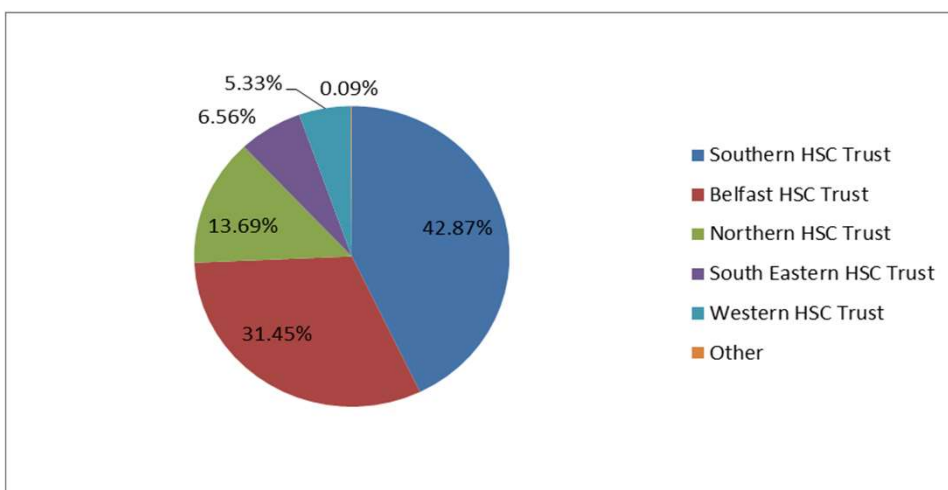


Northern Ireland HSC Interpreting Service Report: 1 April 2019 - 31 March 2020

Key Performance Indicators - 1 April 2019 to 31 March 2020

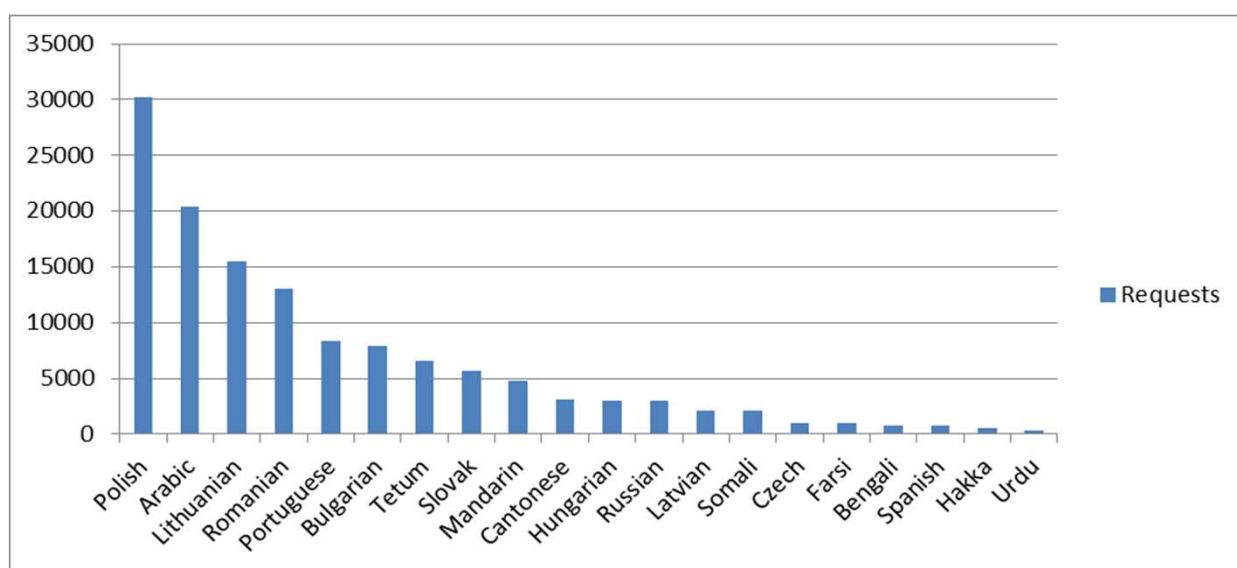
HSC Trust Area	Total Number of Requests Received	Cancellations	Non provisions	Out of Hours
Southern HSC Trust	56780	6363	688	638
Belfast HSC Trust	41655	4719	898	705
Northern HSC Trust	18125	2311	241	219
South Eastern HSC Trust	8693	1080	138	86
Western HSC Trust	7058	931	142	83
Other	123	18	0	0
TOTAL	132434	15422	2107	1731

% of Requests per HSC Trust



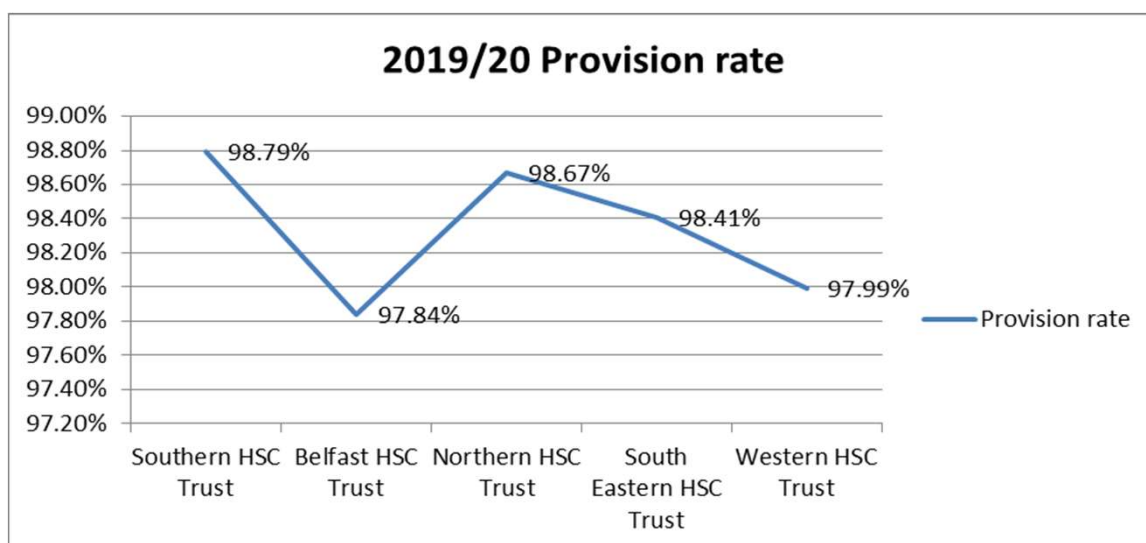
Top 20 Languages	Requests
1. Polish	30231
2. Arabic	20392
3. Lithuanian	15503
4. Romanian	13059
5. Portuguese	8312
6. Bulgarian	7881
7. Tetum	6623
8. Slovak	5696
9. Mandarin	4794
10. Cantonese	3170
11. Hungarian	3003
12. Russian	2978
13. Latvian	2104
14. Somali	2101
15. Czech	996
16. Farsi	964
17. Bengali	827
18. Spanish	728
19. Hakka	531
20. Urdu	381

2019/20 Top 20 Regional Languages



1 April 2019 - 31 March 2020 Provision Rates

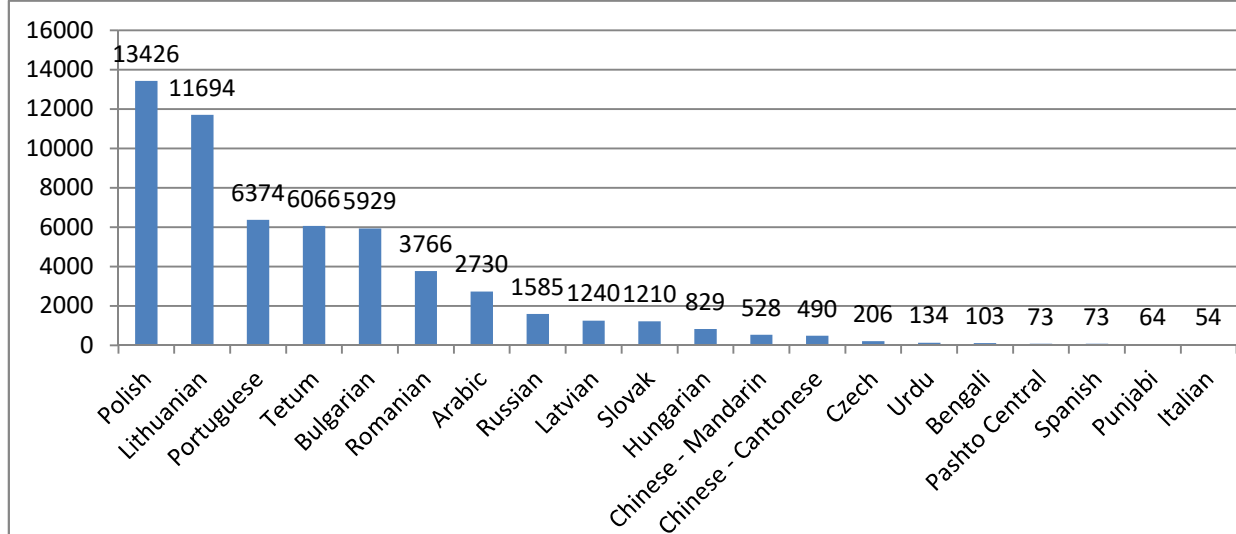
Overall Provision rate - 98.41%



HSC Trust Area	Non Provisions
Southern HSC Trust	688
Belfast HSC Trust	898
Northern HSC Trust	241
South Eastern HSC Trust	138
Western HSC Trust	142
Total	2107

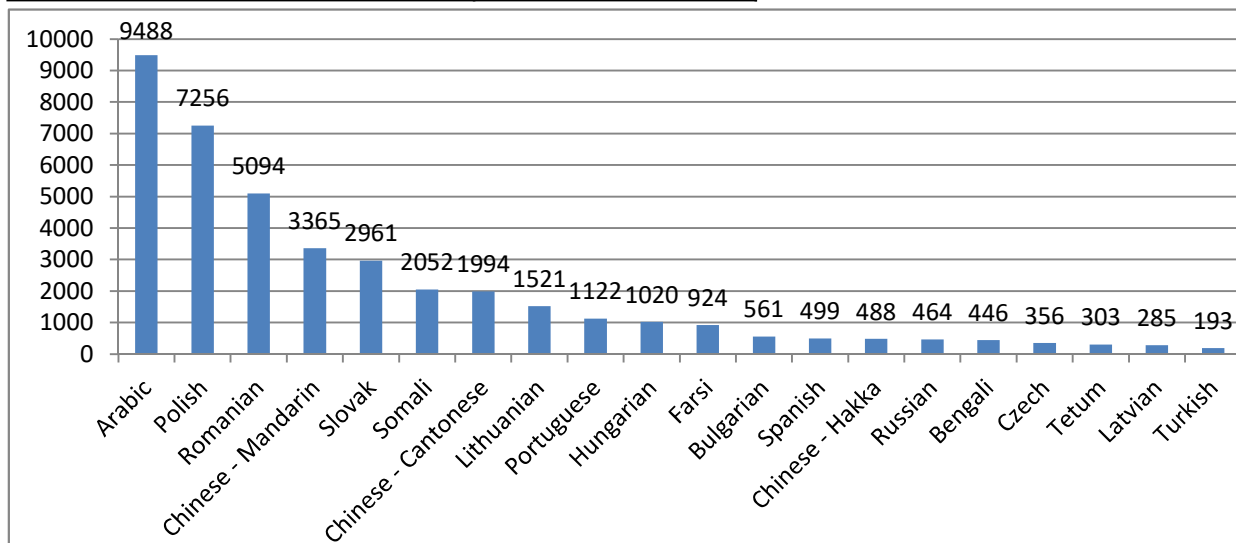
Southern HSC Trust Top 20 Languages 1 April 2019 to 31 March 2020

Polish	13426
Lithuanian	11694
Portuguese	6374
Tetum	6066
Bulgarian	5929
Romanian	3766
Arabic	2730
Russian	1585
Latvian	1240
Slovak	1210
Hungarian	829
Chinese - Mandarin	528
Chinese - Cantonese	490
Czech	206
Urdu	134
Bengali	103
Pashto Central	73
Spanish	73
Punjabi	64
Italian	54



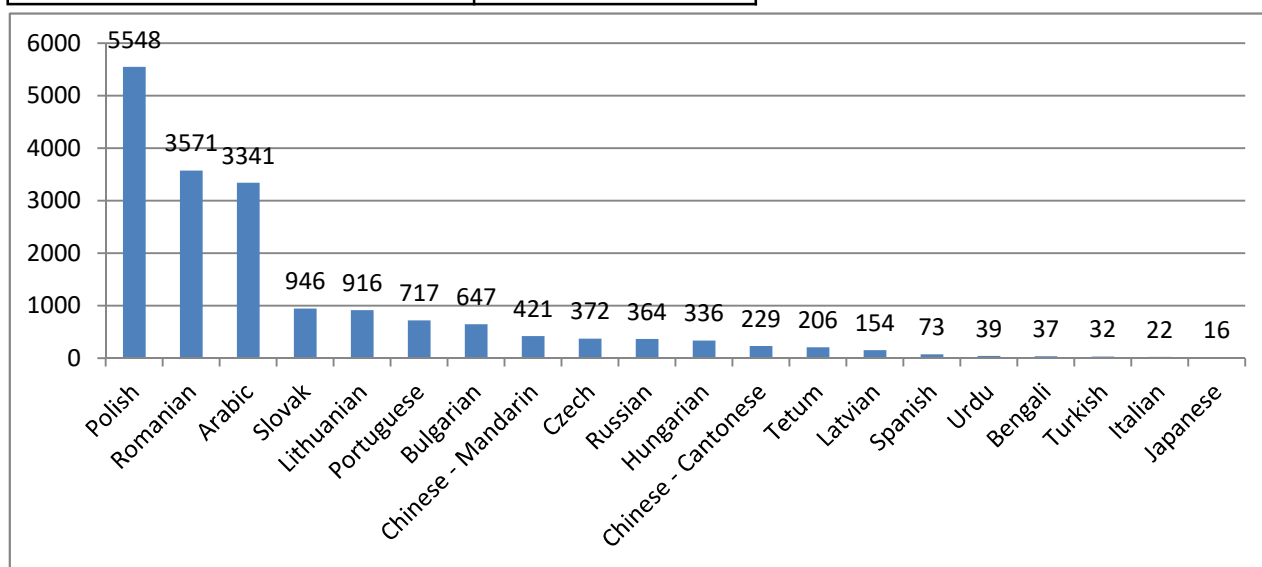
Belfast HSC Trust Top 20 Languages 1 April 2019 - 31 March 2020

Arabic	9488
Polish	7256
Romanian	5094
Chinese - Mandarin	3365
Slovak	2961
Somali	2052
Chinese - Cantonese	1994
Lithuanian	1521
Portuguese	1122
Hungarian	1020
Farsi	924
Bulgarian	561
Spanish	499
Chinese - Hakka	488
Russian	464
Bengali	446
Czech	356
Tetum	303
Latvian	285
Turkish	193



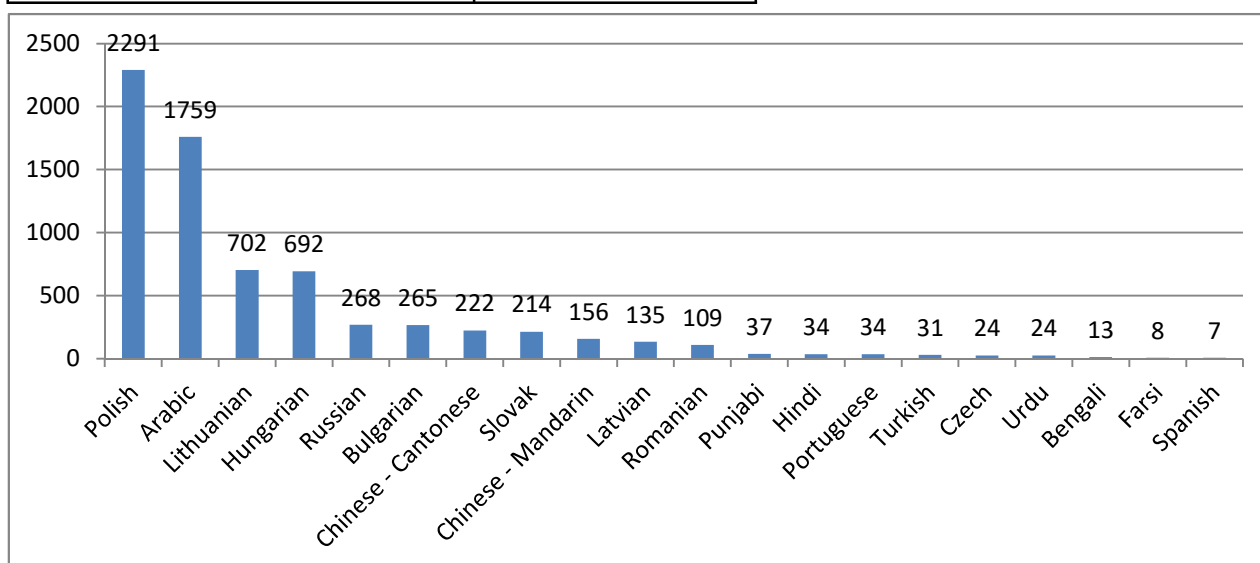
Northern HSC Trust Top 20 Languages 1 April 2019 to 31 March 2020

Polish	5548
Romanian	3571
Arabic	3341
Slovak	946
Lithuanian	916
Portuguese	717
Bulgarian	647
Chinese - Mandarin	421
Czech	372
Russian	364
Hungarian	336
Chinese - Cantonese	229
Tetum	206
Latvian	154
Spanish	73
Urdu	39
Bengali	37
Turkish	32
Italian	22
Japanese	16



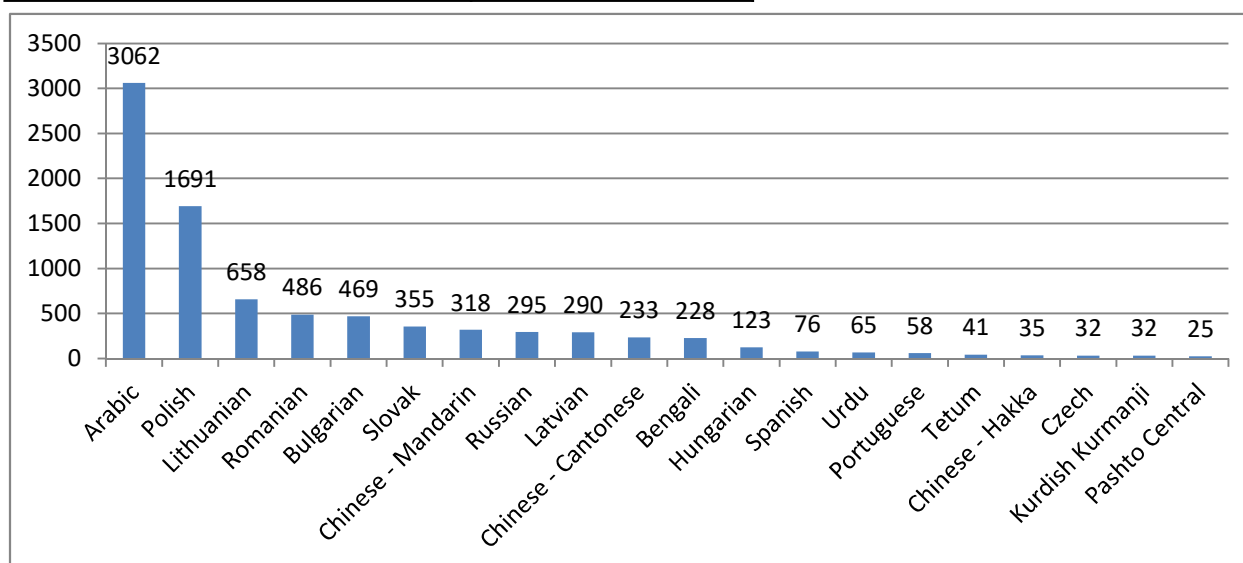
Western HSC Trust Top 20 Languages 1 April 2019 to 31 March 2020

Polish	2291
Arabic	1759
Lithuanian	702
Hungarian	692
Russian	268
Bulgarian	265
Chinese - Cantonese	222
Slovak	214
Chinese - Mandarin	156
Latvian	135
Romanian	109
Punjabi	37
Hindi	34
Portuguese	34
Turkish	31
Czech	24
Urdu	24
Bengali	13
Farsi	8
Spanish	7



South Eastern HSC Trust Top 20 Languages 1 April 2019 to 31 March 2020

Arabic	3062
Polish	1691
Lithuanian	658
Romanian	486
Bulgarian	469
Slovak	355
Chinese - Mandarin	318
Russian	295
Latvian	290
Chinese - Cantonese	233
Bengali	228
Hungarian	123
Spanish	76
Urdu	65
Portuguese	58
Tetum	41
Chinese - Hakka	35
Czech	32
Kurdish Kurmanji	32
Pashto Central	25



Top 30 HSC Users 1 April 2019 - 31 March 2020

Department/Practice	Requests
SHSCT Outpatients	3805
BHSCT Royal Maternity Service	2574
SHSCT Health Visiting	2270
BHSCT Outpatients	2133
SHSCT Physiotherapy	2092
Ormeau Health Centre	1931
DJ Maguire Dental	1899
SHSCT Children & Young People	1786
SHSCT Antenatal & Gynae Outpatients	1676
BHSCT Appointments Office	1550
Ormeau Dental	1525
SHSCT Family Intervention Team	1510
BHSCT Physiotherapy	1343
Magee Dental Care	1319
SHSCT Speech and Language Therapy	1150
Parkview Surgery	1118
SHSCT X-Ray Department	1116
NHSCT Appointments Booking Office Fern House	1115
SHSCT Radiology	939
BHSCT Carlisle Centre	884
Riverside Practice Portadown	872
SHSCT NINES	862
Burnett, Winter, MacDonald Practice	795
Meadows Family Practice	721
SHSCT Acute Services	718
NHSCT Physiotherapy	714
WHSCT Outpatients	704
Ardmore Medical Practice	694
SHSCT Bluestone Unit	694
SEHSCT Outpatients	692

Top 40 Southern HSC Trust Users 1 April 2019 - 31 March 2020

Department	Requests
Outpatients	3805
Health Visiting	2270
Physiotherapy	2092
DJ Maguire Dental	1899
Children & Young People	1786
Antenatal & Gynae Outpatients	1676
Family Intervention Team	1510
Magee Dental Care	1319
Speech and Language Therapy	1150
Parkview Surgery	1118
X-Ray Department	1116
Radiology	939
Riverside Practice	872
NINES	862
Burnett, Winter, MacDonald Practice	795
Meadows Family Practice	721
Acute Services	718
Ardmore Medical Practice	694
Bluestone Unit	694
Clanrye Medical Practice	640
Bupa Dental Care - Dungannon	625
Carleton Dental Practice	623
Community Midwifery	601
Cornmarket Surgery	589
The Archway Surgery	589
Maternity (Daisy Hill)	585
Gateway	566
Altmore Dental Practice	562
Community Addiction Service	481
Newtownhamilton GP Practice	474
Acute - Integrated Maternity and Womens Health	469
Lakes Family Practice	463
Orchard Family Practice	428
CAMHS	414
Moy Health Centre	405
North Street Dental Care	399
Dental Department	393
Respiratory	372
Wynne Hill Surgery	369
Early Pregnancy Problem Clinic	365

Top 40 Belfast HSC Trust Users 1 April 2019 - 31 March 2020

Department	Requests
Royal Maternity Service	2574
Outpatients	2133
Ormeau Health Centre	1931
Appointments Office	1550
Ormeau Dental	1525
Physiotherapy	1343
Carlisle Centre	884
Bradbury Dental Clinic	613
ENT	583
Shankill HWB Centre	576
Kensington Group Practice	572
Mental Health	564
Willowfield Surgery	555
Cancer Centre	488
Orthopaedics	466
RVH Appointments	434
Children and Families	418
NINES service	387
Regional Fertility Centre	364
X-Ray Department	343
Waiting List Office BCH	336
Appointments	335
Looked After Adult	331
Podiatry	331
Antrim Road Medical Centre	323
Beech hall Family and Childcare	321
Community Podiatry	319
CAMHS	309
Carlisle family support team	300
Royal Hospital for Sick Children	299
Speech and Language Therapy	293
Springfield Road Surgery	287
Botanic Medical Centre	286
Occupational Therapy	281
Elmwood Medical Practice	267
Nutrition & Dietetics	262
Woodstock Medical Centre	255
Antrim Road Dental	219
Radiology	217
Community Dental Department	214

Top 40 Northern HSC Trust Users 1 April 2019 - 31 March 2020

Department	Requests
Booking Office, Fern House	1115
Physiotherapy	714
Outpatients	651
Public Health Nursing	511
Obstetrics	506
Children's Services Ballymoney	387
Smiles Dental - Bmena	385
Children's Services	367
Maternity Department (Antrim)	354
Smithfield Medical Centre	348
Speech and Language Therapy	308
Radiology	298
OBS/GYNAE Outpatients	289
Ballymena Health Centre	260
Medical Records	255
Ballymena Health & Care Centre	242
Women and Childrens Services - Community	240
Waveney Physiotherapy	239
MSK Pain Service	234
Community Dental Service	220
Women and Childrens Services	215
Clear Dental	212
Henry Street Clear Dental	209
Health Visiting	208
Podiatry	203
Cardiac Investigations	202
X-Ray Department	193
Family Support and Intervention Team	191
Childrens Services	172
Ballymena Dental Care	162
Appointments Office	
Antrim Hospital	148
Orthoptics	133
Diamond Dental Clinic	131
The Family Practice	131
Whitehouse Medical Practice	128
Nursing	121
Gateway	120
Diamond Medical Practice	118
Cookstown Family Dental Care	115
Clear Dental - Ballymena	112
Sperrin House	110

Top 40 Western HSC Trust Users 1 April 2019 - 31 March 2020

Department	Requests
Outpatients	704
Physiotherapy	393
Health Visiting	377
Antenatal Clinic	298
Drumragh Family Practice	248
Community Dental Service	194
Adult Learning Disability	170
Radiology	169
Women and Childrens Services	162
Community Mental Health	141
Maguire McCann	139
Family Intervention Team	137
Partial Booking	136
Speech and Language Therapy	129
Cityview Medical	125
Speech and Language Therapy	123
Outpatients - Altnagelvin	113
Three Spires Surgery	93
Radiology (Xray)	85
Ophthalmology Access Team	84
Orthoptics	83
Maple Group Practice	81
Endoscopy	74
Murray Dental Practice	73
Orthopaedics	65
Dietetics	64
Gateway	64
Strule Medical Practice	63
Cardiac Investigations	62
Community Diabetes	62
North West Cancer Centre	60
Bupa Dental Care - Omagh	59
Carlisle Villas	58
Great James Street Dental	58
Day Procedure Unit	53
Alcohol and Drug Service	50
Maguire Dental	49
X-Ray Department	48
Occupational Therapy	46
Cancer Services	45

Top 40 South Eastern Trust Users 1 April 2019 - 31 March 2020

Department	Requests
Outpatients	692
Maternity (Ulster)	574
Speech and Language Therapy	364
Health Visiting	306
Physiotherapy Department	297
Child Health	214
Physiotherapy	207
Lisburn Health Centre	198
Family Intervention Team	187
Radiology	171
School Health	164
Mullan & Gallagher Dental	162
Maternity Lagan Valley	155
Medical Records	154
Occupational Therapy	153
Woodbrooke Medical Practice	147
Dr Ruddell & Partners	145
Maternity Downe Hospital	141
Dental	122
Dr Carson's Practice	117
Bupa Dental Care - Lisburn	108
The Green Surgery	105
Smart Dental Care - Lisburn	99
Elective Care	95
Calla Dental, Lisburn	94
Mental Health	80
Downe Hospital	77
Surgery	72
Cardiac Rehabilitation	67
Nutrition and Diet Therapy	67
Laganview Medical Practice	66
Dr Cairns Practice	65
Dr McMinn and Partners	61
Shore Road dental practice	61
Ards Dental Practice	60
Children's Disability	60
The Linenhall Medical Practice	58
Community Mental Health	56
Day Procedure Unit	53
Specsavers - Downpatrick	53

Service Complaints: 1 April 2019 - 31 March 2020

There were 10 complaints received during this period.