



Department
of Health &
Social Care

*From Maria Caulfield MP
Parliamentary Under-Secretary of State for
Mental Health and Women's Health Strategy*

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Mr Mike Orlov
Executive Director and Registrar
National Register of Public Service Interpreters
By email to: mike@nrpsi.org.uk

8 August 2023

Dear Mr Orlov,

Thank you for your further correspondence of 27 April about interpreting services and patient safety. Please accept my sincere apologies for the delay in replying.

I am grateful to you for raising your continuing concerns.

Professor Bola Owolabi, Director of Healthcare Inequalities at NHS England, is now the senior responsible owner for community languages translation and interpretation (CLTI).

NHS England is completing a scoping review of issues and options for improving CLTI services across the NHS, whilst recognising NHS funding constraints. The Healthcare Inequalities Improvement team will be leading the scoping review, working closely with patient safety and equalities colleagues. The team will also be engaging with stakeholders to ensure they fully understand the issues and needs and can identify solutions that will bring about the necessary changes.

NHS England is at the early stage of this work – it is in the process of planning the approach and identifying stakeholders and would very much welcome the opportunity to speak to the National Register of Public Service Interpreters. It will therefore be in touch with you in the near future.

I hope this reply is helpful.

Yours sincerely,

MARIA CAULFIELD MP