**Ilex View Medical Practice**

**Accessibility Statement for Ilex View Medical Practice**

This accessibility statement applies to the website and/or domain associated with Ilex View Medical Practice. Our website is hosted by My Surgery Website and we work in conjunction with our host to enable as many people as possible to use our website. This means that users should be able to:

* Change colours, contrast levels, and fonts
* Zoom in, by up to 300%, without the text splitting off the screen
* Navigate most of the website using only the keyboard
* Navigate most of the website using speech-recognition software
* Listen to most of the website using a screen reader (including but not limited to: JAWS, NVDA, and VoiceOver)

In addition, we have made our website text as simple as possible to understand. If you need any further advice on making your device easier to use, particularly if you have a disability, click on the following link: [AbilityNet](https://mcmw.abilitynet.org.uk/)

**The accessibility of our website**

We are aware that some parts of our website are not fully accessible and unfortunately this cannot be rectified. The issues in some areas are:

* The text will not reflow in a single column if you change the size of the browser window
* You are unable to modify the line height or the spacing of the text
* Older versions of PDF documents are not fully accessible to screen-reader software
* Some (not all) online forms may prove difficult to navigate when using only a keyboard
* The main content page cannot be skipped when using a screen reader

**Feedback and how to contact us**

If you need information that is shown on our website in a different format, such as large print, easy read, audio recording, Braille, or as a PDF, you can contact us by:

* Email [repeats.rhc@nhs.net](mailto:repeats.rhc@nhs.net)
* Phone 01706 335400

Once we receive your request, we will get back to you as quickly as possible. Please note that if you are unable to view the map on our ‘contact us’ page, you are requested to call or email us using the details shown above for directions.

**Reporting accessibility problems with this website**

We are constantly looking to improve the accessibility of our website. Should you find any problems not listed on this page, or think we are not meeting the accessibility requirements, please contact a member of the practice management team at repeats.rhc@nhs.net.

**Enforcement procedure**

The Equality and Human Rights Commission (EHRC) is responsible for enforcing The Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018 (the ‘accessibility regulations’). If you are not happy with the way in which we respond to your complaint, [contact the Equality Advisory and Support Service (EASS)](https://www.equalityadvisoryservice.com/).

**Contacting us by phone or visiting us in person**

Find out how to contact us on our ‘contact us’ page via this link [Ilex View Medical Practice - The surgery address and telephone numbers](https://www.ilexviewmedicalpractice.nhs.uk/contact1.aspx). Please be advised that our reception desk has an audio induction loop, and if you contact us prior to your appointment we can arrange to have a British Sign Language (BSL) interpreter at Ilex View Medical Practice or can join your consultation remotely.

**Technical information about this website’s accessibility**

Ilex View medical practice is committed to making its website accessible, in accordance with The Public Sector Bodies (Websites and Mobile Applications) (No.2) Accessibility Regulations 2018.

**Compliance status**

We are committed to making our website accessible, in accordance with The Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018.

This website is partially compliant with the [Web Content Accessibility Guidelines version 2.1](https://www.w3.org/TR/WCAG21/) AA standard, due to [insert one of the following: ‘the non-compliances’, ‘the exemptions’ or ‘the non-compliances and exemptions’] listed below.

Some images do not have a text alternative, so people using a screen reader cannot access the information. This fails WCAG 2.1 success criterion 1.1.1 (non-text content). We plan to add alternative text for all images.

**Disproportionate burden**

**Navigation and accessing information**

There is no way to skip the repeated content in the page header (for example, a ‘skip to main content’ option).

It is not always possible to change the device orientation from horizontal to vertical without making it more difficult to view the content.

It is not possible for users to change the text size without some of the content overlapping.

**Interactive tools and transactions**

Some of our interactive forms are difficult to navigate using a keyboard – e.g. because some form controls are missing a ‘label’ tag.Our forms are built and hosted through third-party software and ‘skinned’ to look like our website.We have assessed the cost of fixing the issues with navigation and accessing information, and with interactive tools and transactions. We believe that doing so now would be a [disproportionate burden](http://www.legislation.gov.uk/uksi/2018/952/regulation/7/made) within the meaning of the accessibility regulations. We will make another assessment when the supplier contract is up for renewal, which is likely to be in 12 Months.

**Content that is not within the scope of the accessibility regulations**

**PDFs and other documents**

Some of our PDFs and Word documents are essential to providing our services. For example, we have PDFs with information on how users can access our services, and forms published as Word documents. By September 2023, we plan to either fix these or replace them with accessible HTML pages.The accessibility regulations [do not require us to fix PDFs or other documents published before 23rd September 2018](http://www.legislation.gov.uk/uksi/2018/952/regulation/4/made) if they are not essential to providing our services.Any new PDFs or Word documents we publish will meet accessibility standards.

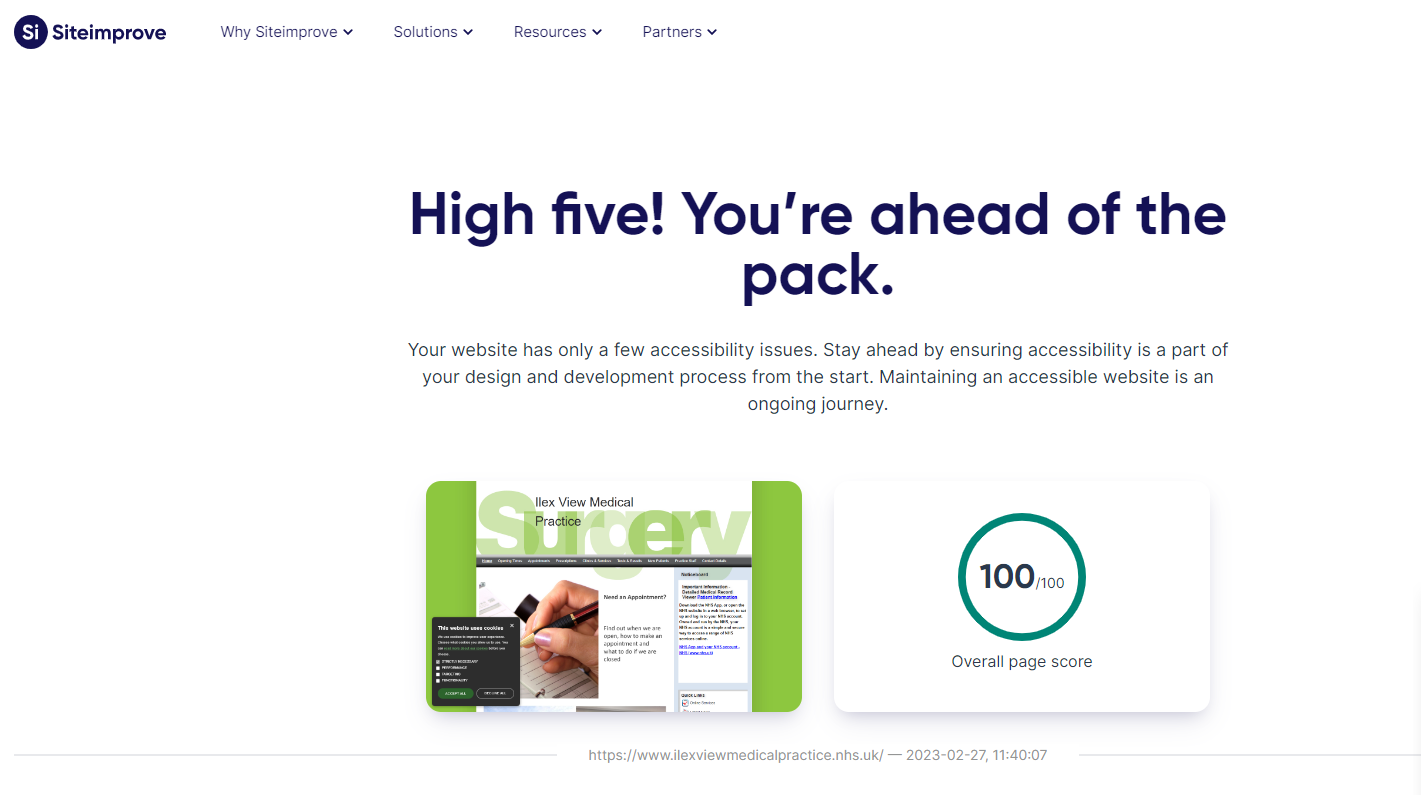
**Live video**We do not plan to add captions to live video streams because live video is [exempt from meeting the accessibility regulations](http://www.legislation.gov.uk/uksi/2018/952/regulation/4/made).

**Preparation of this accessibility statement**

This statement was prepared on 27.02.23. It was last reviewed on 27.02.23.

This website was last tested on 27.02.23. The test was carried out by using the web accessibility tool via https://www.siteimprove.com/toolkit/accessibility-checker/

We used this approach to scan all pages on the website to test



Graphical user interface, text, application

Description automatically generated

A picture containing timeline

Description automatically generated