

## **Ribblesdale Medical Practice**



## **Accessibility Standard Statement**

## Document Control

<b>Author:</b>		Lynsey Philbin		
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## **Accessibility Statement for Ribblesdale Medical Practice**

This accessibility statement applies to the website and/or domain associated with Ribblesdale Medical Practice

[\(Ribblesdale Medical Practice – Dr F Younis, Dr S Khan, Dr P Ooi, Dr A Akhter, Dr F Idowu \(ribblesdalemc.nhs.uk\)\)](http://ribblesdalemc.nhs.uk)

Our website is hosted by GPSurgery.net 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](#)

### **The accessibility of our website**

We are aware that some parts of our website are not fully accessible and unfortunately this cannot be rectified. Some of the issue areas we have identified includes:

- The text will not reflow in a single column if you change the size of the browser window
- Users are unable to modify the line height or the spacing of text
- Older versions of PDF documents are not fully accessible to screen-reader software
- Live video streams do not have captions
- 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
- There are magnification limitations on the map (on the 'contact us' page)

## **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 [Ribblesdale.mc@nhs.net](mailto:Ribblesdale.mc@nhs.net)
- Phone 0161 509 0340

Once we receive your request, we will respond to you as quickly as possible. Please note that if you are unable to view the map on the '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 the practice on 01615090340 and ask to speak to a manager.

## **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 any complaint, [contact the Equality Advisory and Support Service \(EASS\)](#).

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

Find out how to contact us on the 'contact us' page via this link [Ribblesdale Medical Practice – Dr F Younis, Dr S Khan, Dr P Ooi, Dr A Akhter, Dr F Idowu \(ribblesdalemc.nhs.uk\)](#)

## **Technical information about this website's accessibility[**

Ribblesdale 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 to the best of our knowledge compliant with the [Web Content Accessibility Guidelines version 2.1](#) AA standard.

Examples of possible non-compliance include:

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.

### **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.

### **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. We plan to either fix these or replace with accessible HTML pages.

The accessibility regulations [do not require us to fix PDFs or other documents published before 23<sup>rd</sup> September 2018](#) 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](#).

### **Preparation of this accessibility statement**

This statement was last reviewed on 27/02/2024 This website was last tested on 27/02/2024. While the practice makes every effort to ensure we meet the required Accessibility Standards, anything that is found not to comply, will be discussed with our website provide immediately and a solution explored/agreed.