

Summertown Group Practice

Accessibility Statement for www.summertownhealthcentre.co.uk

This accessibility statement applies to the website and/or domain associated with Summertown Group 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](#)

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
- 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

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 summertownhc@nhs.net
- Phone 01865 515552

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 Katherine Blaze, Operations Manager on Katherine.blaze@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 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 [Contact Us - Summertown Health Centre](#). Our reception and consulting rooms have audio induction loops or, if you contact us prior to your appointment, we can arrange to have a British Sign Language (BSL) interpreter at Summertown Health Centre.

Technical information about this website's accessibility

Summertown Group 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 fully compliant with the [Web Content Accessibility Guidelines version 2.1](#) AA standard.

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.

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 prepared on 1st May 2024. It was last reviewed on 1st May 2024.

This website was last tested on 1st May 2024. The test was carried out by Katherine Blaze, Operations Manager using the WAV (Web Accessibility Tool).

We used this approach to decide on a sample of pages to test and we tested our home page and a random sample of six content pages from our site.