This is the accessibility statement for the GP white label website, run by NHS England.

## Information in different formats

If you need information in a different format like large print or Braille, please ask us by:

* Phone: 01823 259333

We will answer as soon as possible.

## Reporting problems

If you find any problems not mentioned in this statement, or if you think we are not meeting accessibility requirements, please let us know by:

* Phone: 01823 259333

## Making a complaint

The Equality and Human Rights Commission (EHRC) is responsible for enforcing the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018, known as the "Accessibility Regulations".

If you contacted us to report a problem with this website and you are not happy with the way we responded, you can contact the [Equality Advisory and Support Service (EASS)](https://www.equalityadvisoryservice.com/).

## Technical information

NHS England 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

This website is partially compliant with the Web Content Accessibility Guidelines (WCAG) 2.2 Level AA standard, due to the non-compliances and exemptions listed below.

## Non-accessible content

The content listed below is non-accessible for the following reasons.

### Non-compliance with the accessibility regulations

We know about the following areas where the website does not meet accessibility standards and we have a plan to address each of them.

#### Text Alternatives

* Images that convey information have text descriptions, but the text descriptions provided for some images in the header and footer don't act as appropriate alternatives. This fails WCAG 2.2 Success Criterion 1.1.1 Non-text Content (A). We plan to ensure that all images that convey information have an appropriate text description.

#### Adaptable

* The programmatic heading hierarchy on the Contact Us page does not match the visual heading hierarchy. Specifically, the "Spindogs Surgery" heading is visually a subheading of the "Our GP contact details" heading, but both are programmatically set to the same heading level. People who use screen readers may therefore find it difficult to understand the relationship between headings and subheadings on the page. This fails WCAG 2.2 Success Criterion 1.3.1 Info and Relationships (A). We plan to ensure that the heading structure on all pages follows a logical hierarchical structure programmatically as well as visually.

#### Navigable

* "Find out more" is used as both the visible and programmatic link phrase for a link on the "Register as a New Patient" page. Links that don't adequately convey their purpose can make it difficult for people who use a screen reader to identify the direction of the link, unless they specifically backtrack and read around the link to ascertain its context. This fails WCAG 2.2 Success Criterion 2.4.4 Link Purpose (In Context) (A). We plan to ensure the direction of all links on the website is clearly indicated by {Date}.
* Several links on the "Prescriptions" page have the visible and programmatic link phrase of "NHS website", but each of these links directs the user to a different NHS website, thus people who use a screen reader and listen to links read out to them out of context may activate the wrong link for their specific requirements. This fails WCAG 2.2 Success Criterion 2.4.4 Link Purpose (In Context) (A). We plan to ensure that all links on a page that direct people to different pages or websites have a clear and unique link phrase.

#### Input Modalities

* The header on each page includes a link to the home page that is visibly labelled by the NHS logo followed by the name of the surgery. However, the programmatic name provided for this link only includes the name of the surgery. People who use speech-input software who normally navigate to and activate controls by announcing their visible labels may therefore find that their speech recognition format won't be able to find this link if they speak the term "NHS", while sighted people who use screen readers and who have some usable sight may be confused when the text they hear is different to the text that is visibly rendered on the screen. This fails WCAG 2.2 Success Criterion 2.5.3 Label in Name (A). We plan to ensure that the programmatic name for this link matches the visible name.
* Disproportionate burden

Meeting WCAG 2.2 Level AA is not a disproportionate burden.

## Statement preparation

This statement was prepared on 25th October 2023.

This white label website was last tested in October 2023. The test was carried out by [TetraLogical](https://tetralogical.com/).