Accessibility Statement for www.harthealth.nhs.uk

This accessibility statement applies to the website and/or domain associated with Hart Health Partnership. Our website is hosted by Patient Link 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:

- Some documents are not fully accessible to screen-reader software as they open in separate applications.

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 Frimleyicb.hhp.admin@nhs.net
- Phone 01252 619000
- Come to one of our reception desks

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 our Admin Team on Frimleyicb.hhp.admin@nhs.net or 01252 619000 or come to the reception desk at Fleet Medical Centre.

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 https://harthealth.nhs.uk/contactus.

Technical information about this website's accessibility[*]

Hart Health Partnership 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.

Examples of 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.

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 23rd September 2018 if they are not essential to providing our services. For example, we do not plan to fix [provide example of non-essential document].

Any new PDFs or Word documents we publish will meet accessibility standards.