



The Caversham
Group Practice

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Website Accessible Information

Standard v1

Accessibility Statement

This website has been developed by EMIS Health and is run by the specified organisation. We want as many people as possible to be able to use this website. For example, that means you should be able to:

- change colours, contrast levels and fonts.
- zoom in up to 300% without the text spilling off the screen.
- navigate most of the website using just a keyboard.
- navigate most of the website using speech recognition software.
- listen to most of the website using a screen reader (including the most recent versions of JAWS, NVDA and Voiceover)

We've also looked to use 'Plain English' where possible to make the website text simple to understand.

[Ability Net](#) has advice on making your device easier to use if you have a disability.

Keyboard Navigation in Mac OS

For keyboard navigation to work in Mac OS an option has to be turned on: System Preferences Keyboard Shortcuts.

In that panel is a check box labelled "Use keyboard navigation to move focus between controls". Check that box and restart your browser for the change to take effect.

How accessible this website

Although we have used our reasonable efforts to make the website accessible to all we appreciate that some parts of this website are not currently fully accessible:

- some of our downloadable documents may not fully accessible to screen reader software
- there are a limited number of keyboard navigation issues including menu navigation and notification acknowledgement.
- the site tagline styling may not be deemed to meet accessibility standards.
- table layout for opening times does not use the correct grid format to be deemed fully accessible.

As part of our ongoing continuous improvement exercises, we are working to further improve on the accessibility aspects of the site.

What to do if you cannot access parts of this website

If you need information on this website in a different format like accessible PDF, large print, easy read, audio recording or braille then please:

- **Email: mysupport@emishealth.com**
- **Phone: 0845 124 5245**

We will consider all requests and aim to get back to you within **5** working days.

Reporting accessibility problems with this website

We are always looking to improve the accessibility of this website. If you find any problems not listed on this page or identify ways that we can improve accessibility, then please do call or email us to report the issue:

- **Email: mysupport@emishealth.com**
- **Phone: 0845 124 5245**

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 have any concerns or issues with our site and are not happy with how we have responded to your concerns, then you may wish to **[contact the Equality Advisory and Support Service \(EASS\)](#)**.

Alternatively, if you are based in Northern Ireland, please contact the **[Equalities Commission for Northern Ireland \(ECNI\)](#)**.

Technical information about this Website Accessibility

EMIS Health are committed to making its websites accessible, in accordance with the Accessibility Regulations.

This website is partially compliant with the **[Web Content Accessibility Guidelines version 2.1](#)** AA standard, due to the non-compliances listed below.

Non-accessible content

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

Content that is not within the scope of the Accessibility Regulations

PDFs and other documents

This site may contain older PDFs and Word documents that do not meet accessibility standards – for example, they may not be structured so that they are accessible to a screen reader. This does not meet WCAG 2.1 success criterion 4.1.2 (name, role value).

The Accessibility Regulations do not require us to fix PDFs or other documents published before 23 September 2018 if they are not essential to providing our services.

Navigation Issues

This site may contain elements that cannot be navigated through using a keyboard. This does not meet WCAG 2.1 success criterion 2.1.1 (keyboard). Plans are in place to rectify these issues as soon as practicable.

Styling Issues

This site may contain elements of styling that are not deemed to be accessible. This does not meet WCAG 2.1 success criterion 1.4 (distinguishable). Plans are in place to rectify these issues as soon as practicable.

Disproportionate burden

Google Maps – There is a limit as to how far you can magnify the embedded Google Maps on our ‘contact us’ page. The code for this map is supplied by Google and we are unable to make amendments to it.

How we tested this website

This website was last tested on **8th February 2021**. The test was carried out by the EMIS Health Service Team.

Site compliance was checked using a combination of manual testing and third party tools, including:

- WAVE Web Accessibility Evaluation Tool (<https://wave.webaim.org/>)
- WCAG Accessibility Audit Tool (<https://chrome.google.com/webstore/detail/wcag-accessibility-audit/kpfleokokmllclahndmochhenmhnccej>)