

Accessibility statement for Imeary Street Surgery website

This accessibility statement applies to <http://imearystreetsurgery.nhs.uk>

This website is hosted by North of England Commissioning Support (NECS), on behalf Imeary Street Surgery. The practice wants as many people as possible to be able to use this website. For example, that means you should be able to:

- 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 made the website text as simple as possible to understand.

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

1. Current status

We know some parts of this website are not fully accessible:

- You cannot modify the line height or spacing of text.
- Some links identified only by colour.
- Colour contrast in some areas is insufficient.
- An iFrame used on the site is missing a title.
- HTML tags are used to format text in some places.

2. Feedback

We are always looking to improve the accessibility of this website and we welcome your feedback. If you find any problems not listed on this page or you think we are not meeting accessibility requirements, please let us know. If you require this information in a different format like accessible PDF, large print, easy read, audio recording or braille, please contact us on the following details:

- STYNCCG.imearystreetsurgery@nhs.net
- call 0191 456 3824

We'll consider your request and get back to you in 14 working days.

Imeary Street Surgery, 78 Imeary Street, South Shields, NE33 4EG

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're not happy with how we respond to your complaint, [contact the Equality Advisory and Support Service \(EASS\)](#).

Contacting us by phone or visiting us in person

We provide a text relay service for people who are deaf, hearing impaired or have a speech impediment.

If you contact us before your visit we can arrange a British Sign Language (BSL) interpreter.

3. Technical information about this website's accessibility

Imeary Street Surgery 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 version 2.1](#) AA standard, due to the non-compliances listed below.

Non-accessible content

The content that is not accessible is outlined below with details of:

- where it fails the success criteria
- planned dates for when issues will be fixed

Non-compliance with the accessibility regulations

1. Some links on the website can only be identified by colour. This does not meet WCAG success criterion 1.4.1 (Use of Colour). We plan to fix this by March 2021.
2. There is a colour contrast issue in some areas of the website. This means users who have colour vision deficiency (colour blindness) may have difficulty reading the content. This does not meet WCAG success criterion 1.4.3 (Contrast). We plan to fix this by March 2021.
3. Presentational HTML tags such as 'u', or 'bold' are used to style text. CSS should be used for styling instead. This does not meet WCAG success criterion 1.3.1 (Info and Relationships). We plan to fix this by March 2021.
4. The same link text is used for links going to different destinations in a number of areas in the site. Users might not know the difference if they are not somehow explained. This does not meet WCAG success criterion 2.4.4 (Link Purpose - In Context). We plan to fix this by March 2021.

Content that's 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.

The accessibility regulations do not require us to fix PDFs or other documents published before 23 September 2018 if they're 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](#).

4. What we're doing to improve accessibility

Accessibility issues will be reviewed and resolved over the next 6 months. Testing will be carried out a regular interval to ensue ongoing compliance.

5. Preparation of this accessibility statement

This statement was prepared on 09.11.2020. It will be reviewed before or on 09.11.2021. This website was last tested on 16/09/2020. The test was carried out by North of England Commissioning Support Unit.