



Capri Healthcare Ltd

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West Midlands

Accessibility Statement for BG Health

Version 0.1 | September 3, 2020

Version Control

Version	Date	Author	Comments
0.1	2 Sep 2020	Pooja Duddaiah	Initial draft
1.0	3 Sep 2020	Krishna Thakur	Reviewed and Approved

Overview

This accessibility statement applies to <https://bghealth.mygeneralpractice.org/>

This website is run by Capri Healthcare. We want 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.

How accessible is this website?

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

- you cannot modify the line height or spacing of text
- most older PDF documents are not fully accessible to a few screen reader software
- you cannot skip to the main content when using a screen reader

Feedback and contact information

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

email to info@caprihealthcare.co.uk

We'll consider your request and get back to you in 3 days.

Reporting accessibility problems with this website

We're always looking to improve the accessibility of this website. If you find any problems not listed on this page or think we're not meeting accessibility requirements, contact:

Name: - Krishna Thakur

Email id: - info@caprihealthcare.co.uk.

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

Our practice has audio induction loops and we use mobile phones for text relay.

Find out how to contact us <https://bghealth.mygeneralpractice.org/contact-us-2/#contact-us>

Technical information about this website's accessibility

Capri Healthcare 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 an alternative for time-based media or audio description of the prerecorded video is not provided as it is an NHS supplied video with the subtitles, informing users about accessing GP services in Birmingham and Solihull during COVID-19.

BG Health will be merged with Granton Medical; we will make sure the new merged website is fully compliant with the [Web Content Accessibility Guidelines version 2.1](#) AA standard.

Non-accessible content

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

1. Non-compliance with the accessibility regulations

An alternative for time-based media or audio description of the prerecorded video is not provided as it is an NHS supplied video with the subtitles, informing users about accessing GP services in Birmingham and Solihull during COVID-19.

2. Disproportionate burden

Interactive tools and transactions

Our forms are built using a third party software and 'skinned' to look like our website.

We've assessed the cost of fixing the issues with navigation and accessing information, and with interactive tools and transactions. We believe that doing so now would be a disproportionate burden within the meaning of the accessibility regulations.

3. Content that's not within the scope of the accessibility regulations

PDF

We can not guarantee accessibility of PDF documents on all screen readers because it is supplied by a third party. Any new PDFs or Word documents we publish will meet accessibility standards.

What we're doing to improve accessibility

When we update our website, we will carefully monitor new content to ensure it meets accessibility standards. We will work to improve the accessibility of documents published on the website. We plan to carry out in-depth user testing in the future, including with users of assistive technology. We have monitoring in place to review the accessibility of the site on an ongoing basis. We use this monitoring to identify and fix any new issues that arise.

Preparation of this accessibility statement

This statement was prepared on 3rd of September, 2020. This website was last tested on 28th of August 2020. The test was carried out by Capri Healthcare.

We used IBM accessibility checker to check the accessibility percentage for all the web pages. By the help of the Wave tool (Web Accessibility evaluation tool), we have made the changes on all the web pages of the website, to meet the WCAG 2.1 Level AA accessibility regulation.

You can read the full accessibility test report

<https://bghealth.mygeneralpractice.org/accessibility-report>