



# Accessibility Statement for Abbey Medical Centre

This accessibility statement applies to the website and/or domain associated with Abbey Medical Centre. Our website is hosted by Surgery Web 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 using browser device settings
- Zoom in, by up to 400%, without the text splitting off the screen
- Navigate most of the website using a keyboard or speech recognition software
- Listen to most of the website using a screen reader (including but not limited to JAWS, NVDA and VoiceOver)

We have also made our website text as simple as possible to understand.

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

## 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:

- Text will not reflow in a single column if you change the size of the browser window
- Users are unable to modify the line height or the spacing of text
- Older versions of PDF documents are not fully accessible to screen-reader software
- Live video streams do not have captions
- Some (not all) online forms may prove difficult to navigate when using only a keyboard
- The main content page cannot be skipped when using a screen reader
- There are magnification limitations on the map (on the 'contact us' page)

## 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:

- Completing an admin request on our website, [www.abbeymedicalcentre.co.uk](http://www.abbeymedicalcentre.co.uk)
- Call us at the surgery on 01926 859955
- Call into reception in person

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 phone us or call in 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 the practice using the details under the Feedback and how to contact us section of this policy.

## **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://abbeymedicalcentre.co.uk/contact-the-practice/> Please be advised that we provide a translation service and can arrange to have a British Sign Language (BSL) interpreter available at your appointment with advance notice.

## **Technical information about this website's accessibility**

Abbey Medical Centre 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.

## **Content that is not within the scope of the accessibility regulations**

### **PDFs and other documents**

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](#).

## **Preparation of this accessibility statement**

This statement was prepared on 7<sup>th</sup> July 2026. It was last reviewed on 7<sup>th</sup> July 2026.

This website was last tested on 7<sup>th</sup> July 2026. The test was carried out by the practice using the Web Accessibility Tool (WAV)].

We used this approach to decide on a sample of pages to test. We tested our home page and a random sample of content pages from our site.