

The Mill Medical Practice

Accessibility Statement for The Mill Medical Portal

This accessibility statement applies to the website and/or domain associated with The Mill Medical Practice – The Mill Medical Portal. Our website is hosted by wix.com 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](#)

Reporting accessibility problems with this website

We have made efforts to ensure our website is as accessible as possible; however, we recognize that we may have overlooked certain aspects that are important for specific users. We encourage anyone encountering issues to reach out, allowing us the opportunity to address and resolve them. Please contact Leah Smith with any issues at:

- Email syheartlandsicb.ppg@nhs.net
- Phone 01483 239903

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 syheartlandsicb.ppg@nhs.net
- Phone 01483 239903

Once we receive your request, we will respond to you as quickly as possible.

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 \(EASS\)](#).



www.practiceindex.co.uk

Contacting us by phone or visiting us in person

Find out how to contact us on the 'contact us' page via this link [CONTACT US | Home](#). Please be advised that our reception has audio induction loop and if you contact us prior to your appointment, we can arrange to have a British Sign Language (BSL) interpreter at The Mill Medical Practice

Technical information about this website's accessibility

The Mill Medical Practice is committed to making its website The Mill Medical Portal 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

Some of our PDFs and Word documents are not accessible.

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 the PPG meeting minutes or Newsletter PDF's

Preparation of this accessibility statement

This statement was prepared on 19/11/2024.

This website was last tested on 19/11/2024. The test was carried out by Leah Smith, General Practice Assistant using the wix accessibility wizard.

We used this approach to test the entire website to try and ensure good accessibility.