

This accessibility statement applies to Goldington Avenue Surgery. This website is run by Great Barford Surgery. 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 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.

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

the text will not reflow in a single column when you change the size of the browser window

you cannot modify the line height or spacing of text

most older PDF documents are not fully accessible to screen reader software

live video streams do not have captions

some of our online forms are difficult to navigate using just a keyboard

you cannot skip to the main content when using a screen reader

there's a limit to how far you can magnify the map on our 'contact us' page

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:

call: 01234 870325

email: greatbarfordsurgery@nhs.net

We'll consider your request and get back to you in 7 days.

If you cannot view the map on our 'contact us' page, call or email us for directions.

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:

call: 01234 870325

email: greatbarfordsurgery@nhs.net

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:

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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 D/deaf, hearing impaired or have a speech impediment.

Our offices have audio induction loops, or if you contact us before your visit we can arrange a British Sign Language (BSL) interpreter.

Compliance

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

Non-accessible content

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

This site may contain older PDFs and Word documents do not meet accessibility standards – for example, they may not be structured so they're accessible to a screen reader. This does not meet WCAG 2.1 success criterion 4.1.2

Disproportionate burden

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

Preparation of this accessibility statement

This statement was prepared on 27/04/2022 and was updated on 23/5/2024.

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

WAVE Web Accessibility Evaluation Tool (<https://wave.webaim.org/>)

WebAIM Contrast Checker

(<https://webaim.org/resources/contrastchecker/>)

HTML_CodeSniffer (https://squizlabs.github.io/HTML_CodeSniffer/)

Pa11y – Automated accessibility testing (<https://pa11y.org/>)

axe – Web Accessibility Testing (<https://www.deque.com/axe/>)