Accessibility Statement for Thornton Lodge Surgery and Associated GP Websites

This accessibility statement applies to the websites managed by Thornton Lodge Surgery and its associated GP practices.

Using Our Websites

We want as many people as possible to be able to use our websites. That means you should be able to:

- change colours, contrast levels and fonts
- zoom in up to 200% 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.

If you have a disability, AbilityNet has advice on making your device easier to use: https://abilitynet.org.uk/

How Accessible This Website Is

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

- Some PDF documents are not fully accessible to screen reader software.
- Some videos may not have captions or transcripts.
- Third-party tools and embedded content (e.g. NHS widgets) may not be fully accessible.

We are working to address these issues as part of our ongoing improvement plan.

What to Do if You Can't Access Parts of This Website

If you need information from our website in a different format, such as accessible PDF, large print, easy read, audio recording or braille:

- Email: admin.thorntonlodgesurgery@nhs.net
- Call: 01484 512233
- Visit or write to us at: Thornton Lodge, 60 Thornton Lodge, Huddersfield, HD1 3SB

We'll consider your request and get back to you within 10 working days.

Reporting Accessibility Problems

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

• Email: admin.thorntonlodgesurgery@nhs.net
• Subject line: "Accessibility issue"

Enforcement Procedure

If you're not happy with how we respond to your complaint, you can contact the Equality Advisory and Support Service (EASS):

• Website: https://www.equalityadvisoryservice.com/
• Phone: 0808 800 0082

Technical Information About This Website's Accessibility

Thornton Lodge Surgery is committed to making its websites accessible, in accordance with the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018.

These websites are partially compliant with the Web Content Accessibility Guidelines version 2.1 AA standard, due to the non-compliances listed above.

Preparation of This Accessibility Statement

This statement was prepared on 12 May 2025.

It was last reviewed on [insert review date if different].

This website was last tested on [insert testing date], using both manual and automated accessibility tools.

We plan to review this statement annually and update it as needed.