Accessibility Statement for ESNEFT Patient Portal

# Accessibility statement for ESNEFT Patient Portal

ESNEFT NHS Foundation Trust is committed to ensuring digital accessibility on its Patient Portal at <https://patients.esneft.nhs.uk/> for people with disabilities.

# How you can use this website

On <https://patients.esneft.nhs.uk/> patients should be able to:

* Change the colours, contrast levels, and fonts
* Zoom in up to 200% with text staying visible on the screen,
* Where presented, zoom in up to 200% for all image scaling without loss of resolution
* Navigate the website using speech recognition software (please see list below in section [third party tools used for testing](#_third_party_tools))
* Read the website using screen readers (please see list below in section [third party tools used for testing](#_third_party_tools))
* Read the website on devices without a screen, like a braille computer

We have made the text on the website as simple as possible. All information we provide is aimed at primary school reading ability. The only exception to this is letters, explained below.

There are some technical terms on the website. But we only use these technical terms where there is no easier wording, we could use without changing what the text means.

# How accessible this website is

This website is partially compliant with the [Web Content Accessibility Guidelines version 2.1](https://www.w3.org/TR/WCAG21/) AA standard, due to ‘the non-compliances’ listed below.

* PDF and HTML booklets that are included as attachments to letters might not be accessible as they are maintained outside of this portal
* not all sections of PDF letters can be read by screen reader in the correct order
* PDF links do not include exact download size in their main text, but the maximum potential size is given as a tooltip and as screen reader help text
* browser autocomplete feature is unavailable on the date of birth field in the registration form

# How to get information in an accessible format

If you have problems accessing information on this website, or would like any of our content in a different format, e.g.

* Paper copies of letters
* Paper copies in easy read versions

Please contact us on: **01473 712 233**

# Enforcement procedure

The Equality and Human Rights Commission (EHRC) is responsible for enforcing the accessibility regulations. If you’re not happy with how we respond to your complaint, please contact the [Equality Advisory Support Service (EASS)](https://www.equalityadvisoryservice.com/).

# Technical information about this website’s accessibility

# ESNEFT NHS Foundation Trust is committed to making its website accessible, in accordance with the [Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018](https://www.legislation.gov.uk/uksi/2018/852/contents/made).

## Compliance status

This website is partially compliant with the [Web Content Accessibility Guidelines version 2.1](https://www.w3.org/TR/WCAG21/) AA standard, due to the non-compliances listed below.

## Non accessible content

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

### Non-compliance with the accessibility regulations

1. Our letter PDF documents don’t currently meet accessibility standards: WCAG 2.1 criteria 1.1.1 (A), 1.3.1 (A), 2.4.1 (A), 2.4.2 (A), 2.4.6 (AA). The trust commit to completing a gap analysis and to create an action plan to achieve this standard.
2. PDF links do not include the destination file size in their main text. There are two reasons for this:
   1. Most of these are to external sites (i.e. not hosted within <https://patients.esneft.nhs.uk/> and so the file size could change without us knowing. To get around this we have put a tooltip (displayed on mouse hover) and ARIA text accessible to screen readers to indicate its approximate size.
   2. Because these are mainly shown in the site footer, which is very small on mobiles. We do not have screen space to show the full detail, but we do indicate the file type in brackets, i.e. “(PDF)”.
3. The autocomplete feature in some browsers allows a user to store personal details and reuse them across websites. Due to a technical issue this is unavailable on the date of birth field but this will be fixed before the next review.

### Disproportionate burden

We have thousands of letter PDF templates across the Trust. Not all of these are currently fully accessible. We want to fix them, but we can't fix all of them at once.  
The trust aim to achieve AAA WCAG compliance for these communications.

## Issues with links

The only known issue with links is with those for downloadable PDF documents. See [above](#_Non-compliance_with_the) for details.

Note we use Google Maps for our hospitals map links, whose accessibility information can be found [here](https://support.google.com/maps/answer/6396990):

## Issues with PDF files and other documents

Documents displayed in Patient Portal are currently coming in a PDF format – the trust is committed to work on a strategy to deliver the communications in the relevant Accessible Information Standard (AIS) formats

## Other Issues with technology

There are no known issues with any specific technology related to accessibility, though there is a minimum requirement that the internet browser used to access <https://patients.esneft.nhs.uk/> supports TLS 1.2.

## Issues with images and video

There are no known issues with images as all of them have text alternatives. There is no video content.

## Issues with text and content

There are no known issues with textual content. The entire site meets a readability score of Grade 7.9 or less in the Flesch-Kincaid scale, equivalent to the end of UK primary school age, apart from the following:

* Cookie Policy – this is a legal document and will require further revision before it meets readability requirements.
* Accessibility Statement – this is a legal document which uses some text mandated by the UK government, preventing its readability being reduced below secondary school reading age.

## Certification

The Zesty Patient Portal, which this portal is based on, has been certified for Web Content Accessibility Guidelines ([WCAG 2.1](https://www.w3.org/TR/WCAG21/)) to ‘AA’ standard by the [Royal National Institute for the Blind](http://www.rnib.org/) [most recently completed on 02/11/20], which is a pre-requisite for [The Public Sector Bodies (Websites and Mobile Applications) Accessibility Regulations 2018](https://www.legislation.gov.uk/uksi/2018/852/contents/made) and [NHS England Accessible Information Standard](https://www.england.nhs.uk/ourwork/accessibleinfo/).

# How we test this website

We go through a thorough programme of testing. Every new website feature is tested by itself and in relation to other features.

We run accessibility tests with each new release to identify any new problems and ensure the portal maintains its accessibility.

Our programme of testing and continuous improvement has enabled the website to be certified. This means that the website handles the biggest and most common barriers for disabled users.

## Automated testing

To ensure we have a standard process that maintains quality, we also use third party automated testing tools such as: -

* aXe API

## third party tools used for testing

We have tested the website using the following tools: -

* VoiceOver
* TalkBack
* NVDA
* Jaws
* Wave browser plugin
* aXe browser plugin
* Accessibility Insight plugin
* ANDI browser plugin

## Testing frequency

These tests are done according to a cycle.

The automated tests will be carried out for each release.

The accessibility testing programme will be done regularly according to Zesty’s Accessibility Policy.

## Internal testing

To complement automated testing, we undertake manual tests to check known accessibility issues and test new features, e.g. keyboard only navigation.

## External testing

As a patient facing service, we conduct external testing with users that have disabilities. This testing is conducted with patient user groups and accessibility advisory groups.

## Managing issues

Our test strategy helps us find issues quickly, report to our development team and fix efficiently. To keep track of issues, every item we find is logged in our internal systems so that we can monitor accessibility issues. We then aim to take action to fix any high priority items and make them available in each new release.

# What we are doing to improve accessibility

We are always looking to improve accessibility. As we make improvements, we will keep you informed.

## Regular accessibility review

We plan to undertake an accessibility review each year and update the content of this accessibility statement.

## Providing feedback

We welcome your feedback on the accessibility of the portal: <https://patients.esneft.nhs.uk/>

Please let us know if you have any feedback by contacting us:

Email: [pals@esneft.nhs.uk](mailto:pals@esneft.nhs.uk). Please state “Ipswich Hospital” in the subject line of the email  
Freephone: 0800 328 7624  
Tel: 01473 704 781

Or local contact email address: patient.portal@esneft.nhs.uk