

Hopwood Medical Centre - Accessibility Statement

Last updated: November 2025

Our Commitment

Hopwood Medical Centre is committed to making our website and our physical premises accessible to as many people as possible, including people with disabilities, sensory impairments, long-term conditions, or communication needs.

We aim to meet the requirements of the Public Sector Bodies (Websites and Mobile Applications) Accessibility Regulations 2018, the Equality Act 2010, and the Accessible Information Standard (AIS).

Website Accessibility

Using our website

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

- Navigate the site using a keyboard or screen reader
- Change colours, contrast levels and fonts
- Zoom in up to 300% without content disappearing
- Navigate most of the website using speech recognition
- Access text alternatives for images
- Read content clearly with simple language and logical structure
- Use the site on mobile, tablet, and desktop devices

We've also tried to make the website text as simple as possible to understand.

How accessible is this website

Most of the website meets current accessibility standards, but we know some parts may not be fully accessible, such as:

- Some PDF documents may not be fully screen-reader compatible
- Some older images may lack descriptive alt text
- Third-party tools (e.g., online consultation platforms) may not fully meet WCAG 2.1 AA standards

Reporting accessibility problems

We are always looking to improve accessibility. If you find any problems not listed here, or think we are not meeting requirements, please let us know:

Contact: Adele Hardacre Practice Manager

We take accessibility concerns seriously and will discuss any issues with you directly.

Enforcement procedure

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

Accessibility of Our Waiting Room & Practice Building

We want our practice to be accessible to everyone.

Getting into the building

- Step-free access at main entrance
- Automatic or easy-open doors
- Wheelchair-accessible reception desk/useable counter
- Clear signage to key areas

Inside the waiting room

- Wheelchair-accessible space and seating
- Priority seating available
- Clear, wide walkways
- Hearing loop system available at reception
- Large-print signage where possible
- Chairs with arms to help patients stand
- Low-sensory/quiet area available on request (if applicable)
- Assistance available for patients with visual, hearing, or mobility impairments

Communication support

Under the Accessible Information Standard, we will:

- Record and respect your communication needs
- Offer interpreters, including BSL, where required
- Provide information in alternative formats
- Arrange longer appointments if needed for communication support

Toilets

- Accessible toilet available with grab rails and emergency pull cord.

Assistance animals

We welcome guide dogs, hearing dogs, and other assistance animals.

Ongoing Improvements

We regularly review our accessibility arrangements for both the website and the practice environment. If you have suggestions for improvement, please tell us.