



Accessibility Statement

Last Updated: 04/04/2024

TBC Healthcare is committed to ensuring digital accessibility for people with disabilities. We aim to continually improve the user experience for everyone and meet or exceed the requirements of the NHS Digital and Technology Accessibility Criteria (DTAC).

Accessibility Features

- **Picture Perfect:** We've added clear descriptions to all non-text content, so users with screen readers won't miss a thing.
- **Keyboard Magic:** No mouse? No problem! You can navigate our site using just your keyboard.
 - 'TAB' and 'SHIFT and TAB' keys to move between fields and buttons on your screen.
 - Use the 'ENTER' key to submit the form information, or you can use the 'SPACE' key to do the same.
- **Form Friendliness:** Fill out forms with ease. We've included clear instructions and error messages to make your life simpler.
- **Navigability:** Move around effortlessly with our user-friendly design using navigation menus, headings, and landmarks.
- **Contrast and Colour:** Our website maintains sufficient colour contrast, and we avoid relying solely on colour to convey information.
- **Forms and Input:** Our forms are designed to be accessible and easy to complete, with clear instructions and error messages.

Accessibility Standards

TBC Portal follows the Web Content Accessibility Guidelines (WCAG) 2.1 at the AA level as the standard for web accessibility. These guidelines are internationally recognised and adopted to make web content more accessible to people with disabilities.

TBC Portal is partially compliant with the Web Content Accessibility Guidelines version 2.1 AA standard, due to the non-compliances and exemptions listed below.

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

Non-accessible content



User manual PDF

The latest version of the TBC Portal patient user manual, also called “Instructions for Use”, is provided as a PDF document within the app. It is currently not fully supporting built-in screen readers.

We plan to improve the accessibility of our user manual during the second half of 2024.

How accessible is the TBC Portal

We know some parts of the app are not fully accessible at the moment, for example our PDF patient user manual that is provided in the TBC Portal.

Accessibility Conformance Status

We are actively working to improve our website's accessibility. Our goal is to achieve full compliance with the NHS DTAC and WCAG standards. Regular audits, user testing, and accessibility training for our team members are part of our commitment to ongoing improvement.

We're always working to improve. Our team regularly checks how accessible our site is and trains to make it even better.

Feedback and Contact Information

We want to hear from you! If you run into any bumps on our site or have suggestions on how we can make things better, please reach out:

- Email: Samantha.bywater@tbchealthcare.co.uk
- Phone: 01322 220 294

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 \(EASS\)](#).

Third-Party Friends

Sometimes our friends bring some content to the party that isn't as accessible as we'd like. We're chatting with them to make sure everyone feels welcome.



Future Plans

We are committed to maintaining and improving the accessibility of our website. Future updates and enhancements will continue to address accessibility issues and align with evolving standards.

Technical Specifications

TBC Portal is built using a Laravel framework on PHP, which supports the principles of accessibility.

For UK- TBC Healthcare is committed to making its website accessible, in accordance with the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018.

Assessor's Statement

This accessibility statement is based on a self-assessment carried out by TBC Healthcare.

Date of Assessment

This statement was last assessed on 04/04/2024. We will review and update it regularly to ensure ongoing compliance.