Accessibility statement for Moorfields Eye Hospital NHS Foundation Trust

This accessibility statement applies to www.moorfields.nhs.uk.

AbilityNet has advice on making your device easier to use if you have a disability.

How accessible this website is

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

- Drop down navigation and expandable content unclear to screen readers
- Focus is not always visible
- Interactive elements such as the A-Z filter are not accessible using the keyboard
- The image carousel is coded incorrectly and there is no option to pause, stop, hide the image carousel.
- Visual labels such as ‘read more’ do not match coded labels
- There are a large amount of PDF documents
- No long descriptions provided for infographics
- Empty alt attribute given to image links
- Not all text resizes when zoomed in
- Adjusting text spacing results in a loss of content
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:

- email moorfields.pals@nhs.net
- call 020 7566 2324

We'll consider your request and get back to you as soon as possible, usually within 48 hours.

If you cannot view the maps available via the links on our ‘our locations’ page, call us on 020 7253 3411 and ask for directions.

Reporting accessibility problems with this website

We’re working hard to improve the accessibility of this website and we know that it currently falls short of meeting accessibility requirements. We are about to completely re-design and re-develop this website.

If you have a specific issue that we can help with or if you would like to find out more about or get involved with our website redevelopment, please contact the digital team on moorfields.communications@nhs.net.
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 hospitals and clinic locations have audio induction loops, or if you contact us before your visit we can arrange a British Sign Language (BSL) interpreter.

Find out how to contact us.

Technical information about this website’s accessibility
Moorfields Eye Hospital 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.

**Compliance status**

This website is not compliant with the Web Content Accessibility Guidelines version 2.1 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**

1.1.1 level A : Non text content

- No long description provided for infographics
- Alternative text not meaningful
- Empty alt attribute given to image links
- Informational icons coded as background images
We are redeveloping and redesigning this website, for more information or to stay informed please contact moorfields.communications@nhs.net

1.3.1 level A: Information and relationships

Carousel on the homepage is not coded with an unordered list
Radio buttons are not coded as such
Breadcrumbs coded incorrectly
Star rating not coded appropriately
Heading tags missing
Heading elements used inappropriately

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1.3.1 Level A: Meaningful sequence

HTML code order is illogical

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1.4.1 Use of colour

Colour alone used to indicate selected page
Colour alone is used to identify in-text links
1.4.3 Level AA: Contrast

Textual colour contrast does not meet minimum requirements

1.4.4 Level AA: Resize text

Not all text resizes when zoomed in to 200 percent

1.4.5 Level AA Images of text

Images of text used instead of plain text

1.4.10 Level AA: Reflow

Scrolling required in both directions when page is zoomed in
1.4.11 Level AA: Non-text contrast

Graphics do not meet minimum colour contrast requirements

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1.4.12 Level AA: Text spacing

Adjusting text spacing results in loss of content

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2.1.1 Level A: Keyboard

Not all interactive elements receive keyboard focus

Menu sub-items accessible with a mouse only

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2.2.2 Level A: Pause, Stop, Hide

There is no options to pause, stop or hide the carousel

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2.4.3 Level A: Focus order
Focus order is illogical

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2.4.4 Level A: Link purpose

Link text not descriptive

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2.4.6 Level AA: Focus visible

Focus not always visible

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2.5.3 Level A: Label in name

Not all visible labels match their coded labels

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3.2.2 Level A: On input

Filters or selections apply automatically
Selecting drop down option loads a new page

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3.3.2 Level A: Labels or instructions

Labels and instructions are visually hidden

No label given for Eye Conditions filter

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4.1.1 Level A: Parsing

Not all elements correctly nested and some elements duplicated

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4.1.2 Level A: Name, Role, Value

Expandable content unclear to screen reader users

Dropdown navigation functionality not announced to screen reader users

Dropdown menu coded incorrectly

Selected navigation item unclear
Google maps unclear to screen reader users

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What we’re doing to improve accessibility

We’re in the process of procuring a partner to work with in a major redevelopment of our website. We will be involving stakeholders from across the business in the project and intend to launch a minimum viable product in Spring 2021.

Preparation of this accessibility statement

This statement was prepared on 23 September 2020. It was last reviewed on 6 October 2020.

This website was last tested on 29 January 2020. The test was carried out by System Concepts.

We audited 10 pages of the website on desktop (Windows PC) and mobile (iOS 13.3 and Android 7.1.1) based on popularity of usage across all content types.