



NHS

WCAG 2.0 Accessibility Review

26 October 2015

Revision	Date	Author	Description
1.0	26/10/2015	AbilityNet	Initial review

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Executive Summary

This report details the conformance of the **NHS** Website against the [W3C Web Content Accessibility Guidelines version 2.0](#) (WCAG 2.0) and [Mobile Web Best Practices](#) (MWBP 1.0).

Based on this evaluation, the Website does not meet WCAG 2.0, conformance level AA.

Screen reader and keyboard only users may find the site with unexpected navigation behaviour due to skip links not working, illogical focus order.

Screen reader users in particular may find the site lack of semantics declaration in some areas such as lists, accordion/menu/tabs role and states, error messages association and state of rating component. In addition, ALT text for some images was not defined in a way to help users tasks.

Keyboard-only users may in addition find some elements lack of focus indicator.

In addition, user may not be able to fully perceive video content of the site due to lack of audio description.

Deaf and hard of hearing users may find video content on the site not accessible due to lack of caption.

Mild or medium visual impaired users may find some parts of the site not resizable when IE browser font-resize tool is used.

A summary of pages evaluated, and the dates the review was carried out on, can be found in the [review details](#) section.

The [review summary](#) section gives an overview of the details found, whilst detailed recommendations for these issues are covered in the [review breakdown](#).

Any issues not related to the guidelines can be found in the [additional issues](#) section. Whilst fixing these is not a requirement, the website would benefit if they can addressed.

What next

Go to the [priority breakdown](#) section to see what needs to be fixed, and in what order.

Let us help you

If you have any questions, or would like to arrange an online session to go through the results detailed in this review, just drop us a line via
accessibility.services@abilitynet.org.uk

Review details

What was reviewed

Website reviewed: NHS

Base URL: <http://www.nhs.uk/Pages/HomePage.aspx>

Date reviewed: From 19/10/2015 To 26/10/2015

Notes

Review process

Testing is carried out using a variety of tools, including assistive technologies. The specific assistive technologies are outlined below.

Desktop	JAWS 16 / IE11
Mobile	iOS 8 / VoiceOver

Pages reviewed

1. Home

<http://www.nhs.uk/Pages/HomePage.aspx>



The screenshot shows the main navigation bar with links to Home, About, Contact, Tools, Video, e-Referral Service, Communities, and IPS. It also includes Translate and Log in or create an account options.

The main content area features a "Health A-Z" section with a "Find conditions and treatments" button and a list of "Most common" symptoms: Stomach ache, Chest infection, Depression, Back pain, and Diabetes. To the right is a photo of a doctor examining a child's throat.

Below this is a "Find local services" section with tabs for GP, Urgent care, Hospitals, and Dentists, and a search bar for entering a postcode. It also includes links to "Full list of services", "Search for services", and "Call 111 for non-urgent medical advice".

On the right side, there are three boxes: "Do it online" (Get a European Health Insurance Card, Find a clinical trial, e-Referral Service, Buy a prescription pre-payment certificate), "Organ Donation" (Register as an organ donor), and "Give blood" (Find a blood donor session).

The "Latest articles" section lists "Active ways for children to get to school", "Get Online Week", and "Prevent back pain". It includes a graphic of a person's back with a red circle highlighting the spine and a link to an "interactive back pain guide".

The "Health and Well-being" section features four cards: "Pregnancy and baby" (with a photo of a pregnant woman and a baby), "Sleep patterns" (with a photo of a person sleeping), "Losing weight - Getting started" (with a photo of two people smiling), and "The NHS weight loss plan" (with a photo of a smiling couple). Each card has a "Go to" link and a "Look behind the headlines" link.

The footer contains links for "NHS Choices Information", "Choices e-newsletters", and "Your pages". It includes sections for Site policies, Other NHS sites, About the NHS, Other channels, Other Languages, and Contact NHS Choices. It also features the GOV.UK logo and a Health & care information you can trust logo.

-
2. Health A-Z - Conditions and treatments
<http://www.nhs.uk/Conditions/Pages/hub.aspx>

Home | About | Contact | Tools | Video | e-Referral Service | Communities | IPS | Translate | Log in or create an account

NHS choices Your health, your choices

Enter a search term 

Health A-Z | Live Well | Care and support | Health news | Services near you

Health A-Z - Conditions and treatments

Browse by index

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z 0-9

Common conditions

- Chickenpox
- Thrush
- Depression
- Sciatica
- Norovirus infections
- Diabetes
- Back pain
- Glandular fever
- Menopause
- Kidney infection

Childhood conditions

- Measles
- Diarrhoea
- Mumps
- Impetigo
- Slapped cheek syndrome
- Constipation
- Eczema
- Croup
- ADHD
- Cradle cap

NHS guides

- Pregnancy and baby
- NHS Health Check
- Moodzone
- Dementia
- Vaccinations
- Contraception
- Living with a condition
- End of life care

Select a body part or from table below



Male	Female
Head & neck	
Arms & hands	
Abdomen	
Legs & feet	



Symptom checks
Check symptoms online if you are worried about:

- Diarrhoea and vomiting
- Colds and Flu
- General illness in children

Or select from the full suite of symptom checkers

 **Get connected, get involved**
We've joined up with HealthUnlocked to bring you a wide range of online communities.
[Go to HealthUnlocked communities](#)

 **Clinical trials**
You can now [search clinical trials worldwide](#) for almost every condition in A-Z. Also, [read everything you need to know about clinical trials and medical research](#)

NHS Choices Information **Choices e-newsletters** **Your pages**

Site policies <ul style="list-style-type: none"> Terms and conditions Editorial policy Comments policy Syndication Privacy policy Cookies policy Links policy Personal accounts Accessibility Sitemap 	Other NHS sites <ul style="list-style-type: none"> NHS e-Referral Service Summary Care Records NHS Scotland NHS Northern Ireland NHS Wales NHS Careers NHS Jobs Department of Health NHS England 	About the NHS <ul style="list-style-type: none"> The NHS in England About NHS services Choice in the NHS Quality accounts PROMs Find authorities and trusts Healthwatch England The NHS Constitution 	Other channels <ul style="list-style-type: none"> Follow us on Twitter Facebook YouTube Video library Links library NHS Choices Training 	Other Languages <p>Visit our language section for more health websites in foreign languages.</p>	Contact NHS Choices <ul style="list-style-type: none"> Choices helpdesk Freedom of Information requests Working for NHS Choices Request content evidence sources NHS Direct legacy enquiries Press enquiries
--	--	---	---	---	---

 GOV.UK

 The Information Standard Certified Member

3. Arthritis

<http://www.nhs.uk/Conditions/Arthritis/Pages/Introduction.aspx>

4. Live Well

<http://www.nhs.uk/livewell/Pages/Livewellhub.aspx>

Home | About | Contact | Tools | Video | e-Referral Service | Communities | IPS | Translate | Log in or create an account

NHS choices Your health, your choices. Enter a search term

Health A-Z | Live Well | Care and support | Health news | Services near you

Live Well

Healthy living for everyone

Share: Save: Subscribe: Print:



Passive smokers

People who breathe in secondhand smoke regularly are at risk of getting the same diseases as smokers.

- New law on smoking in cars
- Safety of e-cigarettes
- Get help quitting during Stoptober



Get online: take control of your health

Find out how you can improve your health and wellbeing by learning a few simple online skills

The recipe for strong bones for life

Find out what you can do to keep your bones fit for purpose whatever your age.

- How I beat osteoporosis*
- Food for strong bones
- More on healthy bones

Most read healthy living topics

1. 10 medical reasons for feeling tired*
2. Height and weight chart
3. Penis size
4. Remedies for bloating and wind
5. Why am I tired all the time?
6. Calorie checker
7. Eatwell plate
8. Free NHS 12-week weight loss plan
9. Top diets review for 2015
10. How to keep your vagina clean

Why sitting too much is bad

Evidence suggests sitting for too long is bad for you, no matter how much exercise you do.

- Boost your health at work
- 10 stress busters
- More on workplace health

Want to lose weight? Sign up for email support

First name, last name (optional)

First name Last name

Your email address example@email.com

Confirm email address example@email.com

By clicking on the button below you are agreeing to our [terms and conditions](#). View our [privacy policy](#).

Sign Up

Children's teeth

From brushing to visiting the dentist, here's how to care for your child's teeth.

- Kids' teeth Q&A
- Download the Brush DJ app
- More on dental health

Meningitis jab for babies

A new vaccine to prevent meningitis B is being offered to babies aged two months.

- Men B side effects
- Meningitis
- NHS vaccination timetable

Student healthcare

Advice on student health issues, including registering with a GP and the Disabled Students' Allowance.

- Student sex
- Legal highs
- More on student health

BBC newsreader donates kidney to save mother

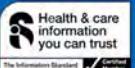
Sabir Choudhury talks about his decision to donate a kidney to save his mother's life.

- Could you be a donor?
- Donation: ethics and worries
- More on donation

[View all 117 topics](#)

NHS Choices Information | Choices e-newsletters | Your pages

Site policies	Other NHS sites	About the NHS	Other channels	Other Languages	Contact NHS Choices
Terms and conditions	NHS e-Referral Service	The NHS in England	Follow us on Twitter	Visit our language section for more health websites in foreign languages.	Choices helpline
Editorial policy	Summary Care Records	About NHS services	Facebook	Freedom of Information requests	Working for NHS Choices
Comments policy	NHS Scotland	Choices in the NHS	YouTube	Request content evidence sources	NHS Direct legacy enquires
Syndication	NHS Northern Ireland	Quality accounts	Video library	Press enquires	
Privacy policy	NHS Wales	PROMs	Links library		
Cookies policy	NHS Careers	Find authorities and trusts	NHS Choices Training		
Links policy	NHS Jobs	Healthwatch England			
Personal accounts	Department of Health	The NHS Constitution			
Accessibility	NHS England				
Sitemap					

 GOV.UK  Health & care information you can trust
The Information Standard Certified Member

5. Your guide to care and support

<http://www.nhs.uk/Conditions/social-care-and-support-guide/Pages/what-is->

[social-care.aspx](#)

Your guide to care and support

This guide is for people who have care and support needs, their carers and family members.

The great news at the top of every page will help you to easily navigate the site. Just click over your chosen area each tab will take you to the page you need.

If you can't find what you're looking for, try searching the box at the top of the page - it's clever enough on the NHS Choices site, including information and resources, to advise you to live it healthier living it social or prevent it.

Get started

Please note: in some guides you'll see:

- **Healthcare** (for care needs)
- **Therapy** (for your future care needs)
- **What care services are available locally?**
- **How to get care services**
- **Tell us about your needs**
- **Getting care and support**

Advice for carers includes:

- **Caring & supporting**
- **When to seek help**
- **Getting a carer's break**
- **How to contact us**
- **Carer Direct service**

Below are some commonly asked questions about care and support:

What are care and support services?

Care and support services, also known as local care services, help people to live as independently as possible despite their disability, age or a long-term condition.

Care and support services could include having a personal assistant to help you with your daily activities, or getting a small amount of money to manage in your house, or even an alarm system so that you can get help if you have a fall.

Local care services are available to everyone, regardless of their background.

However, adult care is subject to how much your needs and ability services can affect the families or carers of people who receive care and support. Find out more about your rights and entitlements to receive care.

How are care and support services funded?

Local authorities (councils) are responsible for providing most care services. They decide what services are available in their area, assess your needs and frequency, the local authority then agrees to pay some of all the costs of the care services you receive. These council funds can be used to pay for private providers, charities, voluntary groups, firms or individuals that specialise in providing care services.

Even though most people have to fund at least part of their care and support, local authorities have a duty to assess everyone's care and support needs and provide care services if they are needed.

Local care services can take many forms. You may get help from them where you live at home, and attend in the community, or come to a day centre or residential home. To find out more, [visit our caring and supporting page](#).

How can social care help disabled people?

Social care services can help and support people with disabilities to live more independently. Even if you are not eligible for free social care, they may still be able to help you with your care and support needs, access to equipment and encouragement on managing the Blue Badge.

Details of your rights, together with information on disability rights under the Equality Act 2010 and the ombudsman, can be found on the police and on the [GOV.UK](#).

Read more about [living with a disability](#), with links to relevant social services and advice for disabled people.

How can social care help older people?

Most local authorities have a separate care service designed to cater specifically for older people. These teams can [provide support](#) that enables older people to remain living in their own homes for as long as possible.

The care services provided by local authorities will often agree to provide you through the lifetime available if you no longer need care at the time of application, for example if unmet demand continues, extra funding is given to care services.

If you want to learn more about how to get support as a carer, visit the [Carer Direct](#) website on 0800 123 1233.

How can social care help my child?

If you're worried about your child's general development or wellbeing and you think they need additional support, you should speak to your child's health visitor.

If you or your child meet other significant support, contact the children's services team in your local authority in a [children's department](#).

This section of your child's care will depend on their individual needs. If they have specific needs, such as those associated with a physical disability, you may have to apply to a specialist children's disability trust or local authority. You should be invited to any decisions about your child, including where help will be provided to meet their needs.

This guide also provides tips for caring for a disabled child and links to further help.

Council Help for children

Our [Help for children](#) page contains useful information regarding welfare care for children. Use the [GOV.UK](#) website to [Buy care for your child](#) and get advice about an assessment for a child's services.

How good are my local authority social services?

If you're responsible for caring, looking after someone who receives care, or just providing care for your family carer, it's worth finding out how well your local authority's care and support services are performing.

You can check how care services in your area are performing against national standards and compare them with other areas in [Performance Check](#). This will tell you how well local carers and people receiving local authority funded care are supported in your area.

- their quality of life
- care and support with care services
- being safe

Alongside these are the levels of social services that the local authority offers, such as:

- the number of people receiving adult services
- the level of permanent admissions to care homes
- delayed transfers of care from hospitals

You can also compare these with national and regional averages. It's up to whether your local authority is doing well, or could be performing better.

Fragile can download [Indigo](#) and [Performance Check](#).

Ratings

How good is the page?

Average rating
4.5 out of 5 based on 1 user reviews.
Add your rating
100% of users have rated this page.

Leave a comment

Does your care and support experience with others?
How was it? Please leave a rating.

Comments (7)

NHS Choices Information

Choices & resources

Your pages

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Health & A-Z **Live Well** **Care and support** **Healthy now** **Services near you**

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Print

Search

Enter a search term

Health & A-Z **Live Well** **Care and support** **Healthy now** **Services near you**

Helpful links

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6. Behind the Headlines

<http://www.nhs.uk/News/Pages/NewsIndex.aspx>

[Home](#) [About](#) [Contact](#) [Tools](#) [Video](#) [e-Referral Service](#) [Commissioner](#) [NHS](#)

[Log In or Create an account](#)

NHS choices your health, your choices

[Health A-Z](#) [Live Well](#) [Care and support](#) [Health news](#) [Services near you](#)



Behind the Headlines

Your guide to the science that makes the news

Modern sleep patterns 'mirror how our ancestors slept'
Friday Oct 16 2015
"Forget eight hours of sleep a night – we only actually need six," the Daily Mail reports. Research has found that people who are getting six to seven hours sleep a night may not be a modern phenomenon and is actually the norm for humans... 

Is Ebola an STI? Virus can survive in semen for up to nine months
Thursday Oct 15 2015
"Survivors of Ebola can carry the virus in their sperm for as long as nearly four to nine months, a study has found," The Guardian reports. It was previously thought the Ebola virus stayed in bodily fluids for just three months... 

There may be four distinct types of bowel cancer
Wednesday Oct 14 2015
"Bowel cancer is not one distinct disease, each with a different outcome," BBC News reports after new research suggests there are four genetic sub-types of bowel cancer. It's hoped adapting treatment to each type will lead to better outcomes... 

Essure sterilisation implant has 'high risk' of complications
Wednesday Oct 14 2015
"According to US experts, women given Essure were ten times more likely to need a later operation than if they had undergone surgical sterilisation", the Daily Mail reports. Research found around 1 in 60 women with the implant required further surgery... 

Standing 'no healthier than sitting'
Tuesday Oct 13 2015
"Sitting down at work no worse than standing up," ITV News reports. A new study seems to contradict earlier advice – including recommendations on this website – that standing rather than sitting at work... 

Concern about rise in UK Lyme disease cases
Monday Oct 12 2015
"Stunning numbers of people are being diagnosed with Lyme disease as cases spread from rural areas to the suburbs," the Daily Mail reports. Find out about this tick-borne bacterial infection... 

Reports of HIV 'breakthrough' and 'cure' are premature
Monday Oct 12 2015
"HIV breakthrough could lead to a cure," the Mail Online says, reporting on a study which looked at the phenomenon known as post-treatment control – where people with HIV remain in remission, even after treatment... 

Why elephants hardly ever get cancer and how that can help us
Friday Oct 9 2015
"Elephants have enhanced defences against cancer that can't be easily forming," BBC News reports. Just 1 in 20 elephants die of cancer, compared with around 1 in 5 humans. Researchers wanted to see why this is... 

Does surfing the internet raise your blood pressure?
Thursday Oct 8 2015
"American researchers discovered a link between Internet use and high blood pressure [in teens]."
The Independent reports. But the study did not actually find heavy internet use was associated with high blood pressure... 

Weight loss surgery linked to increased self-harm risk
Thursday Oct 8 2015
"Gastric band surgery to lose weight may drive people to suicide and increase their risk of self-harm," the Mail Online reports. A new study found a small, though significant, increase in the incidence of self-harm and suicide in people after surgery... 

[1-10](#) [11-20](#) [21-30](#) [31-40](#) [Next >](#)

Share:      

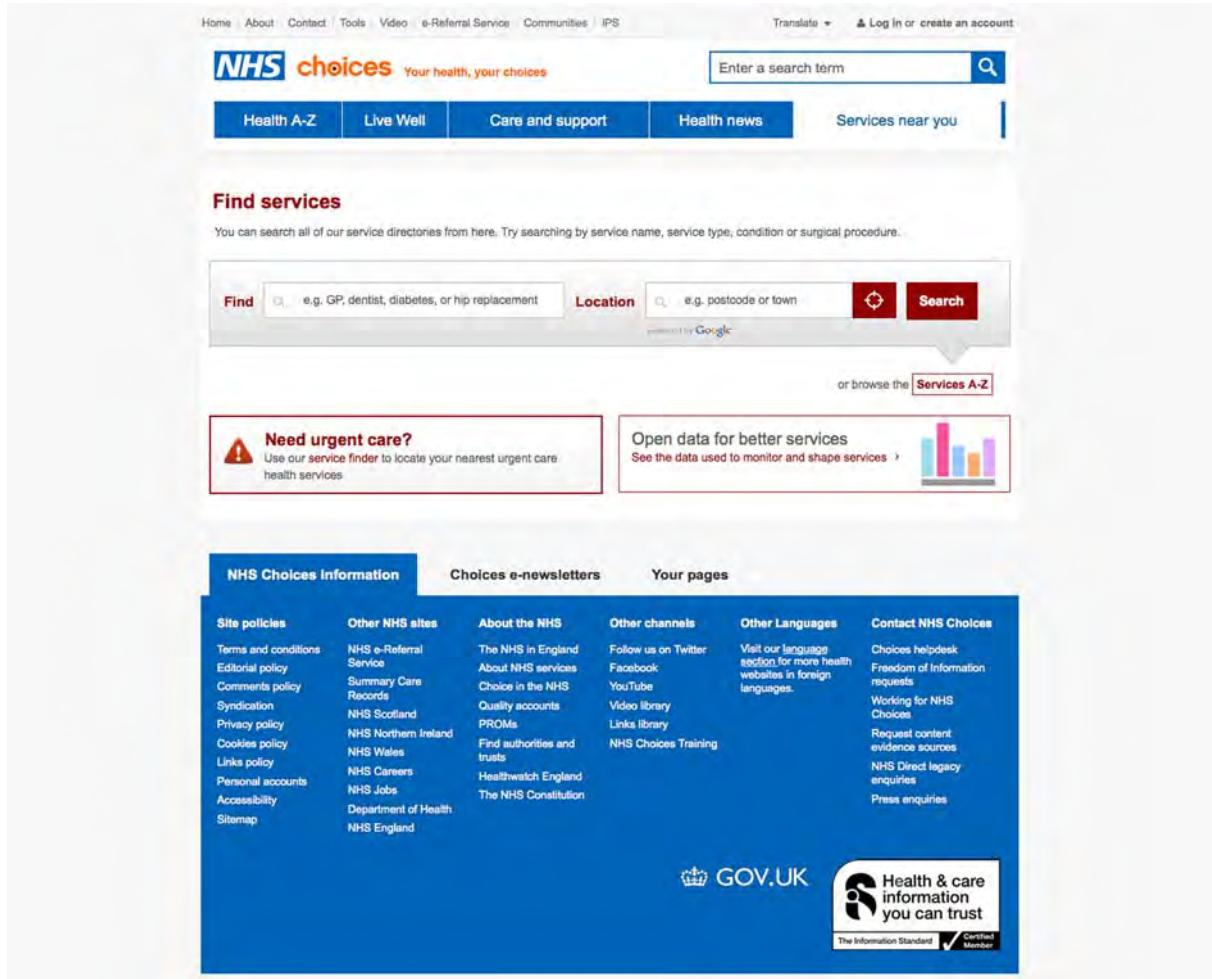
NHS Choices Information [Choices e-newsletters](#) [Your pages](#)

Site policies	Other NHS sites	About the NHS	Other channels	Other Languages	Contact NHS Choices
Terms and conditions	NHS e-Referral Service	The NHS in England	Follow us on Twitter	Visit our language service	Choices feedback
Editorial policy	NHS Direct	About NHS services	Facebook	National Health Information in foreign languages	Freedom of Information
Comments policy	NHS Scotland	Choice in the NHS	YouTube	Working for NHS	Data protection
Copyright	NHS Northern Ireland	NHS Wales	LinkedIn	NHS Choices Training	Recruiting staff
Privacy policy	NHS Scotland	Find activities and travel	PRIME	Link library	NHS Direct legacy enquires
Cookies policy	NHS Wales	Healthwatch England	Healthwatch	NHS Choices Training	Press enquiries
Links policy	NHS Northern Ireland	The NHS Constitution	Healthwatch	NHS Choices Training	
Personal accounts	NHS Wales				
Accessibility Statement	NHS Scotland				
Stamp	Department of Health				
NHS England					

7. Find services

<http://www.nhs.uk/service-search>

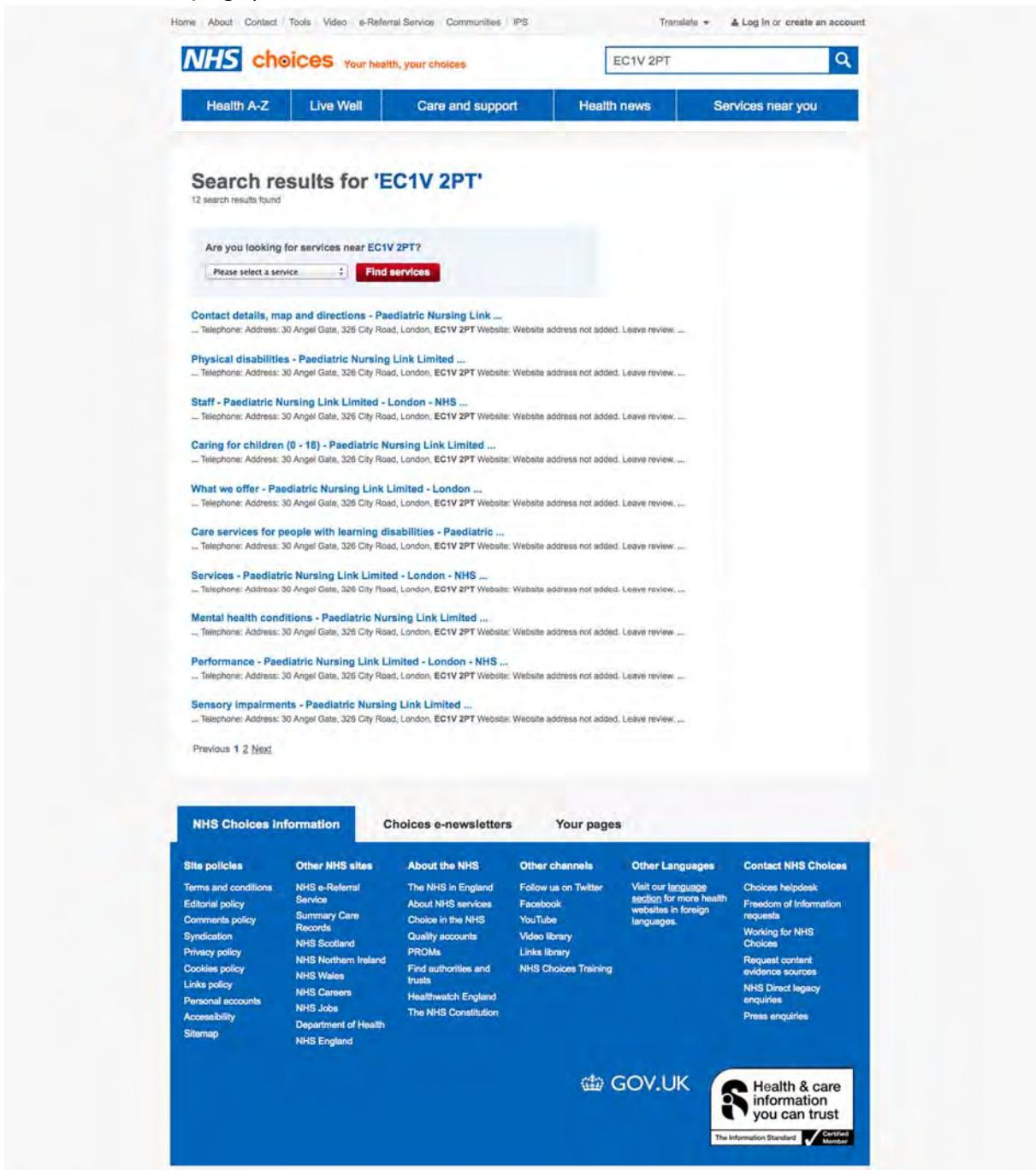


8. Results for Dentist in EC1V 2PT

<http://www.nhs.uk/Service-Search/Dentists/EC1V-2PT/Results/12--0.101505726575851/51.5297355651855/3/0?distance=25>

(perform search for 'Dentist' using postcode such as 'EC1V 2PT' from the

'Find Services' page)



The screenshot shows the NHS Choices website interface. At the top, there's a navigation bar with links to Home, About, Contact, Tools, Video, e-Referral Service, Communities, and IPS. On the right, there are options for Translate, Log In or create an account, and a search bar containing 'EC1V 2PT' with a magnifying glass icon.

Below the navigation is a blue header bar with five categories: Health A-Z, Live Well, Care and support, Health news, and Services near you.

The main content area is titled 'Search results for 'EC1V 2PT'' and indicates 12 search results found. It features a search form with a dropdown for 'Please select a service' and a red 'Find services' button.

The search results list various services, each with a link and a brief description:

- Contact details, map and directions - Paediatric Nursing Link ...**
... Telephone: Address: 30 Angel Gate, 326 City Road, London, EC1V 2PT Website: Website address not added. Leave review: ...
- Physical disabilities - Paediatric Nursing Link Limited ...**
... Telephone: Address: 30 Angel Gate, 326 City Road, London, EC1V 2PT Website: Website address not added. Leave review: ...
- Staff - Paediatric Nursing Link Limited - London - NHS ...**
... Telephone: Address: 30 Angel Gate, 326 City Road, London, EC1V 2PT Website: Website address not added. Leave review: ...
- Caring for children (0 - 18) - Paediatric Nursing Link Limited ...**
... Telephone: Address: 30 Angel Gate, 326 City Road, London, EC1V 2PT Website: Website address not added. Leave review: ...
- What we offer - Paediatric Nursing Link Limited - London ...**
... Telephone: Address: 30 Angel Gate, 326 City Road, London, EC1V 2PT Website: Website address not added. Leave review: ...
- Care services for people with learning disabilities - Paediatric ...**
... Telephone: Address: 30 Angel Gate, 326 City Road, London, EC1V 2PT Website: Website address not added. Leave review: ...
- Services - Paediatric Nursing Link Limited - London - NHS ...**
... Telephone: Address: 30 Angel Gate, 326 City Road, London, EC1V 2PT Website: Website address not added. Leave review: ...
- Mental health conditions - Paediatric Nursing Link Limited ...**
... Telephone: Address: 30 Angel Gate, 326 City Road, London, EC1V 2PT Website: Website address not added. Leave review: ...
- Performance - Paediatric Nursing Link Limited - London - NHS ...**
... Telephone: Address: 30 Angel Gate, 326 City Road, London, EC1V 2PT Website: Website address not added. Leave review: ...
- Sensory impairments - Paediatric Nursing Link Limited ...**
... Telephone: Address: 30 Angel Gate, 326 City Road, London, EC1V 2PT Website: Website address not added. Leave review: ...

At the bottom of the search results, there are links for 'Previous 1 2 Next'.

The footer of the page contains several links under 'NHS Choices Information', 'Choices e-newsletters', and 'Your pages'. It also includes the GOV.UK logo, a 'Health & care information you can trust' logo, and 'The Information Standard Certified Member' logo.

9. London City Smiles

<http://www.nhs.uk/Services/dentists/Overview/DefaultView.aspx?id=20784>
 (select a dental practice such as 'London City Smiles' from the 'Results for'

Dentist in 'EC1V 2PT' page)

Home | About | Contact | Tools | Video | e-Referral Service | Communities | IPS | Translate | Log in or create an account

NHS choices Your health, your choices

Enter a search term 

Health A-Z | Live Well | Care and support | Health news | Services near you

London City Smiles

Telephone: 020 7837 2300
Address: London City Smiles, 19/21 Islington High Street, Islington, N1 9LQ
Website: <http://www.londoncitysmiles.com/>

Based on 36 ratings for this dentist

Overview: Mixed NHS and private practice opposite Angel tube station. Currently accepting all new NHS and private patients!

Opening times:

Monday	08:00 - 19:30
Tuesday	08:00 - 19:30
Wednesday	08:00 - 18:00
Thursday	08:00 - 18:00
Friday	08:00 - 17:00
Saturday	09:00 - 13:00
Sunday	Closed

Additional information: Saturday 9.00 - 13.00 private treatment available by appointment only

Last verified on 09/12/2014

Departments and services

- All NHS treatment
- 2 hygienists
- Implant specialists (straightforward and complex cases, over 30 years experience)
- Root canal treatment specialist
- Orthodontic consultant
- Oral surgeon
- Periodontal specialist
- Facial aesthetics

To search for a specific treatment, use our full [list of departments](#).

NHS patients this practice is currently accepting

- Fee-paying adults
- Charge-exempt adults
- Children aged 0-18 years
- Urgent dental care patients
- Only by referral from a dental practitioner

Last verified on 09/12/2014

Latest reviews of this dentist

★★★★★ toothache
I went through a full check up as I have a problem in my lower teeth, and I feel pain while eating. The dentist recommended to pain two t...
17 September 2015

★★★★★ Crown, whitening and NHS check ups
I first registered with London City Smiles as they were next to my old work, the outside looked a bit swish with lots of sales-y posters ...
5 August 2015

★★★★★ They cannot do a routine filling properly
I just wanted them to take care of a cavity - routine white filling. The filling fell out after around 6 weeks. I went back, they apologi...
20 July 2015

★★★★★ would recommend
I attended here after losing confidence in my previous dentist. I was able to get a first appointment within a week and then my second ap...
30 April 2015

★★★★★ I feel like wasting my time with a nonsense examination
I asked for an emergency NHS appointment after being 3-4 days in pain and my dentist is not available in the next 3 weeks. I got it for n...
21 April 2015

[Leave your own review](#) [Read all 45 reviews](#)

Latest news

Keep in touch!
Stay posted for our next fantastic Kids' Day! Please call and ask reception staff if you would like to be kept updated with our practice events.

Last updated on 28 May 2015. [Back to top](#)

Kids' Day- stay posted!
After the success of our first Kids' Day on Saturday 21st February, we have decided to hold these days twice a year! All Under 18's welcome- please call to book an appointment or drop in on the day for advice on brushing, balloons, fancy dress, goodie bags and much more!

UPDATE
Please stay posted for our hugely popular kids' day! Book in fast to avoid disappointment.

Last updated on 28 May 2015. [Back to top](#)

Last updated on 01 July 2015.
Information supplied by London Area Team

[Report an issue with the information on this page](#)

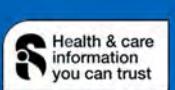
NHS Choices Information

Choices e-newsletters

Your pages

Site policies	Other NHS sites	About the NHS	Other channels	Other Languages	Contact NHS Choices
Terms and conditions	NHS e-Referral Service	The NHS in England	Follow us on Twitter	Visit our language section for more health websites in foreign languages.	Choices helpdesk
Editorial policy	Summary Care Records	About NHS services	Facebook		Freedom of Information requests
Comments policy	NHS Scotland	Choice in the NHS	YouTube		Working for NHS Choices
Syndication	NHS Northern Ireland	Quality accounts	Video library		Required content evidence sources
Privacy policy	NHS Wales	PROMs	Links library		NHS Direct legacy enquiries
Cookies policy	NHS Careers	Find authorities and trusts	NHS Choices Training		Press enquiries
Links policy	NHS Jobs	Healthwatch England			
Personal accounts	Department of Health	The NHS Constitution			
Accessibility	NHS England				
Sitemap					

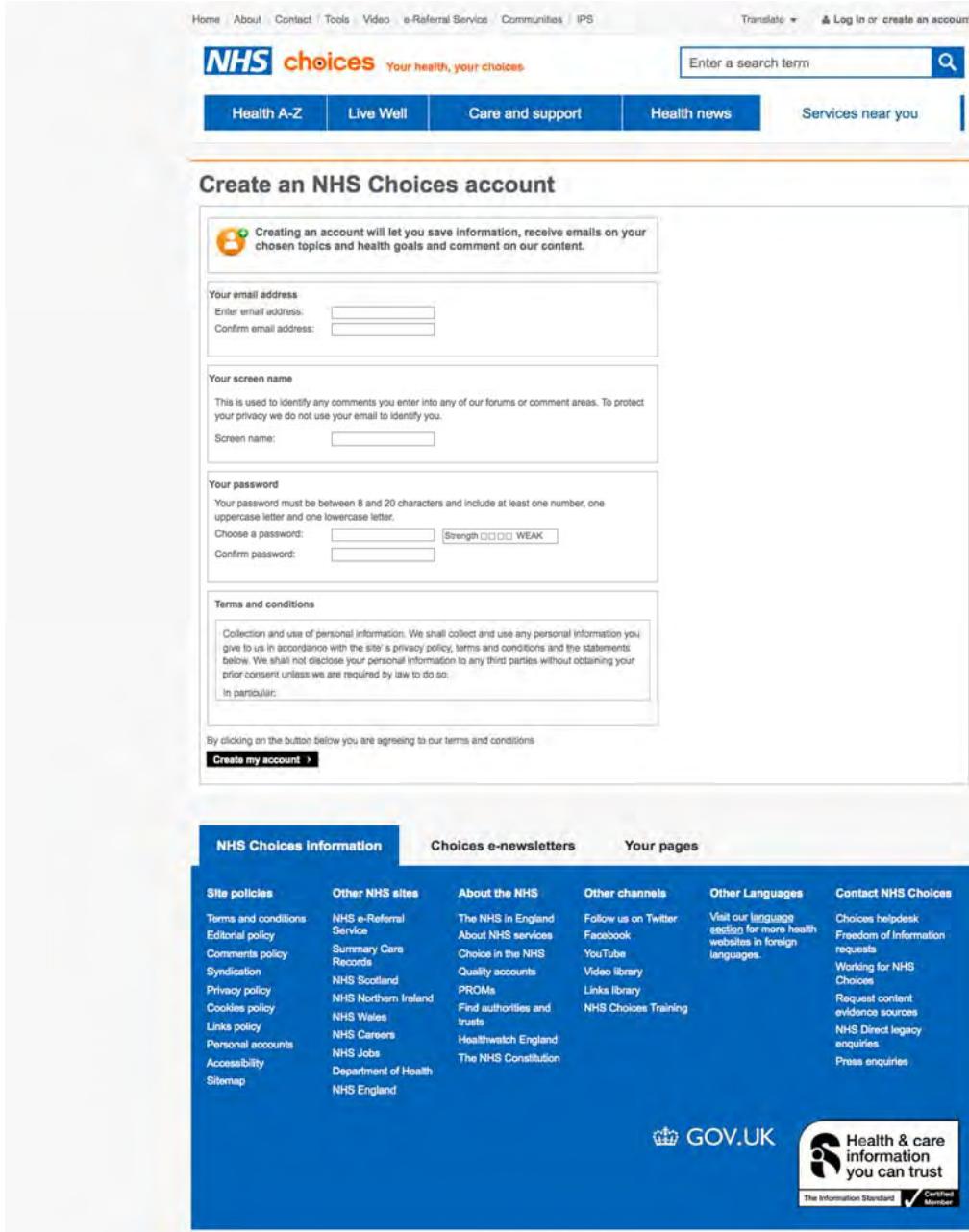
 GOV.UK

 Health & care information you can trust

The Information Standard Certified Member

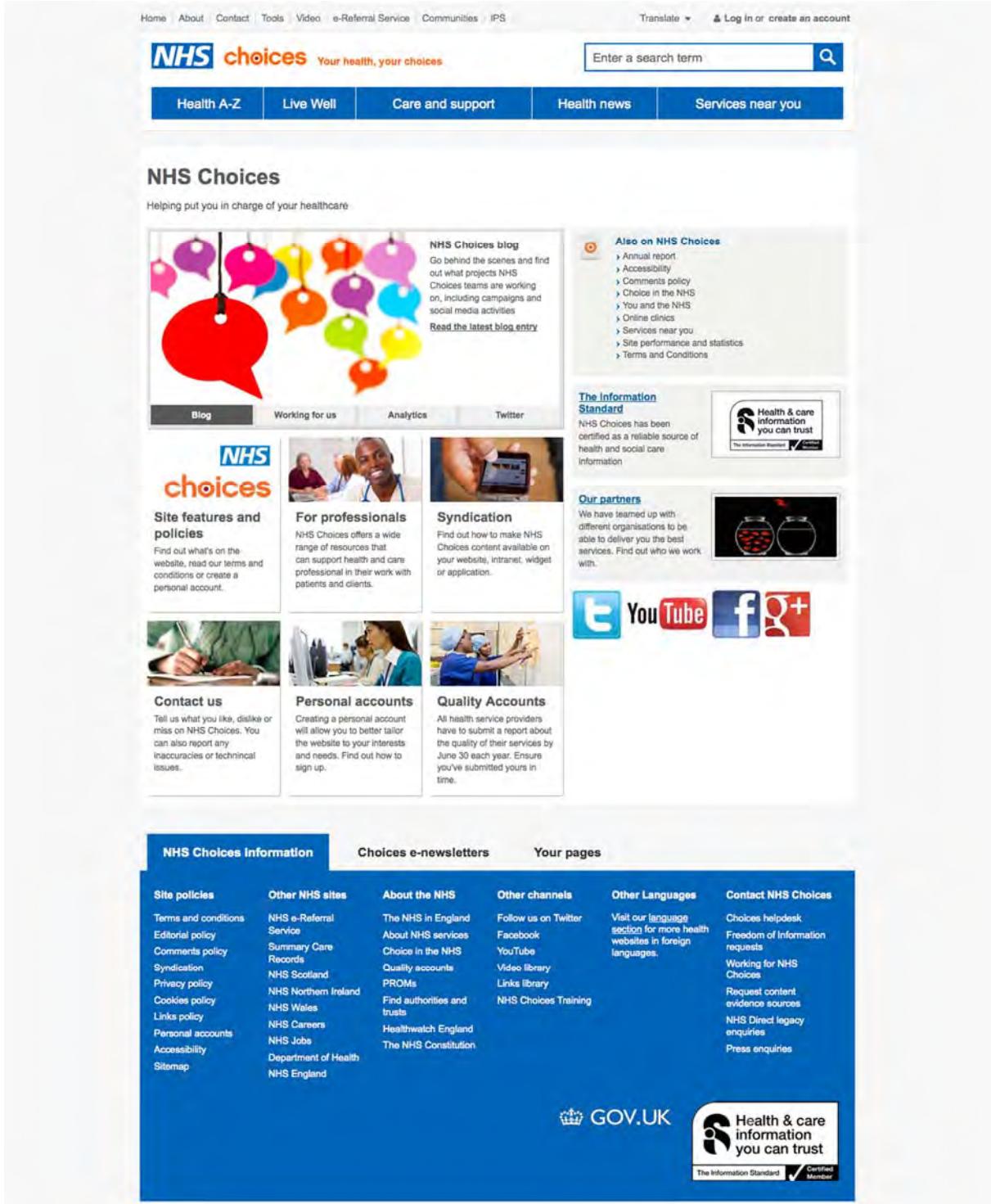
10. Create an NHS Choices account

<https://www.nhs.uk/Personalisation/Registration.aspx?ReturnUrl=http://www.nhs.uk/Service-Search/Services>



11. NHS Choices

<http://www.nhs.uk/aboutNHSChoices/Pages/NHSChoicesintroduction.aspx>



The screenshot shows the main navigation bar with links to Home, About, Contact, Tools, Video, e-Referral Service, Communities, IPS, Translate, Log in or create an account, Health A-Z, Live Well, Care and support, Health news, and Services near you.

The main content area features a large graphic of colorful speech bubbles. To the right, there's a sidebar titled "Also on NHS Choices" with links to Annual report, Accessibility, Comments policy, Choice in the NHS, You and the NHS, Online clinics, Services near you, Site performance and statistics, and Terms and Conditions.

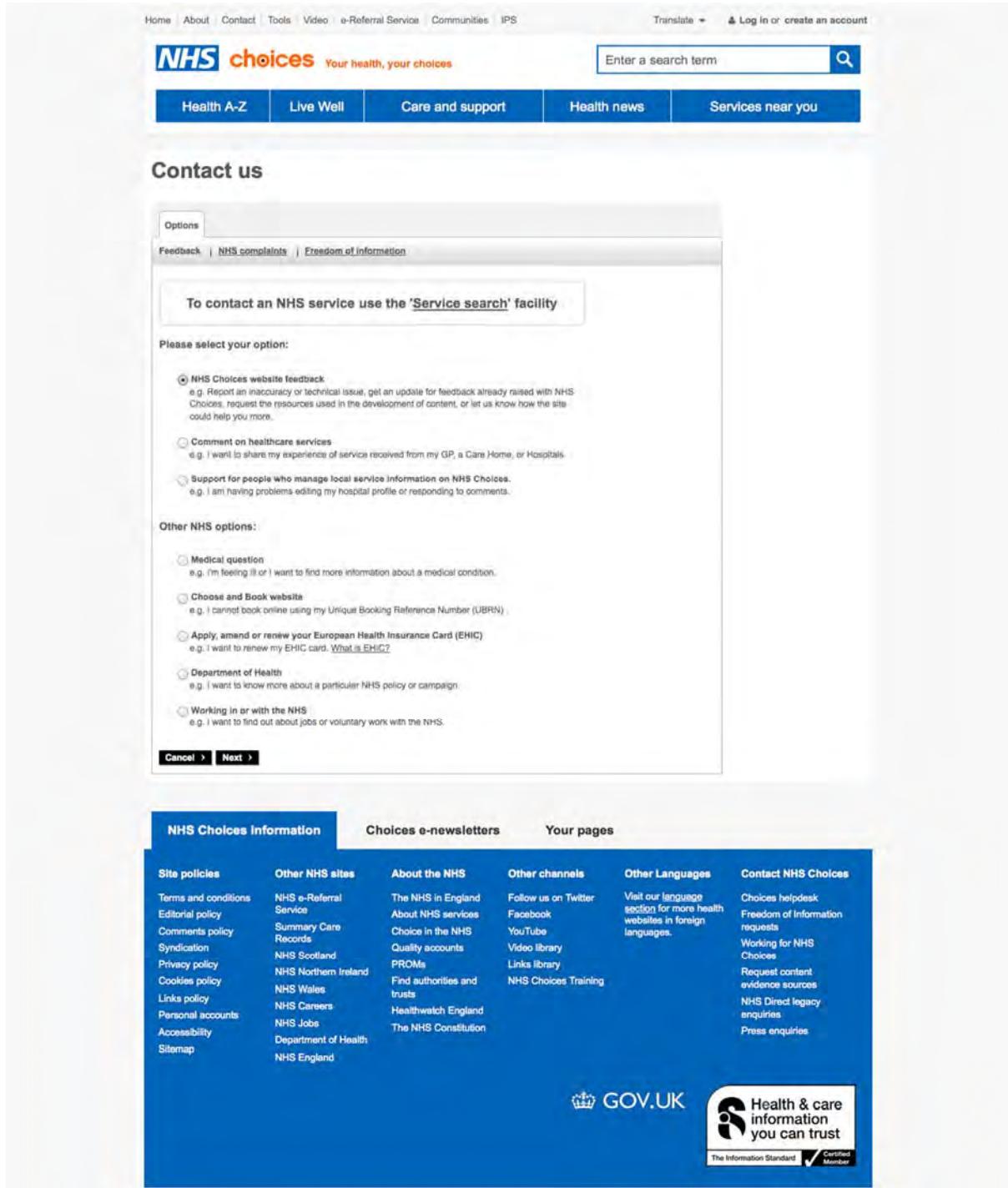
Below the sidebar are sections for "The Information Standard" (certified as a reliable source of health and social care information) and "Our partners" (with a link to the Information Standard Certified Member logo).

Social media icons for Twitter, YouTube, Facebook, and Google+ are also present.

The footer contains links to "NHS Choices Information", "Choices e-newsletters", and "Your pages". It includes a table of site policies and other links, and logos for GOV.UK and the Information Standard Certified Member.

12. Contact us

<http://www.nhs.uk/aboutNHSChoices/Pages/ContactUs.aspx>



13. Tools

<http://www.nhs.uk/tools/pages/toolslibrary.aspx>

Home | About | Contact | Tools | Video | e-Referral Service | Communities | IPS | Translate | Log in or create an account

NHS choices Your health, your choices

Enter a search term 

Health A-Z | Live Well | Care and support | Health news | Services near you

Tools

Interactive tools, smartphone apps and podcasts

Categories

- All tools (96)
 - Alcohol (1)
 - Cancers (7)
 - Child health (15)
 - Downloads and widgets (7)
 - Family health (10)
 - Female health (7)
 - Fitness (11)
 - Health and safety (1)
 - Healthy eating (5)
 - Interactive timelines (5)
 - Lose weight (10)
 - Male health (3)
 - Mental health (8)
 - Myth busters (3)
 - Pregnancy (6)
 - Screening and tests (6)
 - Self assessments (23)
 - Sexual health (5)
 - Skin health (6)
 - Sidestreams and galleries (12)
 - Stop smoking (2)
 - The NHS (7)
 - Video walls (31)

Top Choices

- 5 most recent
- 5 most viewed
- Editor's choice

 Choices tools
What is RSS?

Health online
Find out how to make the most of the internet and live a healthier life. Also learn about community projects that help people get online.

Young people and mental health
A collection of videos offering a variety of information and advice to help young people with mental health problems.

Mental Health Act explained
When you are detained under the Mental Health Act, you are made to stay in hospital for assessment or treatment. These videos explain your rights.

Change4Life - Sugar Swaps app
Use the Change4Life Sugar Swaps app to find out how much total sugar is in your everyday food and drink.

Heart age
How healthy is your heart? Use this tool to find out if your heart age is higher or lower than your actual age.

Dementia: carers' experiences
This collection of videos offers a variety of information and advice to help you care for someone with dementia.

Blood pressure quiz
High blood pressure is sometimes called the silent killer, as it often has no symptoms but can significantly increase your risk of heart disease, stroke and dementia. Use this tool to find out how much you know.

Sleep self-assessment
Are you having trouble sleeping? Take this short assessment, get a sleep score and get some practical tips and advice on what to do next. In association with Sleepio, the online CBT programme designed to help sleep problems.

Strength and Flexibility videos
Watch these videos that were created to support the Strength and Flexibility plan, a five-week exercise programme delivered through podcasts.

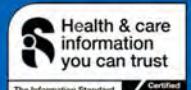
Strength and flexibility

1 2 3 4 Next »

NHS Choices Information **Choices e-newsletters** **Your pages**

Site policies	Other NHS sites	About the NHS	Other channels	Other Languages	Contact NHS Choices
Terms and conditions	NHS e-Referral Service	The NHS in England	Follow us on Twitter	Visit our language section for more health websites in foreign languages.	Choices helpdesk
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Cookies policy	NHS Careers	Find authorities and trusts	NHS Choices Training		Press enquiries
Links policy	NHS Jobs	Healthwatch England			
Personal accounts	Department of Health	The NHS Constitution			
Accessibility	NHS England				
Sitemap					

 GOV.UK

 Health & care information you can trust
The Information Standard Certified Member

-
14. Trailer: Supporting and safeguarding women and girls affected by FGM
<http://www.nhs.uk/Video/Pages/fgm-trailer.aspx>

Home About Contact Tools Video / e-Referral Service Communities IPS Translate ▾ Log In or create an account

NHS choices Your health, your choices Enter a search term 

Health A-Z Live Well Care and support Health news Services near you

Trailer: Supporting and safeguarding women and girls affected by FGM

Share  Save  Subscribe  Print 

Watch this trailer for a Department of Health/NHS Choices training film to help health professionals develop the skills needed to support women who have been through Female Genital Mutilation (FGM) and to safeguard girls who may be at risk. Full film coming soon - exact release date to be announced.

[Find out more about FGM](#)

Views: 1,622

Comments & Ratings: 0 comments | 4 ratings

Credits: NHS Choices

Media last reviewed: 22/07/2015 Next review due: 22/07/2017

Search videos and audio: Go ▾

Browse Videos and Audio

Editor's choice Most recent All Videos (884) All audio (182)

About the RHS Uncategorised Breathing Cancer Cancers Children Child sexual exploitation Conditions Dental health Disability End of life Eyes and sight Hands and feet Healthy living Health Today Radio Hearing/Speech Heart/Vascular Information Services for Parents Liver Disease Mental health Muscles/bones Older people Operations Pregnancy Screening programmes Seasonal health Sexual matters Sign language Skin/hair/male Social care Twins Urinary/Kidneys

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About the RHS Uncategorised Breathing Cancer Cancers Children Child sexual exploitation Conditions Dental health Disability End of life Eyes and sight Hands and feet Healthy living Health Today Radio Hearing/Speech Heart/Vascular Information Services for Parents Liver Disease Mental health Muscles/bones Older people Operations Pregnancy Screening programmes Seasonal health Sexual matters Sign language Skin/hair/male Social care Twins Urinary/Kidneys

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Search videos and audio: Go ▾

Ratings

Average rating  Based on 4 ratings [View all ratings](#)

Add your rating  Please leave your rating

Leave your comment

Share  Save  Subscribe  Print 

How helpful is this page?

Log in or Register

NHS Choices Information Choices e-newsletters Your pages

Site policies Other NHS sites About the NHS Other channels Other Languages Contact NHS Choices

Terms and conditions NHS e-Referral Service The NHS in England Follow us on Twitter Visit our language section for more health websites in foreign languages.

Editorial policy Summary Care Records About NHS services Facebook

Comments policy NHS Scotland Quality accounts YouTube

Syndication NHS Northern Ireland PROMs Links library

Privacy policy NHS Wales Find authorities and trusts NHS Choices Training

Cookies policy NHS Careers Healthwatch England

Links policy NHS Jobs The NHS Constitution

Personal accounts Department of Health

Accessibility NHS England

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Health & care information you can trust

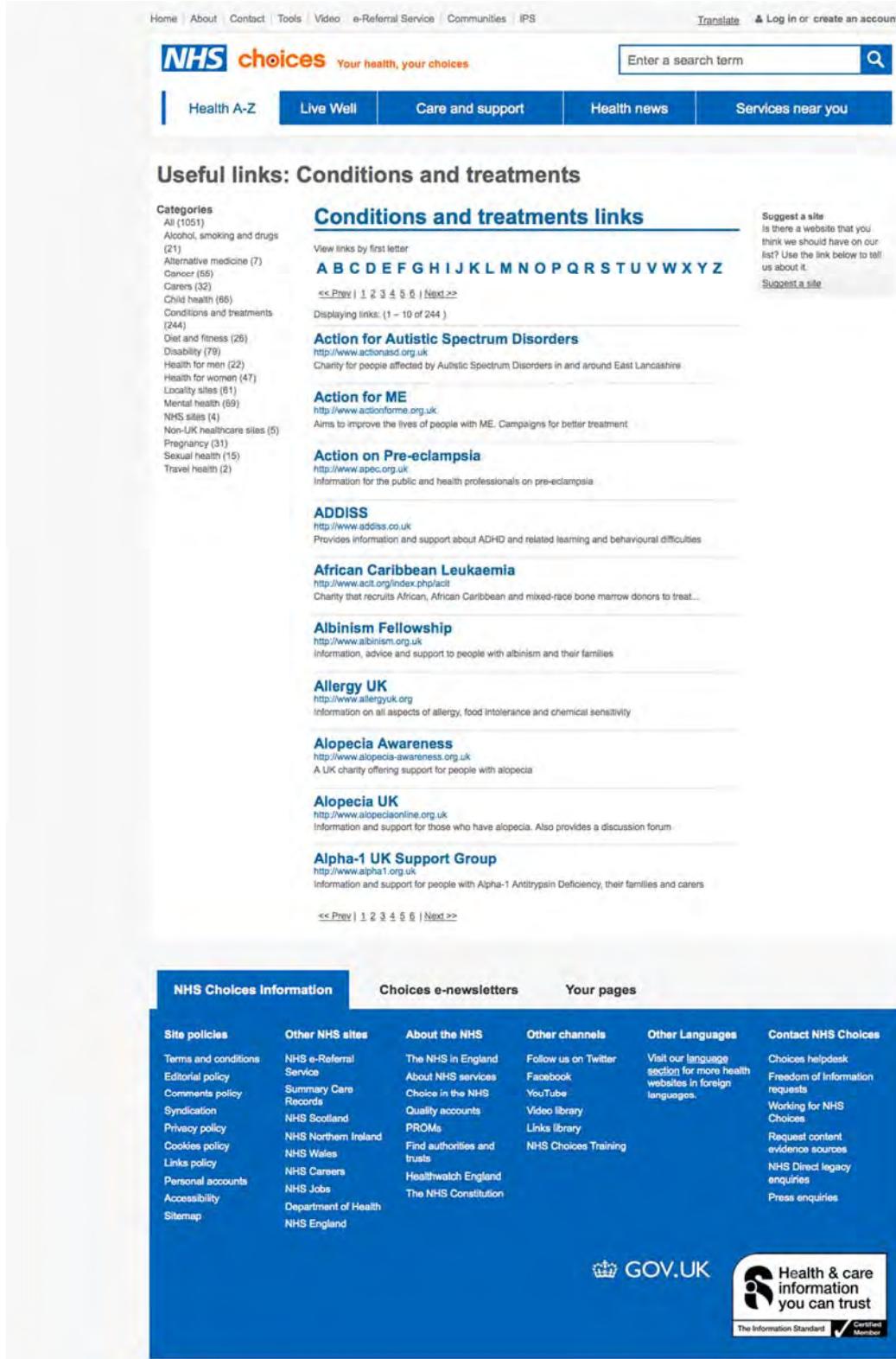
The Information Standard Certified Standard

15. Sitemap

<http://www.nhs.uk/choices/pages/sitemap.aspx>

16. Useful links: Conditions and treatments

<http://www.nhs.uk/Pages/LinkListing.aspx?CategoryId=Conditions%20and%20treatments>



The screenshot shows the NHS Choices homepage with a search bar and navigation menu. Below the menu, a section titled "Useful links: Conditions and treatments" is displayed. This section contains a list of links to various health organizations and resources, each with a brief description and URL. The links include Action for Autistic Spectrum Disorders, Action for ME, Action on Pre-eclampsia, ADDISS, African Caribbean Leukaemia, Albinism Fellowship, Allergy UK, Alopecia Awareness, Alopecia UK, and Alpha-1 UK Support Group. At the bottom of the list, there are page navigation links ("<< Prev | 1 2 3 4 5 6 | Next >>").

NHS Choices Information		Choices e-newsletters		Your pages	
Site policies	Other NHS sites	About the NHS	Other channels	Other Languages	Contact NHS Choices
Terms and conditions Editorial policy Comments policy Syndication Privacy policy Cookies policy Links policy Personal accounts Accessibility Sitemap	NHS e-Referral Service Summary Care Records NHS Scotland NHS Northern Ireland NHS Wales NHS Careers NHS Jobs Department of Health NHS England	The NHS in England About NHS services Choice in the NHS Quality accounts PROMs Find authorities and trusts Healthwatch England The NHS Constitution	Follow us on Twitter Facebook YouTube Video library Links library NHS Choices Training	Visit our language section for more health websites in foreign languages.	Choices helpdesk Freedom of Information requests Working for NHS Choices Request content evidence sources NHS Direct legacy enquiries Press enquiries

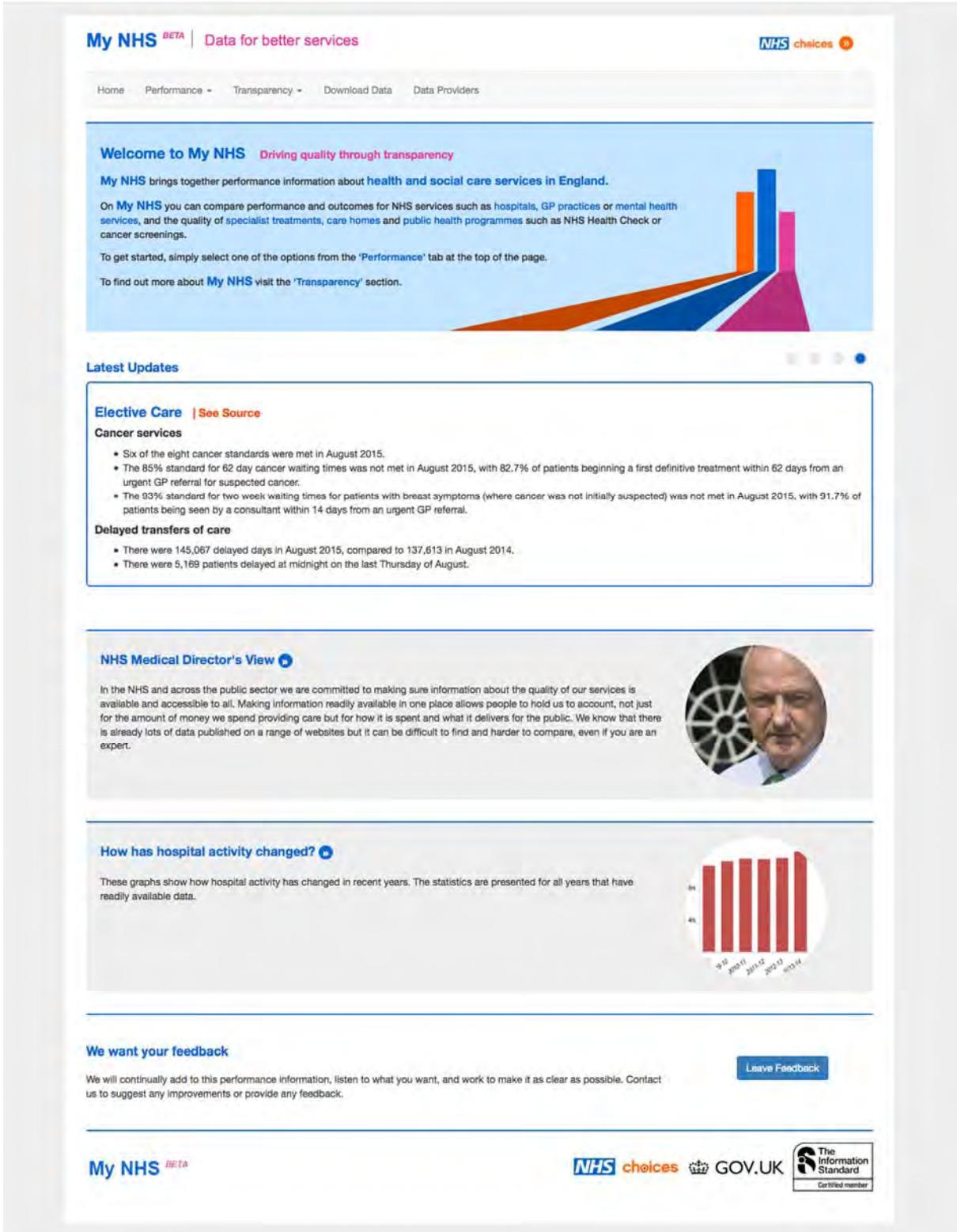
 GOV.UK



The Information Standard Certified Member

17. Search

<https://www.nhs.uk/service-search/performance/search>



The screenshot shows the homepage of the My NHS website. At the top, there's a navigation bar with links for Home, Performance, Transparency, Download Data, and Data Providers. The main content area features a large graphic with three colored bars (blue, orange, pink) and text about driving quality through transparency. Below this, there's a section titled 'Latest Updates' containing two boxes: 'Elective Care' and 'Delayed transfers of care'. The 'Elective Care' box lists bullet points about cancer services. The 'Delayed transfers of care' box lists bullet points about delayed hospital admissions. Further down, there's a section titled 'NHS Medical Director's View' featuring a photo of a man and a bar chart showing hospital activity from 2010 to 2014. At the bottom, there's a feedback section with a 'Leave Feedback' button and logos for My NHS (Beta), NHS choices, GOV.UK, and The Information Standard.

Priority breakdown

This section contains a breakdown of accessibility issues listed by priority. Priority refers to the practical impact of the issue. For more information on what these priority levels mean, refer to [Appendix B: Priority Methodology](#)

You should endeavour to address all issues found, but this list allows you to focus on the high priority issues first.

Note that this priority breakdown only covers issues related to accessibility standards. The [additional issues](#) section contains feedback relating to general accessibility or usability.

High priority – 9 issues

Issue	WCAG Success Criteria
Issue (WCAG-002) – No ALT attribute	[Ref: 1.1.1] Non-text content
Issue (WCAG-004) – No caption	[Ref: 1.2.2] Captions
Issue (WCAG-007) – Unnatural radio buttons behaviour	[Ref: 2.1.1] Keyboard
Issue (WCAG-008) – Elements not focusable	[Ref: 2.1.1] Keyboard
Issue (WCAG-009) – Nav dropdown not visible onFocus	[Ref: 2.1.1] Keyboard
Issue (WCAG-014) – Focus not sent to native dropdown	[Ref: 2.4.3] Focus order
Issue (WCAG-016) – Hidden element visible to keyboard/screen reader	[Ref: 2.4.3] Focus order
Issue (WCAG-021) – Accordion role and state not declared	[Ref: 4.1.2] Name, role, value
Issue (WCAG-024) – Rating state not declared	[Ref: 4.1.2] Name, role, value

Medium priority – 10 issues

Issue	WCAG Success Criteria
Issue (WCAG-001) – Meaningless ALT text	[Ref: 1.1.1] Non-text content
Issue (WCAG-010) – Layout broken on keyboard tab	[Ref: 2.1.1] Keyboard
Issue (WCAG-011) – Carousel lack of control	[Ref: 2.2.2] Pause, Stop, Hide
Issue (WCAG-012) – Skip links not working	[Ref: 2.4.1] Bypass blocks
Issue (WCAG-015) – Focus reset to top of page	[Ref: 2.4.3] Focus order
Issue (WCAG-017) – Illogical focus order on menu	[Ref: 2.4.3] Focus order
Issue (WCAG-018) – Tab's content not announced logically	[Ref: 2.4.3] Focus order
Issue (WCAG-022) – Error not associated to input	[Ref: 4.1.2] Name, role, value
Issue (WCAG-025) – Tab's role and state not declared	[Ref: 4.1.2] Name, role, value
Issue (WCAG-027) – No focus indicator	[Ref: 2.4.7] Focus visible

Low priority – 7 issues

Issue	WCAG Success Criteria
Issue (WCAG-003) – Redundant ALT text	[Ref: 1.1.1] Non-text content
Issue (WCAG-005) – No audio description	[Ref: 1.2.3] Audio description or full text alternative
Issue (WCAG-006) – List not declared	[Ref: 1.3.1] Info and relationships
Issue (WCAG-013) – Page with no title	[Ref: 2.4.2] Page titled

Issue (WCAG-019) – Primary language not declared	[Ref: 3.1.1] Language of page
Issue (WCAG-020) – Invalid TIME element	[Ref: 4.1.1] Parsing
Issue (WCAG-026) – Text not resizable	[Ref: 1.4.4] Resize text

Additional issues – 2 issues

Issue	WCAG Success Criteria
Issue (AI-001) – Content do not fit screen size	Additional issues
Issue (AI-002) – Mobile form submitted to desktop page	Additional issues

Review breakdown

This section details all of the issues found during the review, along with suggested amendments.

Level A Conformance accessibility issues

[Ref: 1.1.1] Non-text content

The use of alternative text (also known as ‘alt tags’) for pictures, text as graphics, decorative graphics, spacer gifs, form buttons and graphical links is fundamental to accessibility – it is responsible for around 30-40 % of all problems affecting a range of disabled people accessing the web. It impacts mostly on screen reader users but also voice recognition users and the software used by people with Dyslexia.

Key requirements

All images, form image buttons, and image map hot spots have appropriate, equivalent alternative text.

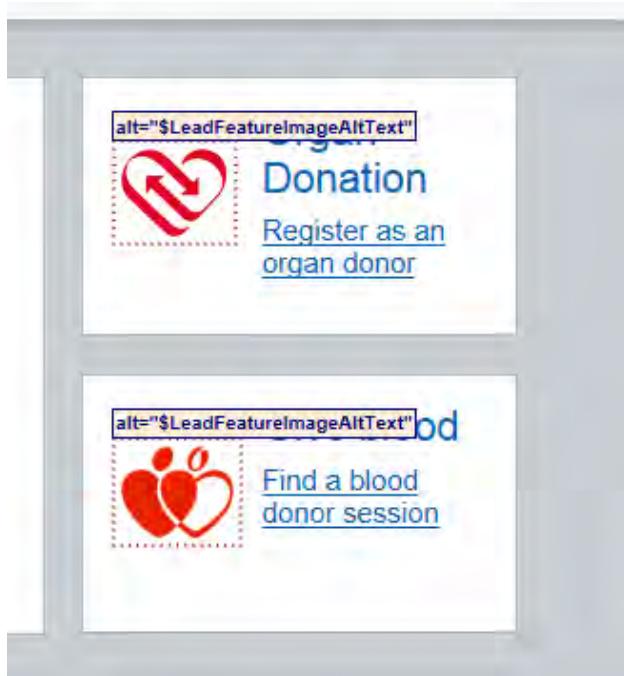
- Images that do not convey content, are decorative, or with content that is already conveyed in text are given null alt text (alt="") or implemented as CSS backgrounds. All linked images have descriptive alternative text.
- Equivalent alternatives to complex images are provided in context or on a separate (linked and/or referenced via longdesc) page.
- Form buttons have a descriptive value.
- Form inputs have associated text labels or, if labels cannot be used, a descriptive title attribute.
- Embedded multimedia is identified via accessible text.
- Frames are appropriately titled.

Issue (WCAG-001) – Meaningless ALT text [Medium priority]

Pages affected: Desktop (Page 1-16), Mobile (Page 1)

Images were given alt texts that do not make sense to user and may confuse non-visual screen reader users.

Example below shows meaningless ALT text given to images on Desktop (Page 1) and Mobile (Page 1)



Example below shows meaningless ALT text given to image on Desktop footer
(Page 1-16)



Recommendation

Consider providing null or empty ALT text (i.e. ALT="") to the images as they do not carry additional context to the already available text.

Issue (WCAG-002) – No ALT attribute [High priority]

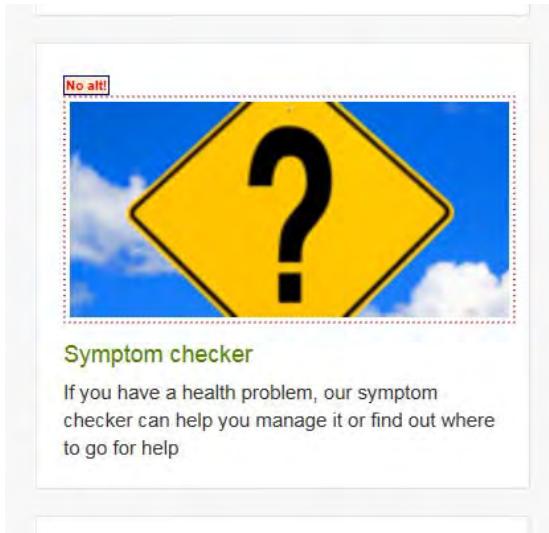
Pages affected: Desktop (Page 3, 5), Mobile (Page 1-16)

Some images do not have ALT attribute. Screen readers will announce images with no alt text as “Images, no alt”, and this can potentially cause ‘audio clutter’ to users

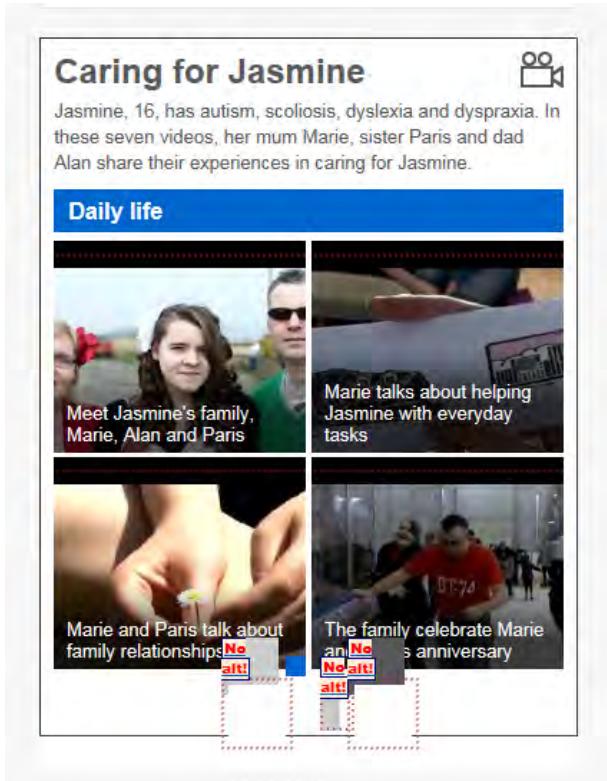
when more than one images are affected. On iOS, VoiceOver will not focus on images with no ALT attribute, causing user to miss the context/functionality.

For link images, screen reader users are not be able to identify the purpose of the link and voice recognition software will not be able to trigger the link by dictating the texts used in ALT attribute.

Example below shows images with no ALT text given to images on Desktop (Page 3)



Example below shows images with no ALT text given to images on Desktop (Page 5)



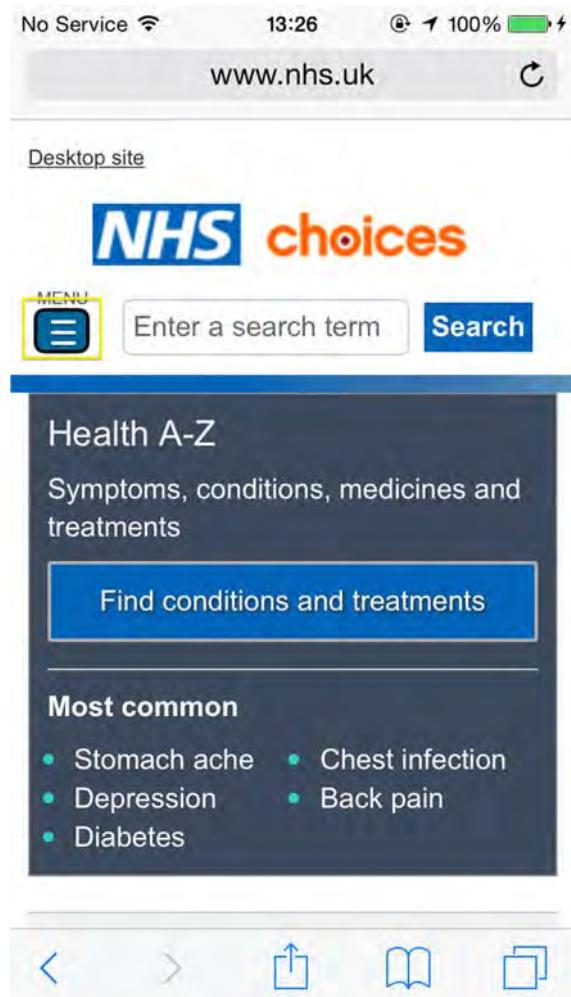
Caring for Jasmine 

Jasmine, 16, has autism, scoliosis, dyslexia and dyspraxia. In these seven videos, her mum Marie, sister Paris and dad Alan share their experiences in caring for Jasmine.

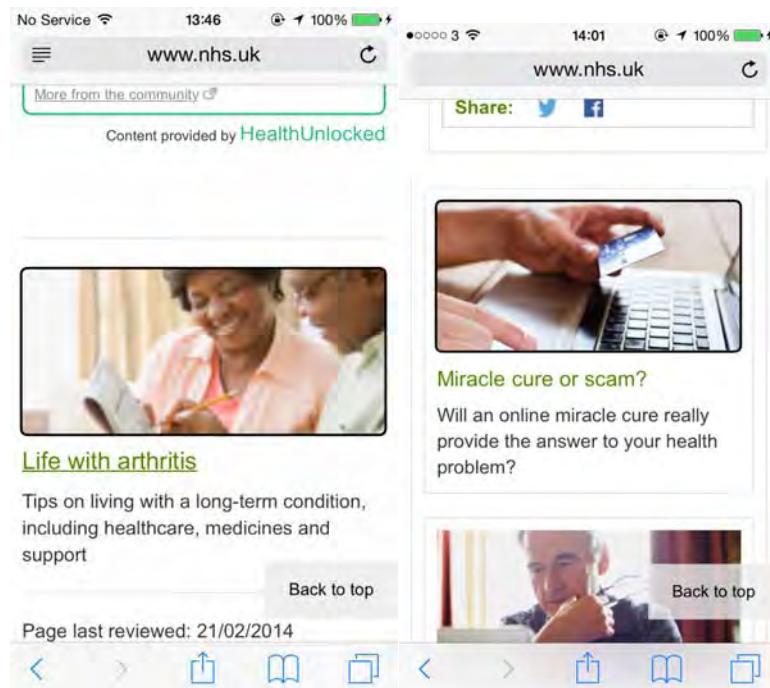
Daily life

- Meet Jasmine's family, Marie, Alan and Paris
- Marie talks about helping Jasmine with everyday tasks
- Marie and Paris talk about family relationships 
- The family celebrate Marie and No alt! anniversary 

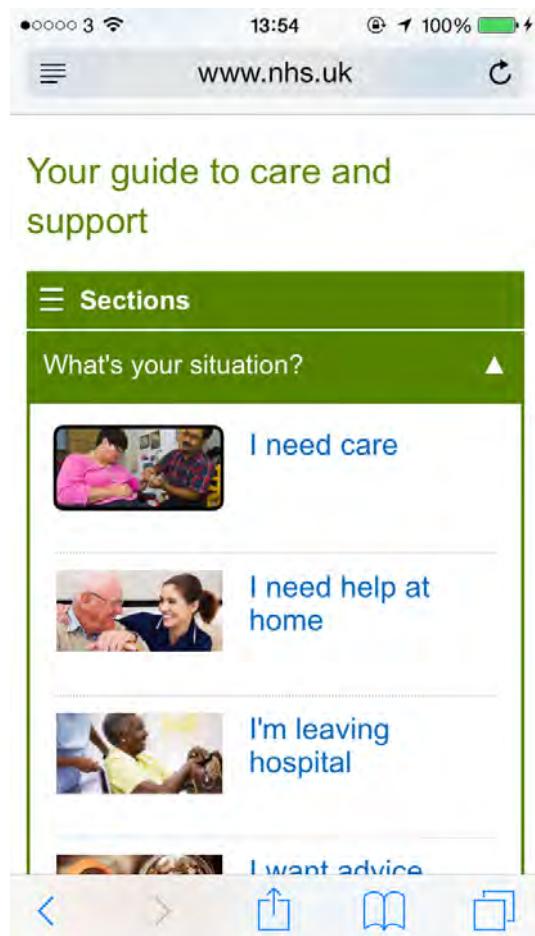
Example below shows images with no ALT text given to images on Mobile (Page 1-16)



Example below shows images with no ALT text given to images on Mobile (Page 3, 6)



Example below shows images with no ALT text given to images on Mobile (Page 5)



Recommendation

Consider the purpose of each image and assign appropriate **ALT** text:

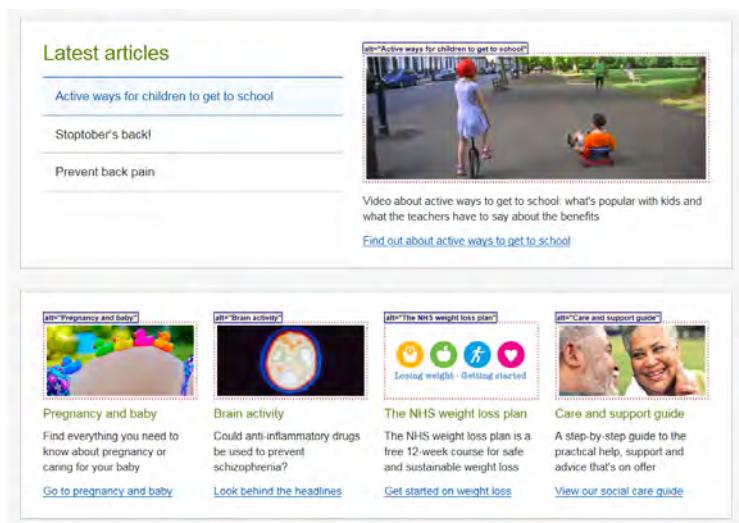
- For informative images, provide **ALT** text to describe equivalent key messages
- For supporting images, **ALT** text should not repeat the primary textual information, but add further contextual information instead. Otherwise, consider the images ‘decorative’
- For decorative images, provide null **ALT** attribute (`alt=""`) so that assistive technologies are able to ignore them
- For link images, ALT text should describe the purpose or destination of the image.

Issue (WCAG-003) – Redundant ALT text [Low priority]

Pages affected: Desktop (Page 1, 6, 13), Mobile (Page 1, 4, 5, 6, 13)

ALT text for some images is repeating its associated headings. While this is not a barrier to users, it may potentially cause ‘audio clutter’ to screen reader users when same heading is repeated multiple times.

Example below shows images with redundant ALT text given to images on Desktop (Page 1) and Mobile (Page 1)



Example below shows images with redundant ALT text given to images on Desktop (Page 1) and Mobile (Page 6)

Behind the Headlines

Your guide to the science that makes the news

Could anti-inflammatory drugs prevent schizophrenia?

Monday Oct 19 2015

"It may be possible to prevent schizophrenia by calming the brain's immune system," BBC News reports after researchers found raised levels of immune activity in people thought to be at high risk of developing schizophrenia...



Modern sleep patterns 'mirror how our ancestors slept'

Friday Oct 16 2015

"Forget eight hours of sleep a night – we only actually need six," the Daily Mail reports. Research into hunter gatherer tribes suggests getting six to seven hours sleep a night may not be a modern phenomenon and is actually the norm for humans...

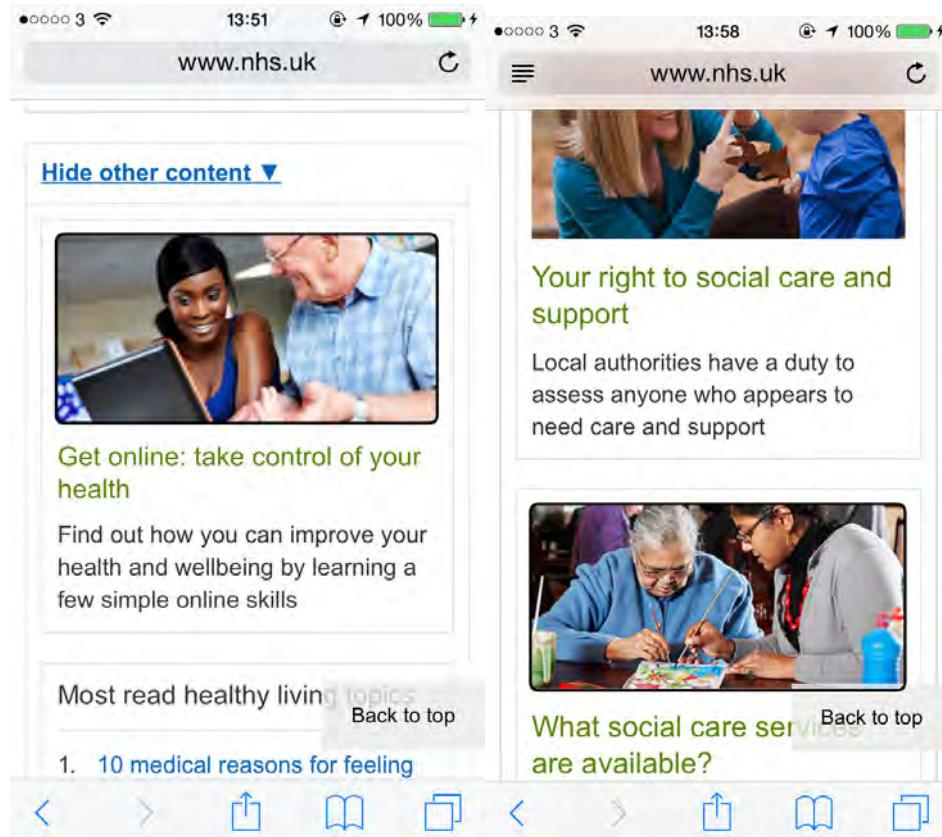


Example below shows images with redundant ALT text given to images on Desktop (Page 13) and Mobile (Page 13)

»s and podcasts

- alt="Get online: take control of your health"** **Health online**
Find out how to make the most of the internet and live a healthier life. Also learn about community projects that help people get online.
- alt="Young people and mental health"** **Young people and mental health**
A collection of videos offering a variety of information and advice to help young people with mental health problems.
- alt="The Mental Health Act Explained - video wall"** **Health Act explained**
When you are detained under the Mental Health Act, you are made to stay in hospital for assessment or treatment. These videos explain your rights.
- alt="Change4Life Sugar Swaps app"** **Change4Life - Sugar Swaps app**
Use the Change4Life Sugar Swaps app to find out how much total sugar is in your everyday food and drink.

Example below shows images with redundant ALT text given to images on Desktop (Page 4, 5)



www.nhs.uk

13:51 100%

www.nhs.uk

13:58 100%

Hide other content ▾



Get online: take control of your health

Find out how you can improve your health and wellbeing by learning a few simple online skills

Most read healthy living topics [Back to top](#)

- [10 medical reasons for feeling](#)

< >   



Your right to social care and support

Local authorities have a duty to assess anyone who appears to need care and support



What social care services are available?

[Back to top](#)

< >   

Recommendation

Consider the following:

- Treating the images as decorative images by providing null **ALT** attribute (`alt=""`) so that assistive technologies are able to ignore them
- Treating the images as supporting images by provide **ALT** text that further describe the context of the headings

[Return to priority breakdown](#)

[Ref: 1.2.2] Captions

Captions provide for deaf or hard of hearing people information about the audio track of a video. Captions should not only include dialogue, but identify who is speaking and include non-speech information conveyed through sound, including meaningful sound effects.

Issue (WCAG-004) – No caption [High priority]

Pages affected: Desktop (Page 3, 14), Mobile (Page 3, 14)

Video content has no caption available, which users with hearing difficulties or deaf rely heavily on when accessing media content.

Although there is caption when viewed in embedded form (Desktop only), there is no caption available when user view the content in full screen mode and in mobile screen. Example below shows video content (full screen) with no caption on Desktop (Page 3) and Mobile (Page 3).



Example below shows video content with no caption on Desktop (Page 14) and Mobile (Page 14)



Recommendation

Provide synchronised caption to the video player so that user can turn on and off depending on their needs.

[Return to priority breakdown](#)

[Ref: 1.2.3] Audio description or full text alternative

If videos contain visual information (e.g. on-screen text) that is not included in the audible information (e.g. spoken text) but is relevant then under level A of WCAG 2.0 you need to provide an audio description or a transcript for the video.

Note: To meet level AA of WCAG 2.0 only the audio description is allowed. A transcript of the video meets the basic requirements under level A (single A), but it does not meet the stricter requirements under level AA (double A). See “[Ref. 1.2.5] Audio description” for the level AA requirements.

Issue (WCAG-005) – No audio description [Low priority]

Pages affected: Desktop (Page 3, 14), Mobile (Page 3, 14)

Video content lacks audio description to describe the non-verbal scenes. Blind users are not able to assess what is going on without verbal or textual description of the scenes.

Recommendation

Provide audio description for non-verbal content and if audio description is not possible, consider providing link to full transcript of the videos

[Return to priority breakdown](#)

[Ref: 1.3.1] Info and relationships

This success criterion is about ensuring you have coded up your web pages semantically using heading, lists and paragraphs etc. In addition data tables are correctly coded and the label element is used with forms. This is core in ensuring your pages are perceivable to people using adaptive technology such as screen readers.

Key requirements:

- Semantic markup is used to designate headings (`<h1>`), lists (``, ``, and `<dl>`), emphasized or special text (``, `<code>`, `<abbr>`, `<blockquote>`, for example), etc. Semantic markup is used appropriately.
- Tables are used to markup tabular data. Where necessary, data cells are associated with their headers. Data table captions and summaries are used where appropriate.
- Text labels are associated with form input elements. Related form elements are grouped with `fieldset/legend`.

Issue (WCAG-006) – List not declared [Low priority]

Pages affected: Desktop (Page 9), Mobile (Page 9)

List items were not declared semantically, causing assistive technologies not able to associate the relationship between the items. Screen reader allows user to navigate between list items and announce the number of items so that user can orientate them with the structure of the site.

Example below shows content not declared as list on Desktop (Page 9) and Mobile (Page 9).

Additional information

Saturday 9.00 - 13.00 private treatment available by appointment only

Last verified on 08/12/2014

Departments and services

- All NHS treatment
- 2 hygienists
- Implant specialists (straightforward and complex cases, over 30 years experience)
- Root canal treatment specialist
- Orthodontic consultant
- Oral surgeon
- Periodontal specialist
- Facial aesthetics

To search for a specific treatment, use our [full list of departments](#)

Recommendation

Ensure unordered list items are declared using UL element and ordered list is declared as OL. See <http://www.w3.org/WAI/tutorials/page-structure/content/> for more information on content list.

[Return to priority breakdown](#)

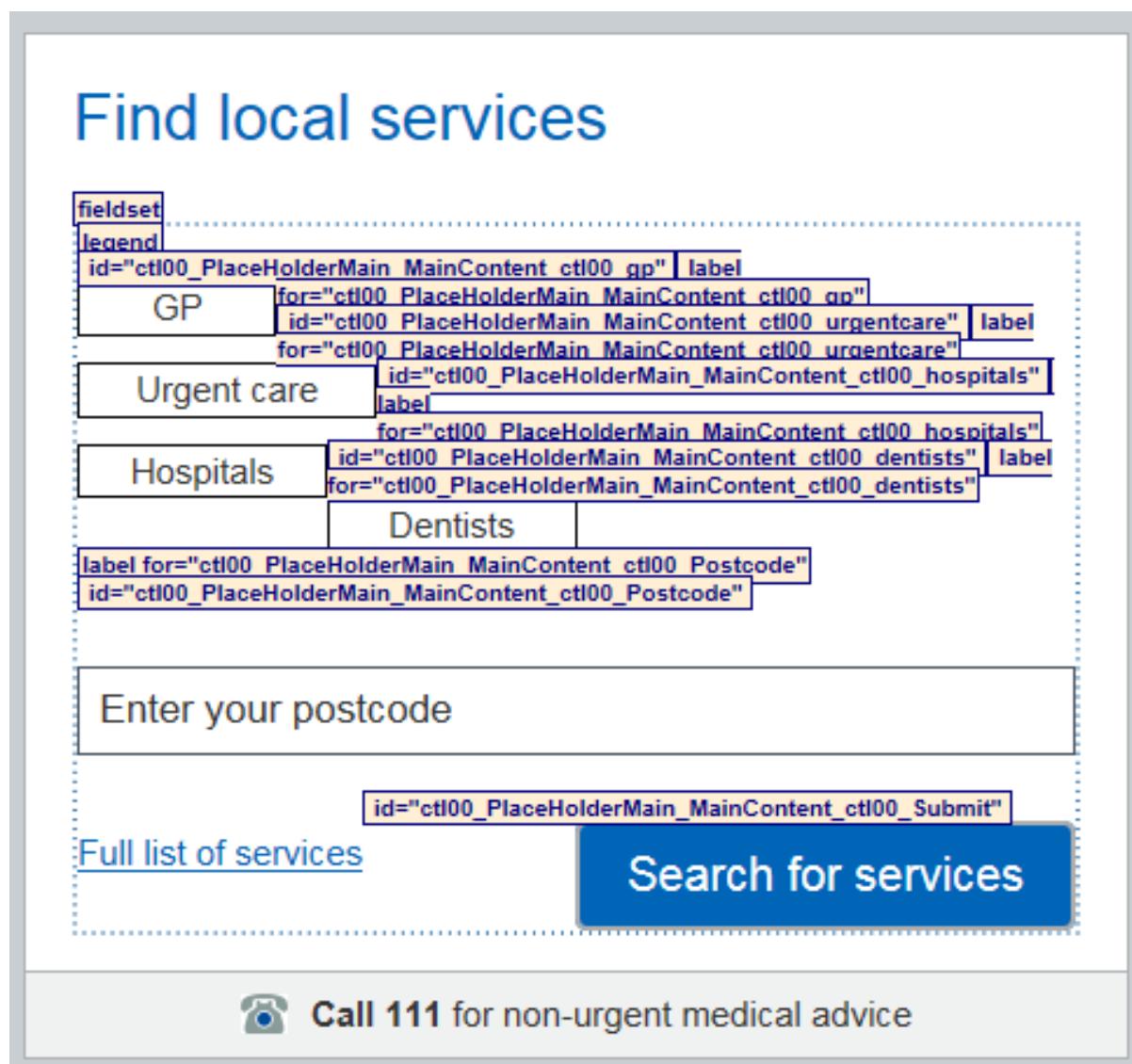
[Ref: 2.1.1] Keyboard

People with mobility problems often use only a keyboard and not a mouse to navigate a web page. As do screen reader users as they cannot see the screen to use the mouse. Also a lot of adaptive technology uses the keyboard interface as the way it interacts with a computer. Therefore if parts of your website cannot be used without a mouse it means a significant number of people will be affected.

Issue (WCAG-007) – Unnatural radio buttons behaviour [High priority]

Pages affected: Desktop (Page 1)

On Desktop (Page 1), 'Find local services' tabs were declared as radio buttons. Each radio button was announced as 'checked' when screen reader user focuses on the item (as they are automatically selected). This may cause user to confuse over their selection, thinking everything have been pre-selected.



The screenshot shows a web page titled "Find local services". At the top, there is a legend section with four items: "GP", "Urgent care", "Hospitals", and "Dentists". Each item is enclosed in a box with a label above it. Below this is a field for entering a postcode. At the bottom, there are two buttons: "Full list of services" and "Search for services". A large blue button labeled "Search for services" is highlighted. A callout at the bottom encourages users to "Call 111 for non-urgent medical advice".

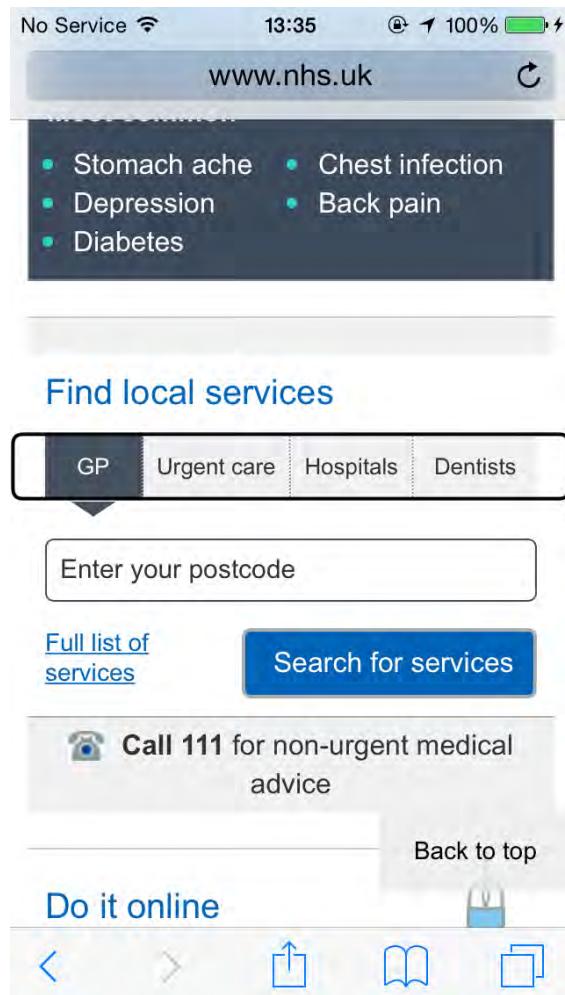
fieldset
legend
`id="ctl00_PlaceHolderMain_MainContent_ctl00_gp"` label
GP `for="ctl00_PlaceHolderMain_MainContent_ctl00_gp"`
`id="ctl00_PlaceHolderMain_MainContent_ctl00_urgencare"` label
`for="ctl00_PlaceHolderMain_MainContent_ctl00_urgencare"`
Urgent care `id="ctl00_PlaceHolderMain_MainContent_ctl00_hospitals"`
label
`for="ctl00_PlaceHolderMain_MainContent_ctl00_hospitals"`
`id="ctl00_PlaceHolderMain_MainContent_ctl00_dentists"` label
`for="ctl00_PlaceHolderMain_MainContent_ctl00_dentists"`
Hospitals Dentists
`label for="ctl00_PlaceHolderMain_MainContent_ctl00_Postcode"`
`id="ctl00_PlaceHolderMain_MainContent_ctl00_Postcode"`

Enter your postcode

`id="ctl00_PlaceHolderMain_MainContent_ctl00_Submit"`
[Full list of services](#) Search for services

Call 111 for non-urgent medical advice

On Mobile (Page 1), user is not able to select any of the item as the focus is set to the container. While visual screen reader user may be able to select the item when manually focusing the option, non-visual user is not able to select when using swipe interaction.



Recommendation

Ensure radio button is not automatically selected when user focuses on the item. Instead, allow user to press enter or space to select.

On mobile, ensure each element is focusable using VoiceOver swipe interaction.

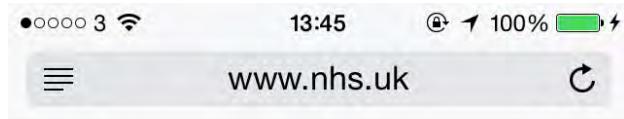
Issue (WCAG-008) – Elements not focusable [High priority]

Pages affected: Desktop (Page 3, 5, 14, 17), Mobile (Page 3, 5, 13)

Visible elements that are available to mouse click were not focusable by keyboard-tab. Keyboard-only users should be able to access the element using keyboard tab

and may cause frustration if elements are inaccessible. Screen reader users may not be aware of the element and not able to perceive the content.

Example below shows video content not focusable to keyboard and screen reader on Desktop (Page 3, 14) and Mobile (Page 3, 14)



Arthritis: Paul's story



Arthritis causes pain and inflammation of the joints and bones. Paul Casimir has been living with arthritis for [half his life](#) but he doesn't let it stop him [doing the things he enjoys](#).



Example below shows comment link not focusable to keyboard and screen reader on Desktop (Page 3, 5)

Leave your comment [Log in or Register](#)

[Share your views and experiences with others.](#)

If you want a response from an NHS professional or the website team, please [contact us.](#)

Comments (7) ►

Example below shows rating element not focusable to keyboard and screen reader on Desktop (Page 3, 5, 14) – rating

Ratings
How helpful is this page?

Average rating
 Based on 588 ratings [View all ratings](#)

Add your rating
 Please leave your rating

Example below shows paging element not focusable to keyboard and screen reader on Desktop (Page 17)

Latest Updates

Urgent and Emergency Care | [See Source](#)

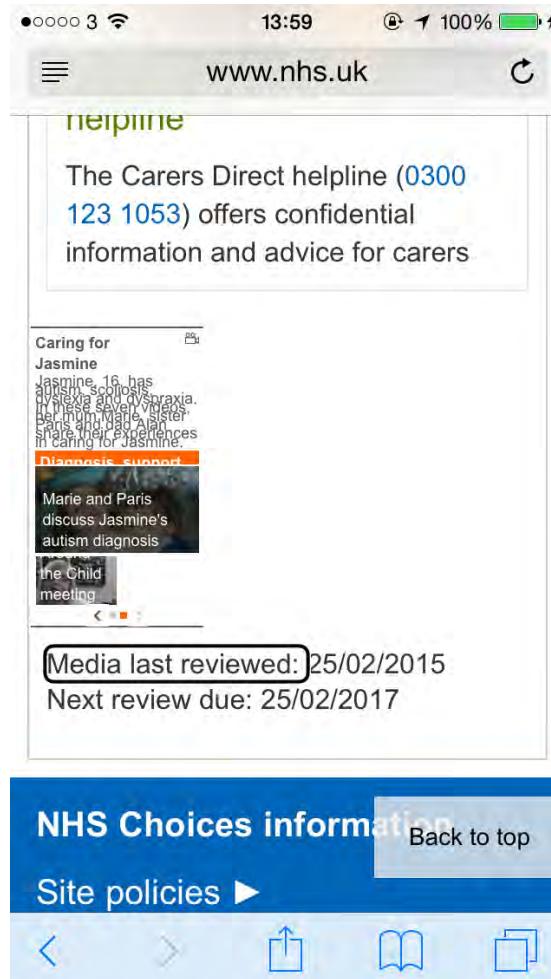
Ambulance response times

- The number of Category A calls resulting in an ambulance arriving at the scene of the incident in August 2015 was 267,087. Such calls over the latest twelve months are up 6.4% on the preceding twelve-month period.
- 73.6% of Red 1 calls were responded to within 8 minutes, the sixth month in 2015 in which the standard of 75% has not been met.
- 69.7% of Red 2 calls were responded to within 8 minutes. This standard has not been met since January 2014.
- 93.5% of Category A calls received an ambulance response within 19 minutes, the sixth month in 2015 in which the standard of 95% has not been met.

NHS 111

- There were 1,061,499 calls offered to the NHS 111 service in England in August 2015. This was an average of 34.2 thousand per day, more than in June or July, but less than in the earlier months of 2015.
- The proportion of calls abandoned after waiting longer than 30 seconds was 1.7%, the joint highest proportion in 2015.
- Of calls answered, 93.6% were answered within 60 seconds, similar to the average for 2015 so far.
- Of call backs, 45% were within 10 minutes, also similar to the average for 2015 so far.

Example below shows ‘Caring for Jasmine’ element not focusable to keyboard and screen reader on Desktop (Page 5) and Mobile (Page 5)



Recommendation

Ensure all interactive elements are focusable to keyboard and screen reader. This can be achieved by assigning TABINDEX=0 to the element so that it is available to the document structure tab list.

For more information on keyboard focus, see http://www.w3.org/TR/wai-aria-practices/#kbd_generalnav

Issue (WCAG-009) – Nav dropdown not visible onFocus [High priority]

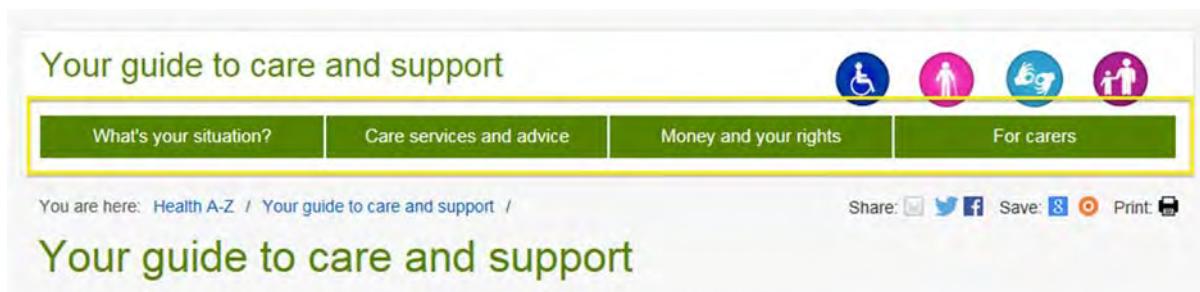
Pages affected: Desktop (Page 1-16)

Dropdown navigation on the site was not responsive to keyboard, as the dropdown did not appear when focus is set to the parent element. However, keyboard user still able to tab through the sub-item but not able to tell which item it currently has focus. While screen reader users are able to made selection this way, keyboard-only users are not able to navigate without seeing the current selection.

Example below shows navigation sub-item not visible when focused via keyboard on Desktop (Page 1-16)



Example below shows navigation sub-item not visible when focused via keyboard on Desktop (Page 5)



Your guide to care and support

What's your situation? Care services and advice Money and your rights For carers

You are here: [Health A-Z](#) / [Your guide to care and support](#) /

Share: Save: Print:

Your guide to care and support

Recommendation

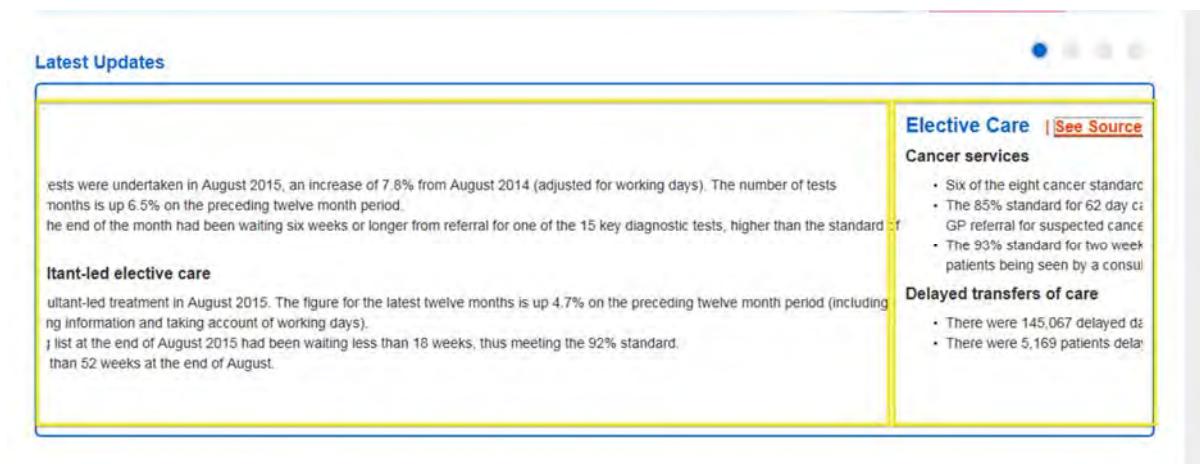
Ensure interaction assigned to mouse click is also available to keyboard focus.

Issue (WCAG-010) – Layout broken on keyboard-tab [Medium priority]

Pages affected: Desktop (Page 17), Mobile (Page 17)

When keyboard-only and screen reader users navigate the carousel, items on all carousel page were focusable. This has caused the visual layout to break and not be readable to keyboard-only users.

Example below shows layout broken on Desktop (Page 17)



Latest Updates

Elective Care | [See Source](#)

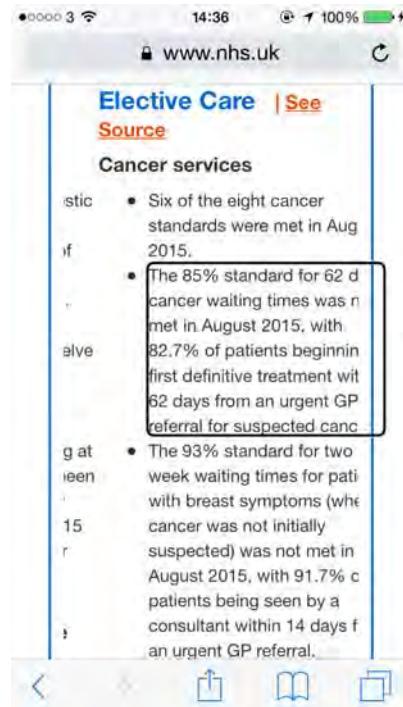
Cancer services

- Six of the eight cancer standards
- The 85% standard for 62 day cancer GP referral for suspected cancer
- The 93% standard for two week patients being seen by a consultant

Delayed transfers of care

- There were 145,067 delayed discharges
- There were 5,169 patients delayed more than 52 weeks at the end of August

Example below shows layout broken on Mobile (Page 17)



Recommendation

Consider hiding non-visible page and allow user to use paging navigation to move around the content. Element can be made hidden from screen reader and keyboard tab by assigning CSS VISIBILITY=HIDDEN and TABINDEX=-1.

[Return to priority breakdown](#)

[Ref: 2.2.2] Pause, Stop, Hide

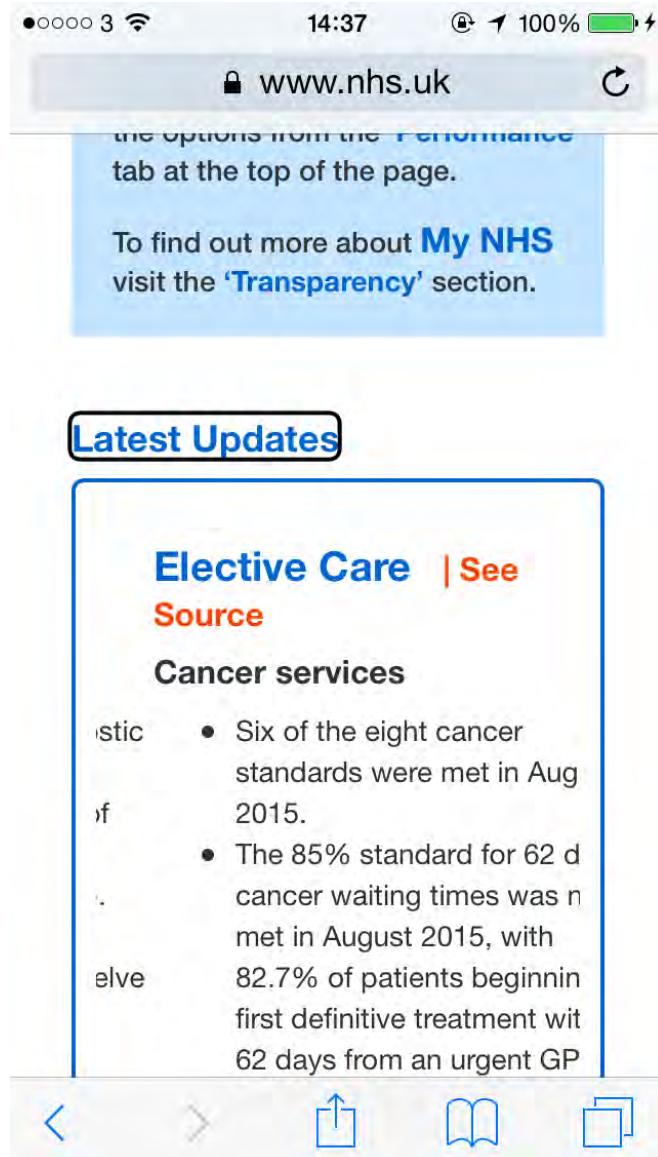
Content that moves or auto-updates can be a barrier to anyone who has trouble reading stationary text quickly as well as anyone who has trouble tracking moving objects. It can also cause problems for screen readers.

For certain groups, including people with low literacy, reading and intellectual disabilities, and people with attention deficit disorders, content that blinks may make it difficult or even impossible to interact with the rest of the Web page

Issue (WCAG-011) – Carousel lack of control [Medium priority]

Pages affected: Desktop (Page 17), Mobile (Page 17)

Carousel pages on Desktop (Page 17) and Mobile (Page 17) were loaded automatically and there was no tool to pause or stop the content manually. Users with cognitive difficulties and vision-impaired users may not be able to read content in time. In addition, users such as dyslexia and ADHD may be distracted from reading content on other parts of the page.



The screenshot shows a mobile browser on an iPhone displaying the NHS website (www.nhs.uk). The top status bar indicates signal strength, battery level at 100%, and the time as 14:37. The main content area features a blue header with the text "the options from the Performance tab at the top of the page." Below this, a blue box contains the text "To find out more about My NHS visit the 'Transparency' section." Underneath, a section titled "Latest Updates" is visible, featuring a blue box with the heading "Elective Care | See Source". This box contains the sub-section "Cancer services" and a bulleted list of items. At the bottom of the screen are standard iOS navigation icons: back, forward, search, and others.

the options from the [Performance](#) tab at the top of the page.

To find out more about [My NHS](#) visit the '[Transparency](#)' section.

Latest Updates

Elective Care | See Source

Cancer services

istic • Six of the eight cancer standards were met in Aug 2015.

if • The 85% standard for 62 day cancer waiting times was not met in August 2015, with 82.7% of patients beginning first definitive treatment within 62 days from an urgent GP

Recommendation

Consider one of the following:

- Provide control to stop or pause the carousel from loading new page recursively.
- Allow carousel to cycle once and let user move to intended page using paging functionality

[Return to priority breakdown](#)

[Ref: 2.4.1] Bypass blocks

Skipping the navigation allows people a choice about how they navigate through a page and enabled them to skip over repeated content on pages which can be laborious to navigate every time. For example for Screen reader users who visit several pages on the same site can avoid having to hear all heading graphics and dozens of navigation links on every page before the main content is spoken.

Also for people who use only the keyboard or a keyboard interface can reach content with fewer keystrokes – making navigation faster and less likely to cause pain.

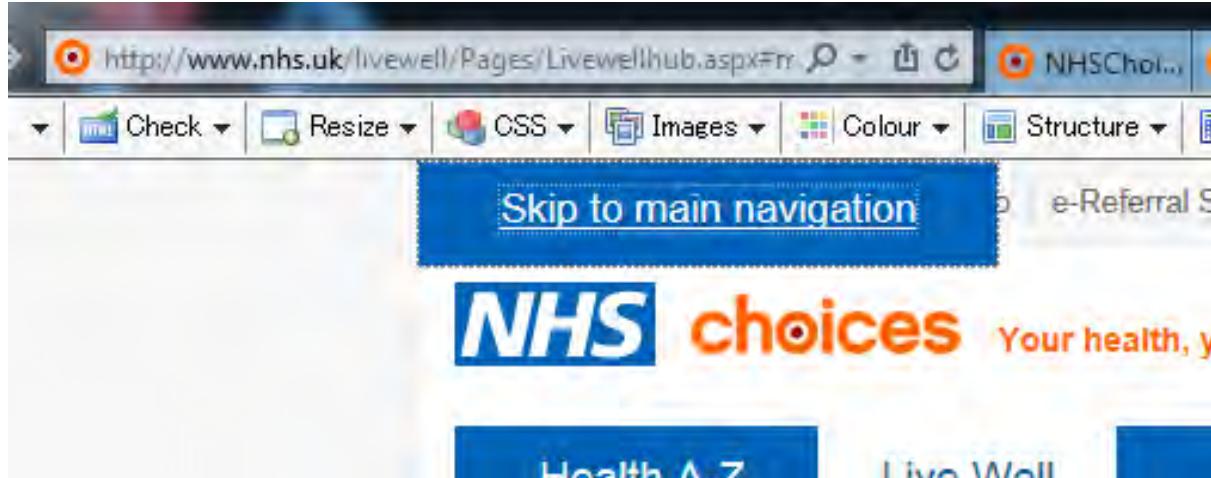
Issue (WCAG-012) – Skip links not working [Medium priority]

Pages affected: Desktop (Page 1-1-6), Mobile (Page 1-16)

Skip links on all pages do not send focus to the intended location. Users were directed back to top of the page and had to navigate through the lengthy navigation section.

Note: In some cases, links were working after some interaction but not during first load of the page. In general, the links works intermittently.

Example below shows ‘Skip to main navigation’ not behaving as intended on Desktop (Page 1-16) and Mobile (Page 1-16)



Example below shows ‘Skip to main content’ link not behaving as intended on Desktop (Page 1-16) and Mobile (Page 1-16)



Recommendation

Ensure skip links send focus to the correct location as intended.

[Return to priority breakdown](#)

Skip links Example

To implement a skip link, you can use the id attribute of the element you want to jump to as shown below. Typically this would be a heading or div tag, indicating the beginning of the page content.

```
<h2 id="content">Content heading</h2>
```

A link can then be added at the top of the page, preferably as the very first item on the page, linking to this element.

There is no need for this link to be permanently visible however; it can be hidden and only displayed as a user tabs over it. This can be achieved in a variety of ways, and the following CSS code illustrates one method: CSS code – either include in the `<style></style>` header, or in separate CSS file

```
a.skip:link, a.skip:visited {  
display: block;  
overflow: hidden;  
text-indent: -600em;  
font-size:small;  
width: 12em;  
}  
  
a.skip:focus, a.skip:active {  
text-indent: 20px;  
font-size:small;  
width: 12em;  
}
```

The link would then be added into the page as

```
<a href="#content" class="skip">Skip to content</a>
```

This causes the link to remain hidden until it receives the focus by a user tabbing to it.

[Ref: 2.4.2] Page titled

Page titles are displayed in the browsers title bar. They are used everywhere from a user's bookmarks list to a search engine's search results. As a result, page titles should be consistent, unique and descriptive.

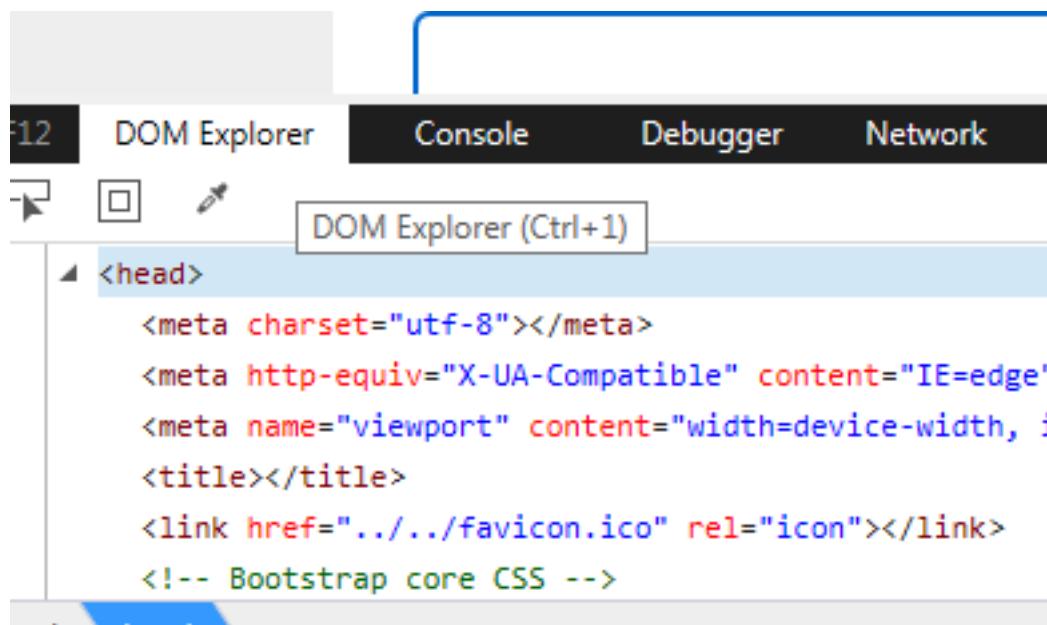
Good practise is to append your site title to the end of each page title, so that if seen out of the context of your page, the title makes sense and users can tell where it came from.

Additionally, the page title should be similar to the pages main H1 heading in describing the actual content or functionality of the page.

Issue (WCAG-013) – Page with no title [Low priority]

Pages affected: Desktop (Page 17), Mobile (Page 17)

Assistive technologies such as screen readers would announce page title when a page is loaded, providing a form of orientation to users. Page title is also used in search engine listing, browser bookmarks as well providing additional weights to search engine optimisation.



Recommendation

Provide descriptive page title to all pages e.g.

```
<title>My NHS betas</title>
```

Note that the page title should be generally unique, related to the page in question.

[Return to priority breakdown](#)

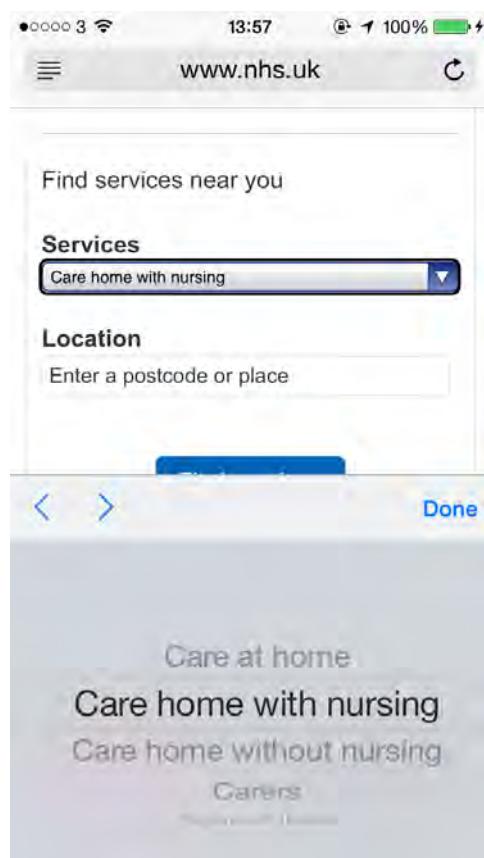
[Ref: 2.4.3] Focus order

For keyboard users who tab through the page the focus order of links should be logical or intuitive.

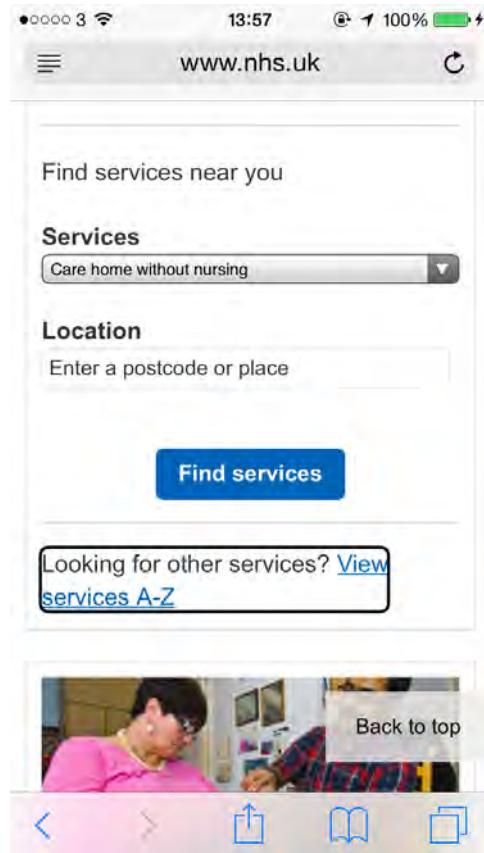
Issue (WCAG-014) – Focus not sent to native dropdown [High priority]

Pages affected: Mobile (Page 5)

On Mobile (Page 5), when user selects the dropdown control, focus remains on the control and not sent to the native UI control. Non-visual users will be confused with the focus order and not able to make selection.



Upon selection, the focus is sent to 'Looking for other services' link text instead of 'Location', which is the next natural order. Non-visual users will be further confused at this point as they have just selected a service, and be told to look for other services.



Recommendation

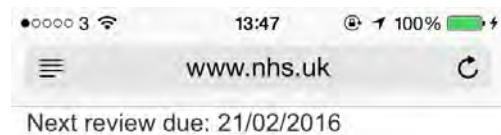
Ensure focus is sent to native control when user tab on the ‘Services’ element. Upon selection, focus should remain on the controls and allow user to navigate to the next element in their own time.

Issue (WCAG-015) – Focus reset to top of page [Medium priority]

Pages affected: Mobile (Page 3, 4, 13, 16)

When user activates the link to expand content, the content is expanded but focus is reset to top of the page. User may be disorientated and have to manually navigate to the section to continue viewing the page.

Example below shows ‘Show more content’ link sent focus to top of the page upon selection on Mobile (Page 3, 4 and 13).



Other sections

[Overview](#) [Lifestyle](#) [Real stories](#)
[Clinical trials](#) [Community](#)

[Hide other content ▾](#)

Useful links

NHS Choices links

[Healthy bones](#)

[Living with a long-term condition](#) [Back to top](#)

[Osteoarthritis](#)



Example below shows 'Show categories' link sent focus to top of the page upon selection on Mobile (Page 16).



Recommendation

Ensure focus remains on the activated link and allow user to navigate to the expanded content on the next tab or swipe interaction.

Issue (WCAG-016) – Hidden element visible to keyboard/screen reader [High priority]

Pages affected: Desktop (Page 9), Mobile (Page 1-16)

Content not visible to users were visible to screen readers. This behaviour is unexpected and may disorientate and cause confusion to screen reader users.

Example below shows hidden content (eg. Section 1, Section 2, Section 3) being announced to screen reader users on Desktop (Page 9) and Mobile (Page 9).

Overview

Mixed NHS and private practice opposite Angel tube station. Currently accepting all new NHS and private patients!

Opening times

Monday	08:00 - 19:30
Tuesday	08:00 - 19:30
Wednesday	08:00 - 18:00
Thursday	08:00 - 18:00
Friday	08:00 - 17:00
Saturday	09:00 - 13:00
Sunday	Closed

Additional information

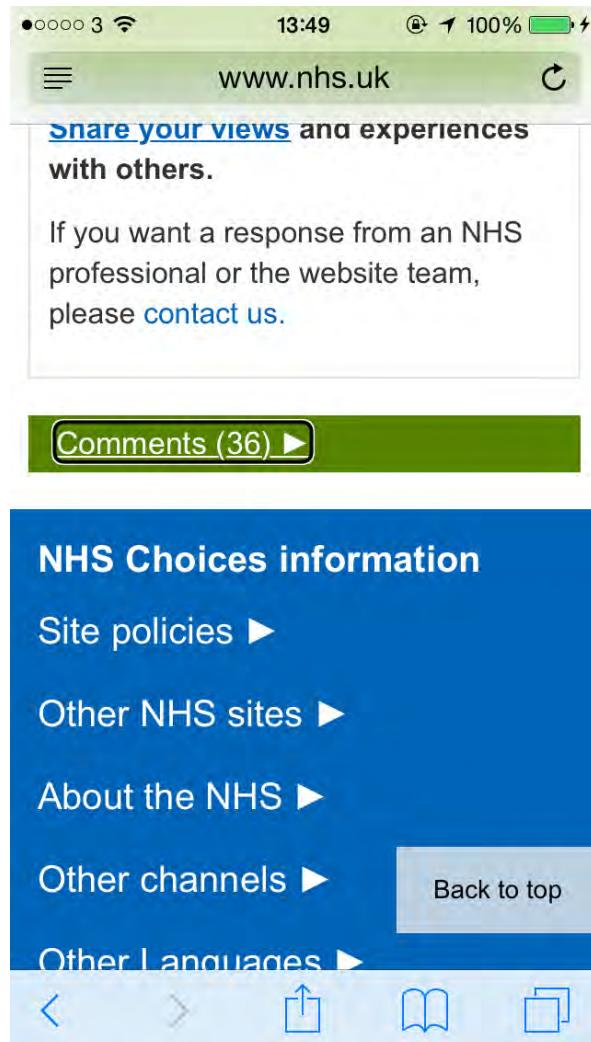
Saturday 9.00 - 13.00 private treatment available by appointment only

Last verified on 08/12/2014

Example below shows non-visible footer items focusable to VoiceOver on Mobile
(Page 1-16)



Example below shows comments focusable to VoiceOver when they were not visible on Mobile (Page 3, 5)



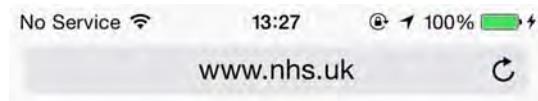
Recommendation

Ensure non-visible element are completely hidden from keyboard tab and screen reader. Element can be made hidden from screen reader and keyboard tab by assigning CSS VISIBILITY=HIDDEN and TABINDEX=-1.

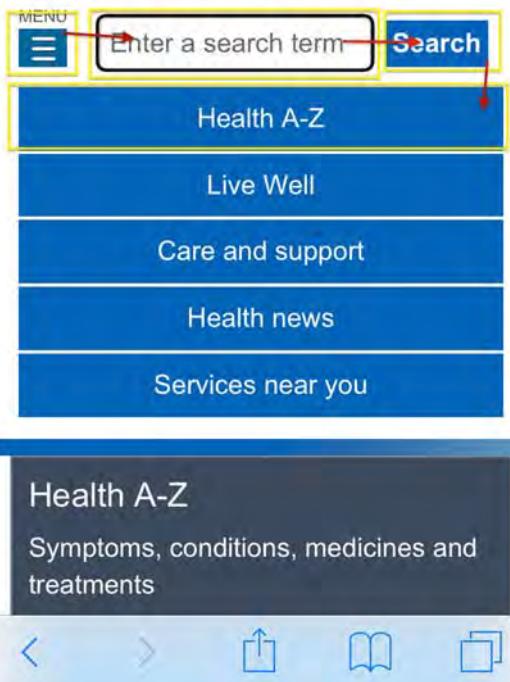
Issue (WCAG-017) – Illogical focus order on menu [Medium priority]

Pages affected: Mobile (Page 1-16)

When user expands the 'hamburger' menu on mobile pages, user had to go through search input and button before the menu items. This is illogical to users task and may cause disorientation to non-visual users.



Desktop site



Recommendation

Ensure focus is sent to first menu-item when user activates the 'hamburger' menu

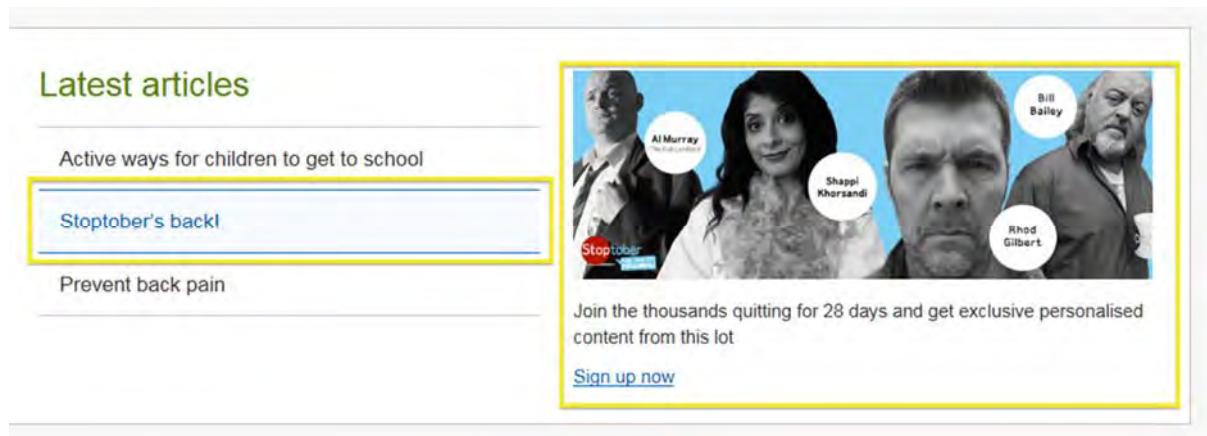
Issue (WCAG-018) – Tab's content not announced logically [Medium priority]

Pages affected: Desktop (Page 1-16), Mobile (Page 10)

Content on all tabpanels were all announced regardless of selected tab on Mobile (Page 10). This unexpected behaviour will cause user to disorientate and confused when navigating the tab content.

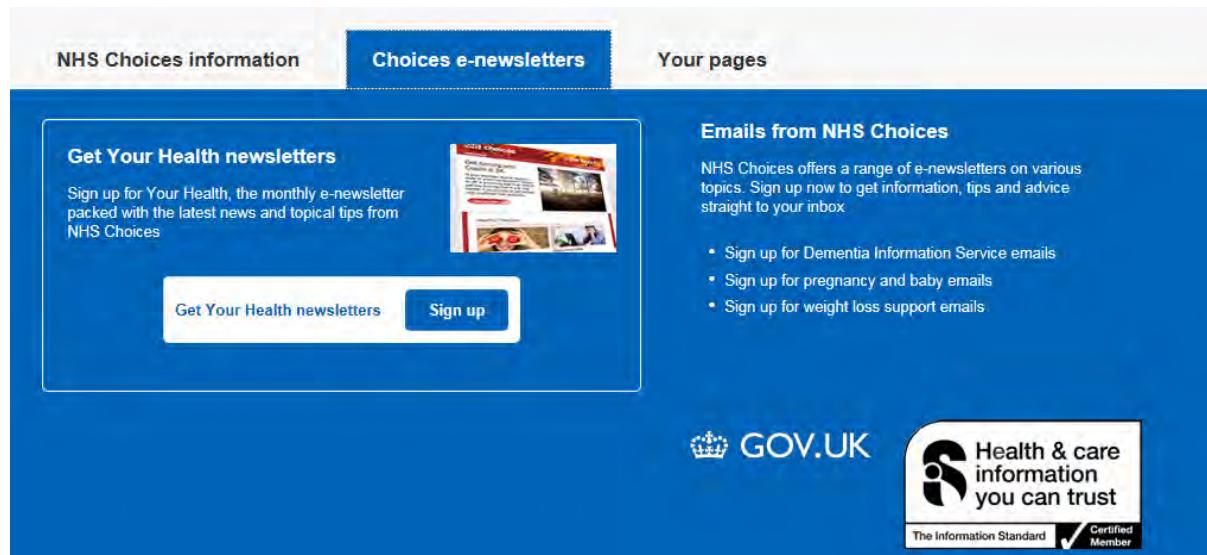


On 'Latest articles' section of Desktop (Page 1), when user selected the tab, the focus is not sent to the first element of the tabpanel. Instead, user has to tab through other tab item to get to the tabpanel.



A screenshot of the NHS Choices desktop website showing the 'Latest articles' section. On the left, there is a list of articles with the second item, 'Stoptober's back!', highlighted with a yellow border. On the right, there is a promotional banner for Stoptober featuring four celebrities: Al Murray, Shappi Khorsandi, Bill Bailey, and Rhod Gilbert. The banner includes text encouraging users to join the campaign and a 'Sign up now' button.

Similarly on footer section of Desktop (Page 1-16), focus is not sent to the first item of the selected tabpanel.



The screenshot shows a web page with a navigation bar at the top. The first item in the bar, "NHS Choices information", is in a grey box. The second item, "Choices e-newsletters", is in a blue box and is the active tab. The third item, "Your pages", is in a grey box. Below the navigation bar, there are two main sections. The left section has a white background and contains a heading "Get Your Health newsletters", a short description, a thumbnail image of the newsletter, and two buttons: "Get Your Health newsletters" and "Sign up". The right section has a blue background and contains a heading "Emails from NHS Choices", a short description, and a bulleted list of three items: "Sign up for Dementia Information Service emails", "Sign up for pregnancy and baby emails", and "Sign up for weight loss support emails". At the bottom right of the page, there are two logos: "GOV.UK" and "Health & care information you can trust".

Recommendation

Send keyboard focus to the first element of the selected tabpanel so that the tab order is natural and usable to users.

For more information on tab's behaviour, see <http://www.w3.org/TR/wai-aria-practices/#tabpanel>

[Return to priority breakdown](#)

[Ref: 3.1.1] Language of page

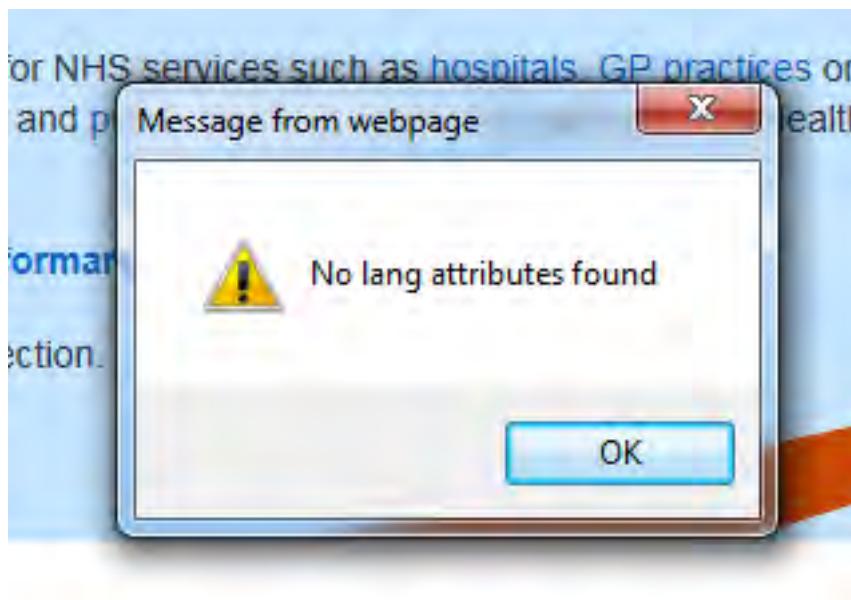
HTML and (X)HTML provide mechanisms for specifying the default language used on a page.

Knowing the default language of a page is particularly useful for assistive technologies such as screenreaders like JAWS or NVDA or other text to speech applications like Browsealoud. By knowing the language used, these applications can ensure they are using the correct pronunciation model for the specified language. This is essential for ensuring content is pronounced correctly.

Issue (WCAG-019) – Primary language not declared [Low priority]

Pages affected: Desktop (Page 17), Mobile (Page 17)

Primary language of Desktop (Page 17) and Mobile (Page 17) was not declared (English in this case). Assistive technologies such as screen reader and voice recognition software rely on the semantics to load appropriate language pack to allow users to access the site with better experience.



Recommendation

Refer to example below to specify the primary language of the page

How to specify the language

The methods for meeting this requirement differ depending on whether you are using HTML or (X)HTML. Both cases use the same bank of 2 letter language codes, but the syntax for specifying the language is different.

Specifying the language for a document

For (X)HTML, use both the lang and xml:lang attributes in the head element e.g.

```
<html xmlns="http://www.w3.org/1999/xhtml" lang="en" xml:lang="en">
```

For HTML or HTML5, using just the lang attribute is sufficient.

For a non-exhaustive list of 2 letter language codes, see
<http://reference.sitepoint.com/html/lang-codes>

[Return to priority breakdown](#)

[Ref: 4.1.1] Parsing

Pages should be coded according to their specification with all elements nested correctly. Adherence to this checkpoint ensures that both browsers and assistive technologies are more likely to display this page as intended and for the page to function as designed.

Issue (WCAG-020) – Invalid TIME element [Low priority]

Pages affected: Desktop (Page 9), Mobile (Page 9)

'Opening times' on Desktop (Page 9) and Mobile (Page 9) were declared using TIME element but were not well formed. This causes screen reader not able to navigate the table cells and as a result, read the content in one go.

Note: Hidden item (eg. Section 1, Section 2, Section 3) were also announced. See issue WCAG-016.



```

<th rowspan="1" colspan="1" headers="Day" scope="row">Wednesday </th>
  <td rowspan="1" colSpan="1" headers="Wednesday Session-1">
    <time datetime="We 08:00-18:00" itemprop="openingHours"></time>
    08:00 - 18:00
  </td>
  <td rowspan="1" colSpan="2"></td>
</tr>

```

Recommendation

Use the W3 validator tools to check your code for validation errors:

<http://validator.w3.org>

It is important to note that this checkpoint specifies that pages should be formed of code that is nested correctly and used to specification. Validation via the W3C validation tool is useful for highlighting possible errors in these areas, but it also highlights pages for failing other issue types as well.

For this reason, the validation tool can only be used as a guide; even if some issues remain after validating the page, the page may well be composed of correctly formatted and nested elements. If you are satisfied that your page meets these requirements, then this checkpoint can be considered as passed.

[Return to priority breakdown](#)

[Ref: 4.1.2] Name, role, value

For people that use adaptive technology such as screen readers, interface elements on a page, like Flash and multimedia movies, as well as forms and menus, need to have descriptions or labels associated with them that make sense so they can use them effectively – being clear about their purpose and their current state.

Issue (WCAG-021) – Accordion role and state not declared [High priority]

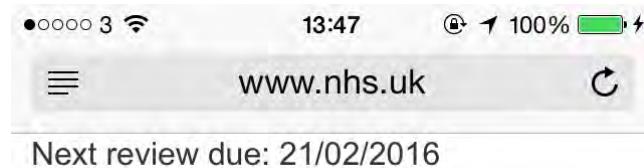
Pages affected: Mobile (Page 1-17)

Accordion widgets across the site were not declared with appropriate role and states. Assistive technologies are not able to announce the role and behaviour of the widget, resulting in users not able to access the functionality and behaviour.

Example below shows footer accordion was not declared with role and states on Mobile (Page 1-16)



Example below shows 'Show other content' accordion was not declared with role and states on Mobile (Page 3, 4, 13)



Other sections

[Overview](#) [Lifestyle](#) [Real stories](#)

[Clinical trials](#) [Community](#)

[Hide other content ▼](#)

Useful links

NHS Choices links

[Healthy bones](#)

[Living with a long-term condition](#) [Back to top](#)

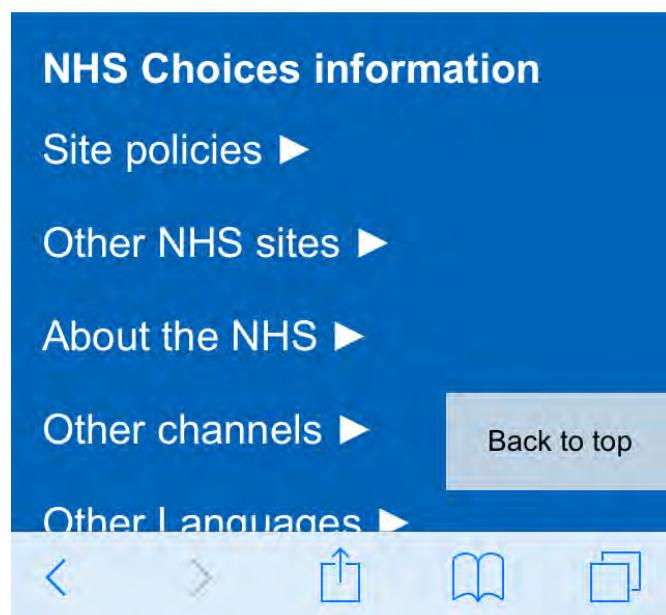
Osteoarthritis



Example below shows 'Comments' accordion was not declared with role and states on Mobile (Page 3, 7)

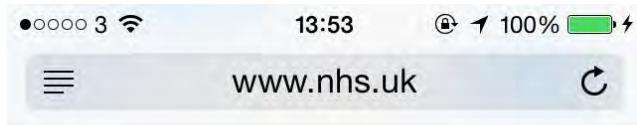


The screenshot shows a mobile browser interface for the NHS website. At the top, there are standard mobile status icons: signal strength, battery level at 100%, and a lock symbol. Below this is the URL bar with 'www.nhs.uk'. A large, semi-transparent callout box is overlaid on the page content. It contains the text 'Share your views and experiences with others.' followed by 'If you want a response from an NHS professional or the website team, please contact us.' At the bottom of this callout is a green button with white text that reads 'Comments (36) ▶'.



The screenshot shows the 'NHS Choices information' page on a mobile device. The page has a blue header with the title and several navigation links: 'Site policies ►', 'Other NHS sites ►', 'About the NHS ►', 'Other channels ►', and 'Other Languages ►'. To the right of the 'Other channels' link is a 'Back to top' button. At the bottom of the page is a light blue footer bar containing five icons: a left arrow, a right arrow, a square with an upward arrow, an open book, and a square with a downward arrow.

Example below shows 'Sections' accordion was not declared with role and states on Mobile (Page 5)



Your guide to care and support

≡ Sections

What's your situation? ▼

Care services and advice ▼

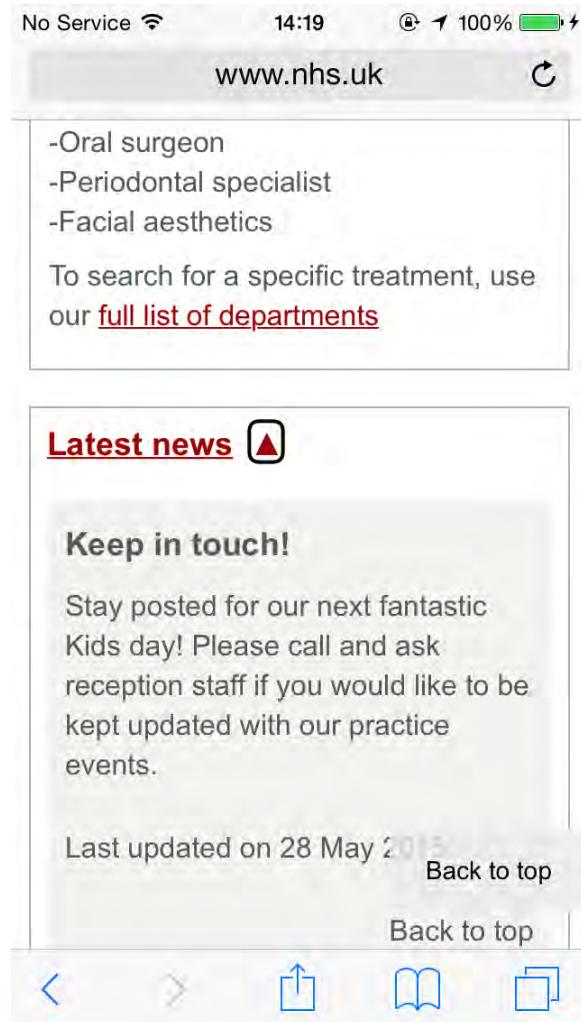
Money and your rights ▼

For carers ▼

Your guide to care and support



Example below shows 'Latest news' accordion was not declared with role and states on Mobile (Page 9)



No Service 14:19 100% 

www.nhs.uk 

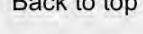
-Oral surgeon
-Periodontal specialist
-Facial aesthetics

To search for a specific treatment, use our [full list of departments](#)

Latest news 

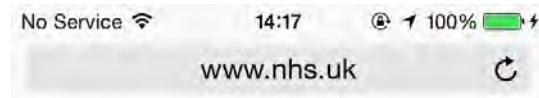
Keep in touch!

Stay posted for our next fantastic Kids day! Please call and ask reception staff if you would like to be kept updated with our practice events.

Last updated on 28 May 2015 

Example below shows 'Show contact details' accordion was not declared with role and states on Mobile (Page 9)



[Desktop site](#)



MENU



Enter a search term

Search



London City Smiles

[Show contact details ▾](#)

Overview

[Departments and services](#)

[Facilities](#)

[Staff](#)

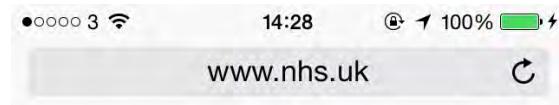
[Contact](#)

[Reviews and ratings](#)

[Leave review](#)



Example below shows 'Show categories' accordion was not declared with role and states on Mobile (Page 13, 16)



[Desktop site](#)



MENU



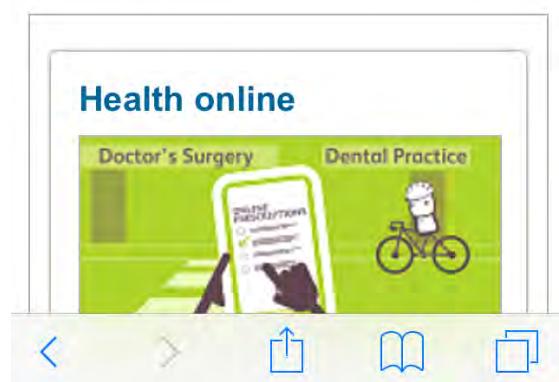
Enter a search term

Search

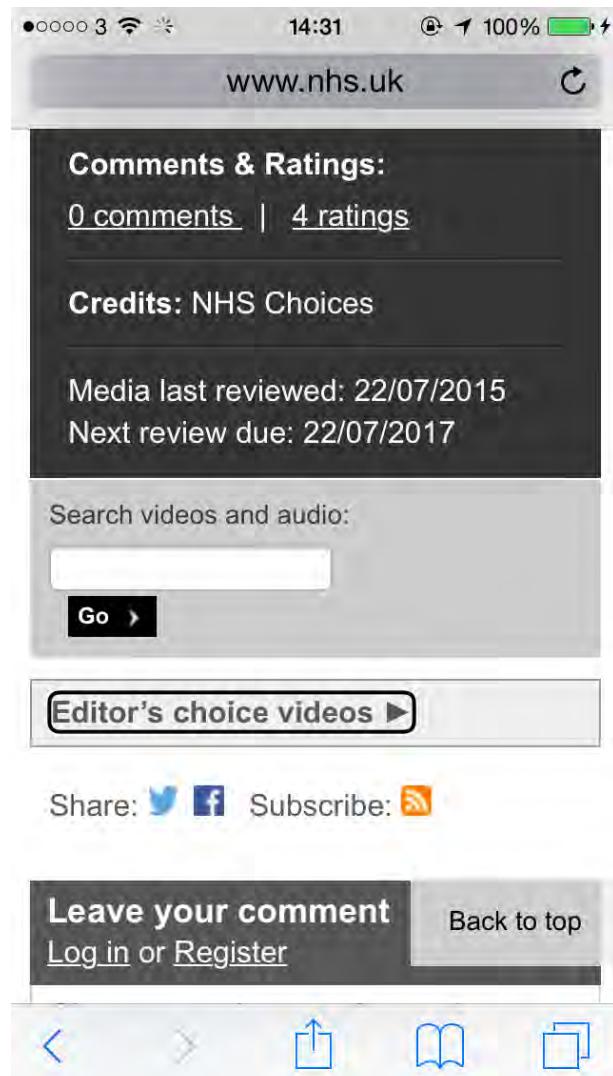
Tools

Interactive tools, smartphone apps and podcasts

[Show categories ►](#)



Example below shows 'Editor's choice video' accordion was not declared with role and states on Mobile (Page 14)

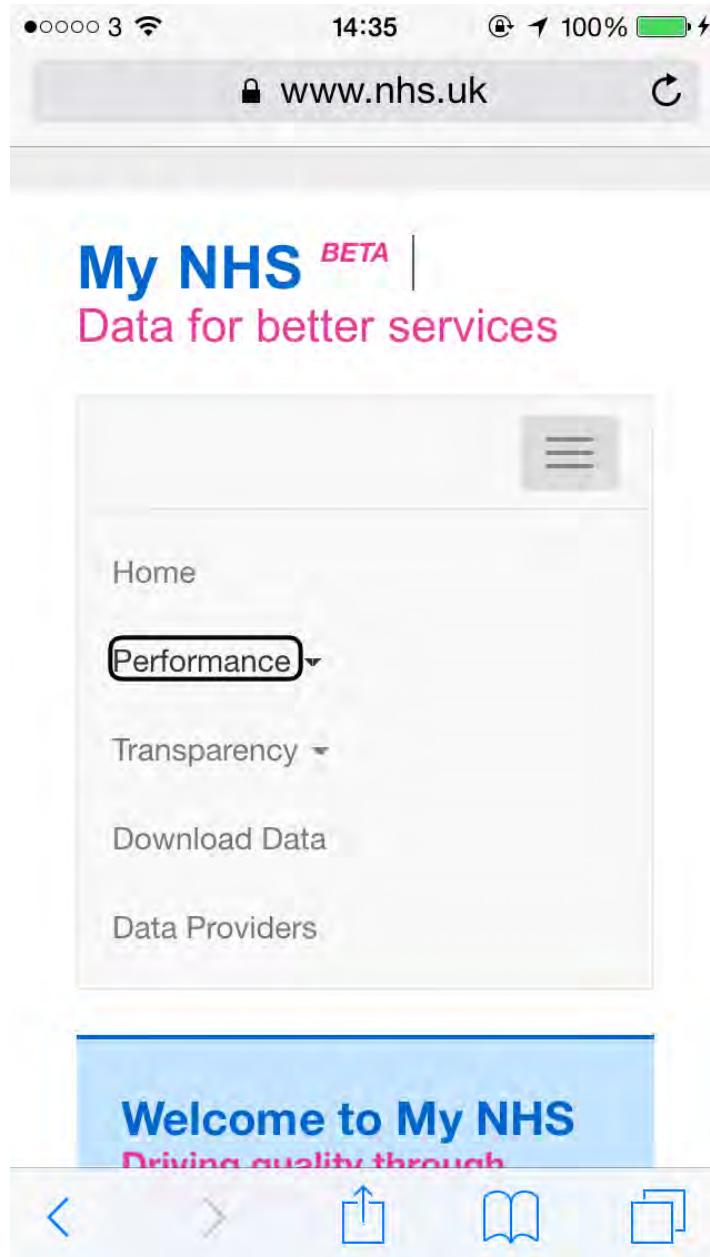


The screenshot shows a mobile web browser displaying the NHS Choices website. At the top, there are standard mobile status icons: signal strength, battery level at 100%, and a timestamp of 14:31. Below this is the URL bar showing "www.nhs.uk". The main content area contains the following information:

- Comments & Ratings:** 0 comments | 4 ratings
- Credits:** NHS Choices
- Media last reviewed: 22/07/2015
- Next review due: 22/07/2017

Below this is a search bar labeled "Search videos and audio:" with a "Go" button. Further down is a section titled "Editor's choice videos" with a play button icon. At the bottom of the page, there are social sharing links for Twitter and Facebook, and a link to "Subscribe". A "Leave your comment" button is visible, along with "Log in or Register" links. Navigation icons for back, forward, upload, and other functions are also present.

Example below shows 'Menu' accordion was not declared with role and states on Mobile (Page 17)



Recommendation

Consider declaring role and states of the accordion and dropdown to enable assistive technology to announce the functionalities and behaviour of the custom widget.

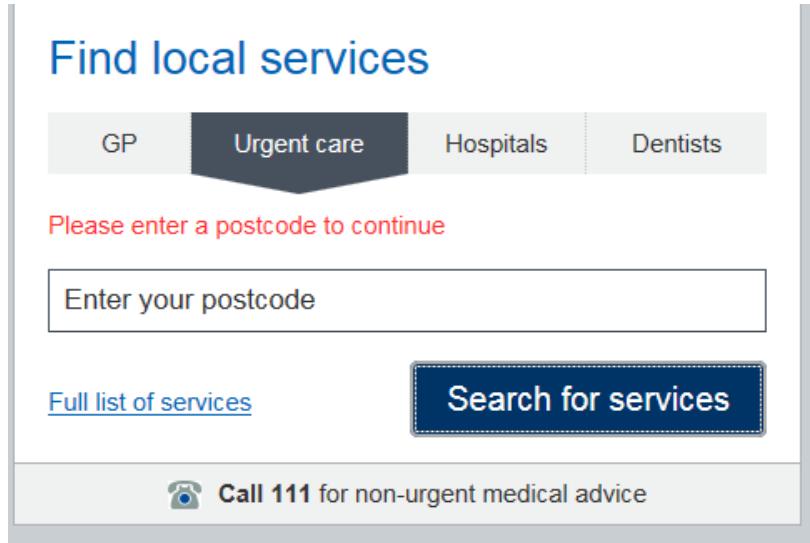
For more information on accordion, see <http://www.w3.org/TR/wai-aria-practices/#accordion>

Issue (WCAG-022) – Error not associated to input [Medium priority]

Pages affected: Desktop (Page 1, 5, 10)

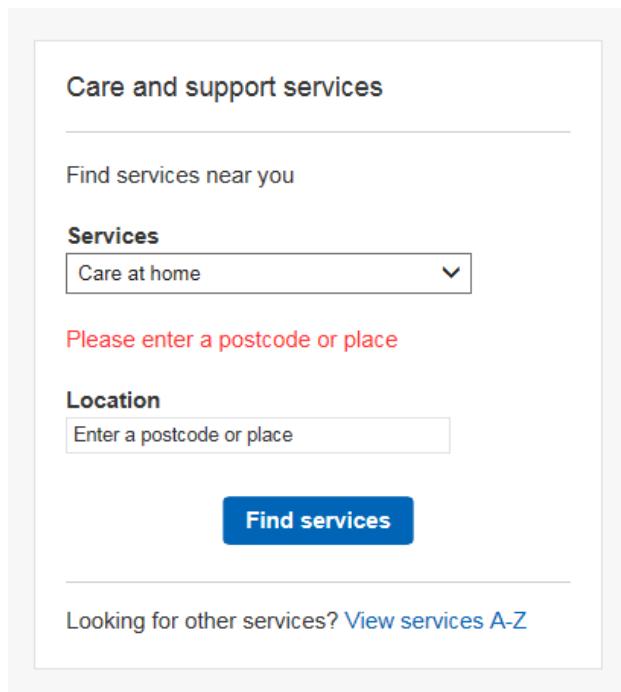
Error messages were presented after user submits an incomplete form. While this is clear to visual users, it can be challenging to identify the affected inputs with screen readers. User may find it difficult to orientate the error as it may appear to relate to the next input element and not read out automatically.

Example below shows error not read out on input focus for Desktop (Page 1)



The screenshot shows a web page titled "Find local services". At the top, there is a navigation bar with four tabs: "GP", "Urgent care" (which is highlighted in dark blue), "Hospitals", and "Dentists". Below the navigation bar, a red error message "Please enter a postcode to continue" is displayed. A text input field labeled "Enter your postcode" is present. To the left of the input field is a link "Full list of services". To the right of the input field is a blue button labeled "Search for services". At the bottom of the page, there is a link "Call 111 for non-urgent medical advice" accompanied by a telephone icon.

Example below shows error not read out on input focus for Desktop (Page 5)



The screenshot shows a web page titled "Care and support services". It has a section titled "Find services near you". Under this section, there is a dropdown menu labeled "Services" with the option "Care at home" selected. Below the dropdown, a red error message "Please enter a postcode or place" is displayed. There is a text input field labeled "Enter a postcode or place". Below the input field is a blue button labeled "Find services". At the bottom of the page, there is a link "Looking for other services? [View services A-Z](#)".

Example below shows error not read out on input focus for Desktop (Page 10)

Create an NHS Choices account



Creating an account will let you save information, receive emails on your chosen topics and health goals and comment on our content.

Your email address

Please enter an email address.

Please confirm your email address.

Enter email address:

Confirm email address:

Your screen name

Please enter a screen name

This is used to identify any comments you enter into any of our forums or comment areas. To protect your privacy we do not use your email to identify you.

Screen name:

Your password

Your password must be between 8 and 20 characters and include at least one number, one uppercase letter and one lowercase letter.

Please enter a password.

Please confirm your password.

Choose a password:

Strength WEAK

Confirm password:

Recommendation

Use ARIA LABELLEDBY to associate the error message with the input element, so that when user focuses on the input, the error message is read out automatically. For more information on presenting validation error, see

<http://www.w3.org/WAI/tutorials/forms/notifications/#after-submit>

Issue (WCAG-023) – Menu role and state not declared [High priority]

Pages affected: Mobile (Page 1-17)

Menu widget was not declared with appropriate role and states. Assistive technologies are not able to announce the role and behaviour of the widget, resulting in users not able to access the functionality and behaviour.

Example below shows ‘Menu’ widget not declared with role and state for Mobile (Page 1-16)



Example below shows 'Menu' widget not declared with role and state for Mobile
(Page 5)



Your guide to care and support

Your guide to care and support

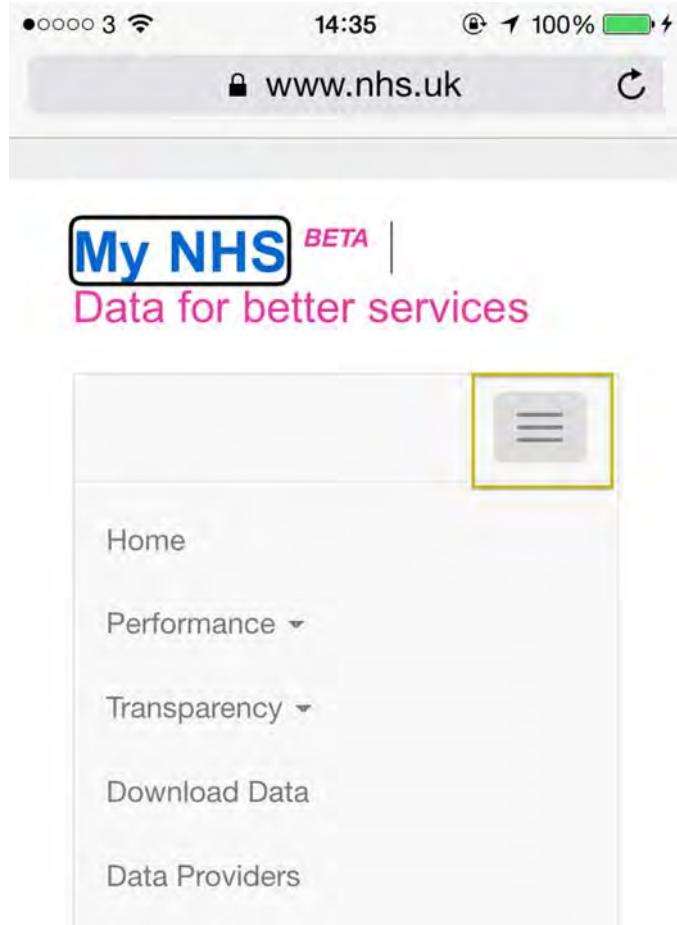


This guide is for people who have care and support needs, their carers and people who are planning for their future care needs.

The green tabs at the top of every page



Example below shows 'Menu' widget not declared with role and state for Mobile
(Page 17)



Recommendation

Consider declaring role and states of the menu to enable assistive technology to announce the functionalities and behaviour of the custom widget.

For more information on accordion, see <http://www.w3.org/TR/wai-aria-practices/#menu>

Issue (WCAG-024) – Rating state not declared [High priority]

Pages affected: Desktop (Page 3, 5, 14)

'Add your rating' section on Desktop (Page 3, 5 and 14) were no declared with state to provide clear interaction feedback to users. When focused using screen reader, rating number is announced, but selected state is not announced.

Ratings

How helpful is this page?

Average rating

 Based on 118 ratings [View all ratings](#)

Add your rating



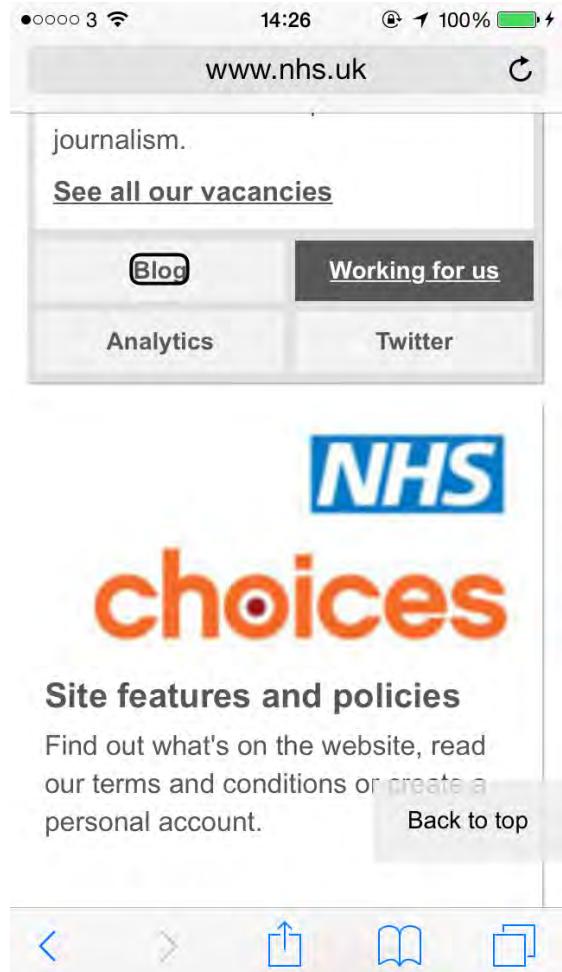
Recommendation

Ensure the state of the selected rating is announced to user using screen reader

Issue (WCAG-025) – Tab's role and state not declared [Medium priority]

Pages affected: Mobile (Page 11)

Tabs widget on Mobile (Page 2) was not declared with appropriate role and states. Assistive technologies are not able to announce the role and behaviour of the widget, resulting in users not able to access the functionality and behaviour.



Recommendation

Consider declaring role and states of the slider to enable assistive technology to announce the functionalities and behaviour of the custom widget.

For more information on accordion, see <http://www.w3.org/TR/wai-aria-practices/#tabpanel>

[Return to priority breakdown](#)

Level AA Conformance accessibility issues

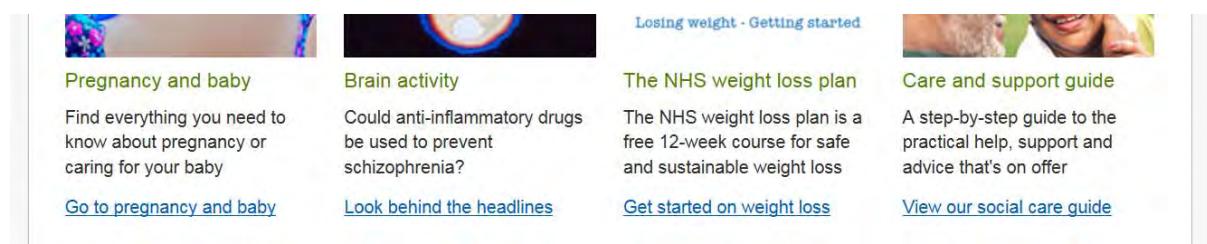
[Ref: 1.4.4] Resize text

Many people with mild to moderate vision impairments just need to read web pages with a bigger text size that they typically select from browser options – you need to ensure when the text size is increased for example in Internet Explorer – View > Text Size > Largest the text size increasing and there is no cropping or overlapping of text

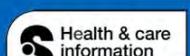
Issue (WCAG-026) – Text not resizable [Low priority]

Pages affected: Desktop (Page 1-17)

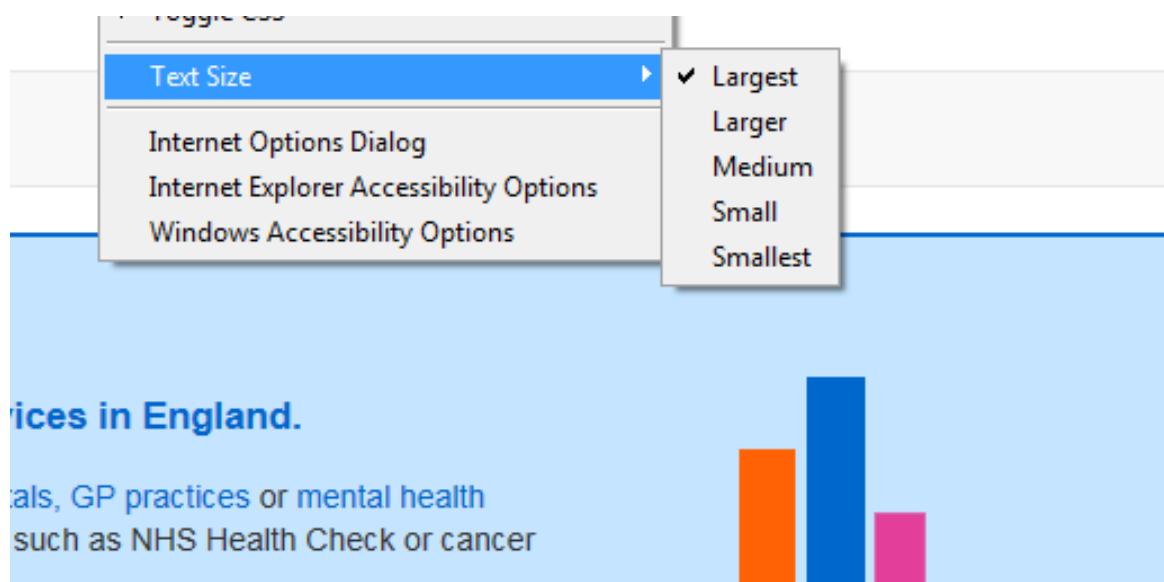
Text on ‘Footer’ section of Desktop (Page 1-16) was not resizable using the browser default text resize tool. User with mild vision impairment may rely on inexpensive browser based text resizer tool to adjust text size to suit their needs.



NHS Choices information	Choices e-newsletters	Your pages			
Site policies	Other NHS sites	About the NHS	Other channels	Other Languages	Contact NHS Choices
Terms and conditions	NHS e-Referral Service	The NHS in England	Follow us on Twitter	Visit our language section for more health websites in foreign languages.	Choices helpdesk
Editorial policy	Summary Care Records	About NHS services	Facebook		Freedom of Information requests
Comments policy	Choice in the NHS	Quality accounts	YouTube		Working for NHS Choices
Syndication	NHS Scotland	PROMs	Video library		Request content evidence sources
Privacy policy	NHS Northern Ireland	Find authorities and trusts	Links library		NHS Direct legacy enquiries
Cookies policy	NHS Wales	NHS Choices Training			Press enquiries
Links policy	NHS Careers				
Personal accounts	NHS Jobs				
Accessibility	Department of Health				
Sitemap	NHS England				

 GOV.UK
 

On Desktop (Page 17), the whole page is not resizable



Recommendation

Avoid using absolute text size unit and use relative unit instead. Relative text size unit will react to browser text size changes.

Alternatively, consider providing a text resize widget. An example of text resizer can be found at <http://simpleritsolutions.com/font-resizer>

Alternatively, if the default zoom tool in modern browsers works fine, this too is acceptable.

[Return to priority breakdown](#)

[Ref: 2.4.7] Focus visible

Keyboard users rely on the focus outline to keep track of where they are on web pages; the currently selected link is the one said to have the focus. Most browsers use a faint dotted outline to indicate the focus to the user, though some browsers like [Chrome](#) or [Safari](#) use an enhanced focus outline, consisting of a coloured border around the selected link.

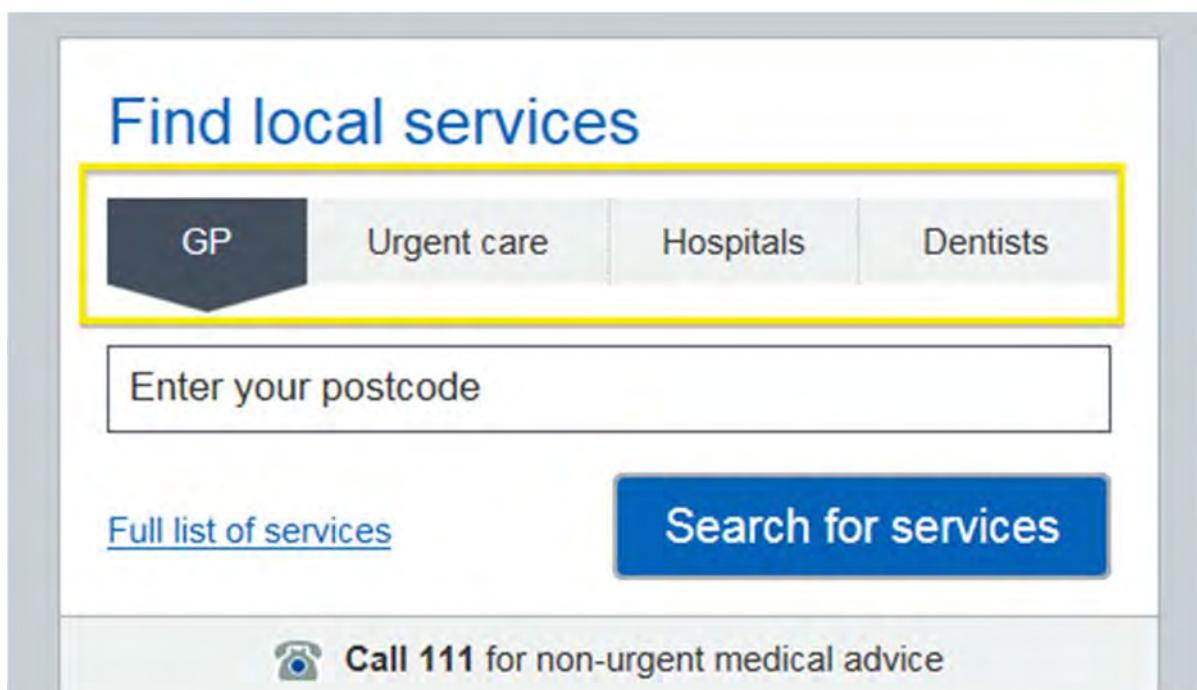
Providing an enhanced keyboard focus highlight via CSS or scripting gives users a clear visual indicator so they don't become disoriented or lost.

Issue (WCAG-027) – No focus indicator [Medium priority]

Pages affected: Desktop (Page 1, 3, 6, 10)

While most of the focusable element have default browser focus indicator visible, some elements were not visible. Keyboard-only users may find it difficult to follow their tab focus and may cause them to lost orientation while navigating the site.

Example below shows ‘Find local services’ section on Desktop (Page 1) has no focus indicator



Example below shows ‘Arthritis forum’ section on Desktop (Page 3, 6) has no focus indicator

Arthritis forum

 osteoarthritis and depression
I have been diagnosed with osteoarthritis in my spine for the past year I was...
8 replies

 Hello all 😊
I've been in pain majority of this year (early Osteo in my hip) My Doctor has...
1 reply

 Feel like I've been run over by a bus.
Hi, I've not posted before although I do enjoy reading your posts and can...
1 reply

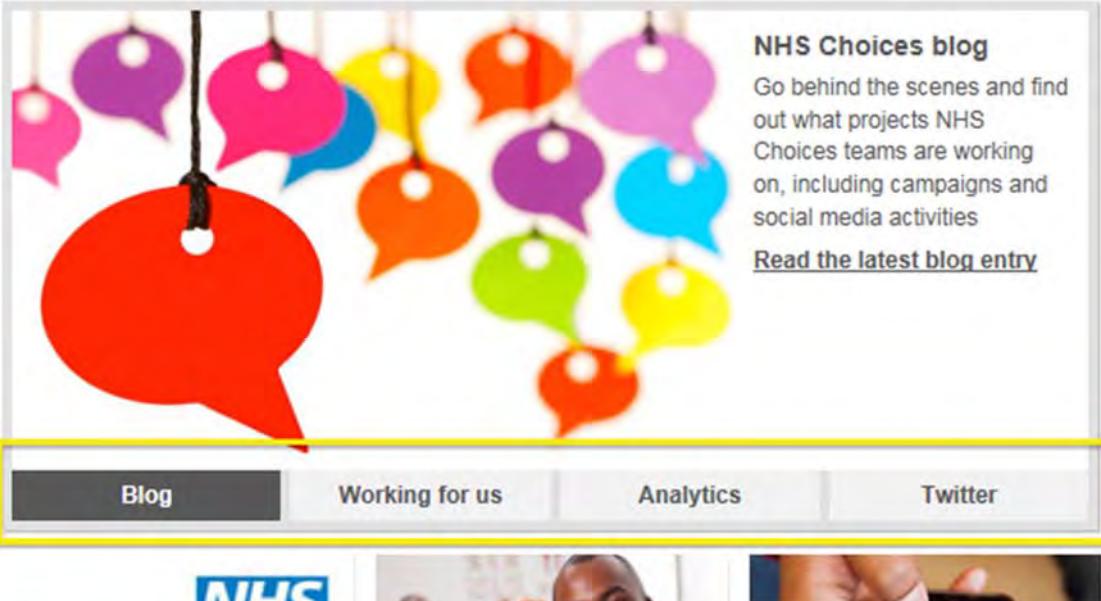
[More from the community](#)

Content provided by [Health Unlocked](#)

Example below shows 'NHS Choices' section on Desktop (Page 10) has no focus indicator

NHS Choices

Helping put you in charge of your healthcare



Recommendation

Provide clear focus indicator so that user can orientate and aid navigation of the site using keyboard.

For more information on the latest practice in keyboard indicator, see
<http://webaim.org/blog/progress-on-focus-indicators/>

[Return to priority breakdown](#)

Additional issues

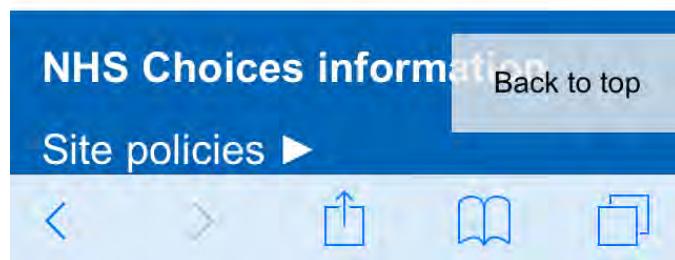
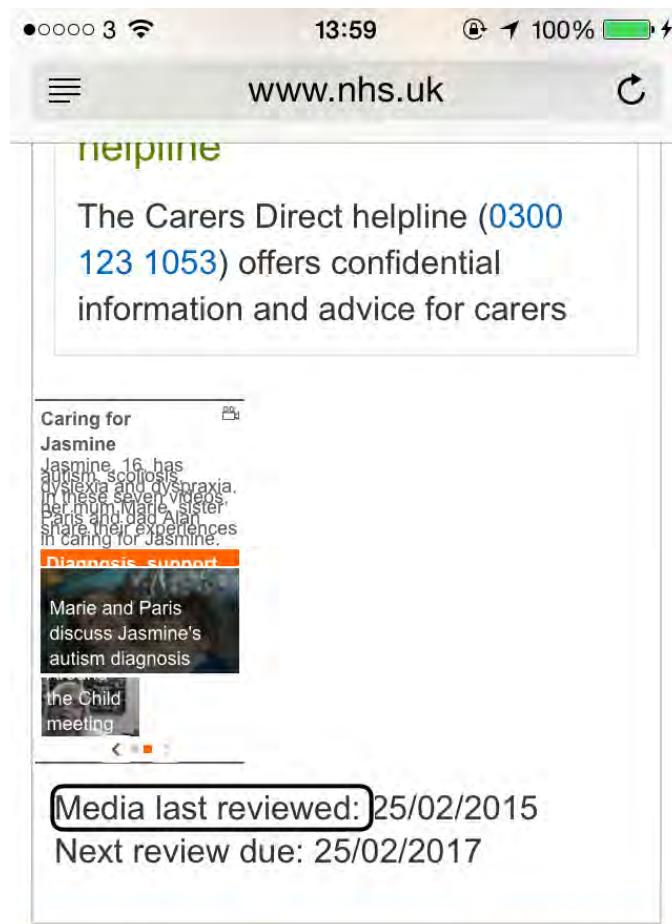
This section details any issues found that are not related to WCAG conformance, but which, if addressed, will improve the overall accessibility or usability of your site.

Additional issues

Issue (AI-001) – Content do not fit screen size [High priority]

Pages affected: Mobile (Page 5)

'Caring for Jasmine' section on Mobile (Page 5) was not rendered appropriately to device screen size when viewed on Portrait mode on iOS device. This may cause general mobile users difficulties to interact and read the content.



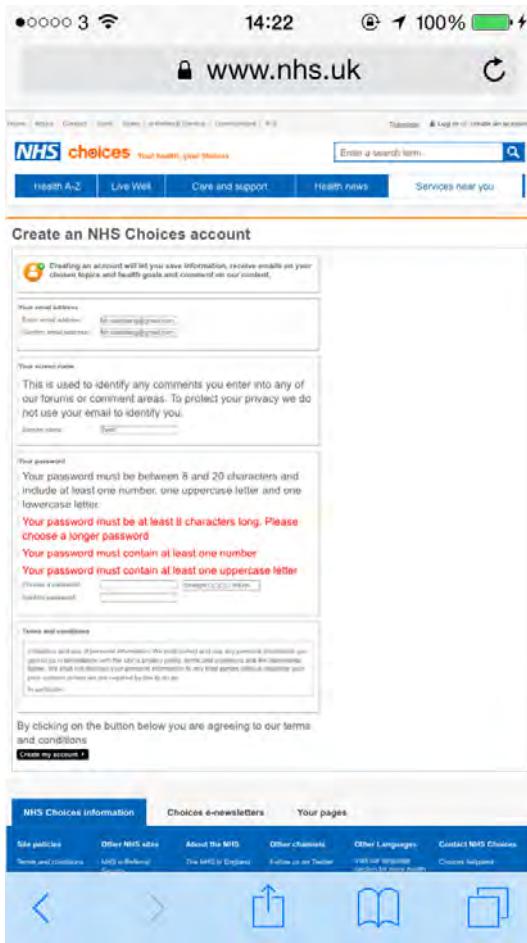
Recommendation

Ensure content are rendered appropriately on both orientation on mobile devices

Issue (AI-002) – Mobile form submitted to desktop page [Medium priority]

Pages affected: Mobile (Page 10)

When form on Mobile (Page 10) is submitted, validation messages were provided but user is directed to desktop version of the page.



Recommendation

Ensure user is directed to mobile layout upon form submission

[Return to priority breakdown](#)

Appendix A: W3C WCAG 2.0 Quick Reference

1.1 Text Alternatives:

Provide text alternatives for any non-text content so that it can be changed into other forms people need, such as large print, braille, speech, symbols or simpler language

1.2 Synchronized Media

Provide synchronized alternatives for synchronized media

1.3 Adaptable:

Create content that can be presented in different ways (for example simpler layout) without losing information or structure

1.4 Distinguishable:

Make it easier for users to see and hear content including separating foreground from background

2.1 Keyboard Accessible:

Make all functionality available from a keyboard

2.2 Enough Time:

Provide users with disabilities enough time to read and use content

2.3 Seizures:

Do not design content in a way that is known to cause seizures

2.4 Navigable:

Provide ways to help users with disabilities navigate, find content and determine where they are

3.1 Readable:

Make text content readable and understandable

3.2 Predictable:

Make Web pages appear and operate in predictable ways

3.3 Input Assistance:

Help users avoid and correct mistakes

4.1 Compatible:

Maximize compatibility with current and future user agents, including assistive technologies

The full WCAG 2.0 guidelines can be found at:

<http://www.w3.org/TR/WCAG20/>

Appendix B: W3C Mobile Web Best Practice Statements

1. **[THEMATIC CONSISTENCY]** Ensure that content provided by accessing a URI yields a thematically coherent experience when accessed from different devices.
2. **[CAPABILITIES]** Exploit device capabilities to provide an enhanced user experience.
3. **[DEFICIENCIES]** Take reasonable steps to work around deficient implementations.
4. **[TESTING]** Carry out testing on actual devices as well as emulators.
5. **[URIS]** Keep the URIs of site entry points short.
6. **[NAVBAR]** Provide only minimal navigation at the top of the page.
7. **[BALANCE]** Take into account the trade-off between having too many links on a page and asking the user to follow too many links to reach what they are looking for.
8. **[NAVIGATION]** Provide consistent navigation mechanisms.
9. **[ACCESS KEYS]** Assign access keys to links in navigational menus and frequently accessed functionality.
10. **[LINK TARGET ID]** Clearly identify the target of each link.
11. **[LINK TARGET FORMAT]** Note the target file's format unless you know the device supports it.
12. **[IMAGE MAPS]** Do not use image maps unless you know the device supports them effectively.
13. **[POP UPS]** Do not cause pop-ups or other windows to appear and do not change the current window without informing the user.
14. **[AUTO REFRESH]** Do not create periodically auto-refreshing pages, unless you have informed the user and provided a means of stopping it.
15. **[REDIRECTION]** Do not use markup to redirect pages automatically. Instead, configure the server to perform redirects by means of HTTP 3xx codes.
16. **[EXTERNAL RESOURCES]** Keep the number of externally linked resources to a minimum.
17. **[SUITABLE]** Ensure that content is suitable for use in a mobile context.
18. **[CLARITY]** Use clear and simple language.
19. **[LIMITED]** Limit content to what the user has requested.
20. **[PAGE SIZE USABLE]** Divide pages into usable but limited size portions.

21. [PAGE SIZE LIMIT] Ensure that the overall size of page is appropriate to the memory limitations of the device.
22. [SCROLLING] Limit scrolling to one direction, unless secondary scrolling cannot be avoided.
23. [CENTRAL MEANING] Ensure that material that is central to the meaning of the page precedes material that is not.
24. [GRAPHICS FOR SPACING] Do not use graphics for spacing.
25. [LARGE GRAPHICS] Do not use images that cannot be rendered by the device.
Avoid large or high resolution images except where critical information would otherwise be lost.
26. [USE OF COLOR] Ensure that information conveyed with color is also available without color.
27. [COLOR CONTRAST] Ensure that foreground and background color combinations provide sufficient contrast.
28. [BACKGROUND IMAGE READABILITY] When using background images make sure that content remains readable on the device.
29. [PAGE TITLE] Provide a short but descriptive page title.
30. [NO FRAMES] Do not use frames.
31. [STRUCTURE] Use features of the markup language to indicate logical document structure.
32. [TABLES SUPPORT] Do not use tables unless the device is known to support them.
33. [TABLES NESTED] Do not use nested tables.
34. [TABLES LAYOUT] Do not use tables for layout.
35. [TABLES ALTERNATIVES] Where possible, use an alternative to tabular presentation.
36. [NON-TEXT ALTERNATIVES] Provide a text equivalent for every non-text element.
37. [OBJECTS OR SCRIPT] Do not rely on embedded objects or script.
38. [IMAGES SPECIFY SIZE] Specify the size of images in markup, if they have an intrinsic size.
39. [IMAGES RESIZING] Resize images at the server, if they have an intrinsic size.
40. [VALID MARKUP] Create documents that validate to published formal grammars.

-
- 41. [MEASURES] Do not use pixel measures and do not use absolute units in markup language attribute values and style sheet property values.
 - 42. [STYLE SHEETS USE] Use style sheets to control layout and presentation, unless the device is known not to support them.
 - 43. [STYLE SHEETS SUPPORT] Organize documents so that if necessary they may be read without style sheets.
 - 44. [STYLE SHEETS SIZE] Keep style sheets small.
 - 45. [MINIMIZE] Use terse, efficient markup.
- [CONTENT FORMAT SUPPORT] Send content in a format that is known to be

Appendix C: Priority methodology

Below is an explanation of what our priority levels refer to. Note that a priority level is related to the potential difficulty an issue will cause users, from completely preventing access to a page or functionality, through to causing minor inconvenience.

By specific user groups, we refer to users of a particular assistive technology, or users with a specific functional disability (e.g. keyboard users refers to users who cannot use a mouse, screenreader users refer to users who require their screenreading software, such as VoiceOver or JAWS, to use their computer).

High: "can't use"

Specific user group(s) are excluded from using part of the site.

Specific user group(s) are prevented from performing actions or cannot access certain content.

Examples: Menus cannot be opened with keyboard (and there is no obvious alternative to access the same links), screen reader users don't know that a section can be expanded and therefore miss some important content, essential information in images without alt text, no captions for a video.

Medium: "causing problems"

Specific user group(s) will experience significant problems but they are not prevented from using the site.

Specific user group(s) are not excluded from using the site but some users will find it very frustrating.

Examples: Unusual behaviour, users may eventually work out how to use the site but it is not obvious.

Low: "cosmetic/minor"

Minor issues, cosmetic issues. Something is wrong but it won't affect users too much.

Examples: Screen reader doesn't read the right thing, but site is still usable. Audio clutter due to a small number of cosmetic images with alt text.

(Note: if there is a very large number of cosmetic images with alt text causing a lot of audio clutter this may become very frustrating for users and may then be Medium priority)

Appendix D: Useful links and references

The following links are useful accessibility resources.

Web accessibility Initiative (WAI)

<http://www.w3.org/WAI/>

WebAIM: Accessible Forms

<http://webaim.org/techniques/forms/>

ARIA resources

Browser support matrix

<http://caniuse.com/#feat=wai-aria>

Practical ARIA examples

http://heydonworks.com/practical_aria_examples/

Colour contrast

The following tools are useful for evaluating colour contrast issues, as well as suggesting valid colour alternatives.

Windows app

- <http://www.visionaustralia.org/info.aspx?page=628>

Some online contrast checking tools

- <http://contrast-finder.tanaguru.com/> (This will suggest valid replacement colour combinations)
- http://snook.ca/technical/colour_contrast/colour.html
- <http://webaim.org/resources/contrastchecker/>