

Accessibility statement for Rapid Health Smart Triage

This statement applies to the Smart Triage patient-facing service.

Smart Triage is a web-based application that can be accessed by patients from their GP practice website. It's provided to patients so they can make administrative or medical advice requests to their practice as well as browse NHS self-help information and book appointments where these are offered to them.

The service is run by the UK-based company, Rapid Health, and we aim for as many people as possible to be able to use the service.

The service is compatible with Chrome and modern browsers. This means that you should be able to:

- change colours, contrast levels and fonts using browser or device settings
- zoom in up to 300% without the text spilling off the screen
- navigate most of the website using just a keyboard
- navigate most of the website using speech recognition software
- listen to most of the website using a screen reader (including the most recent versions of JAWS, NVDA and VoiceOver)
- change text into different languages (but there is a risk the translation may not be right for medical language)

You can find further information about how to do this at [AbilityNet](#).

We've also made the text as simple as possible to understand.

Limitations

Some parts of the service are not yet fully accessible:

- Some page functionality may not be available using the keyboard alone
- Some pages don't have a clear descriptive and informative page title
- The purpose of some links cannot be determined from the link text alone and may be missing proper labelling
- In some cases, error messages don't get focus and are not announced to screen readers.

Feedback and reporting accessibility problems

We welcome feedback and improvement suggestions, so [please contact us](#) and we will reply to you within a few days.

Please contact your GP if you need to discuss anything about your health or requests to the practice.

If you find any problems not listed here or think we're not meeting accessibility requirements, [please contact our support team](#).

Enforcement procedure

The Equality and Human Rights Commission (EHRC) enforces the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018 (the 'accessibility regulations'). If you're not happy with how we respond to a complaint, [contact the Equality Advisory and Support Service \(EASS\)](#).

Contacting us

We're a remote company, so contact is through our [support desk](#).

Technical information about this website's accessibility

Rapid Health is committed to making this website application accessible, in accordance with the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018.

Compliance status

The service is almost fully compliant with the [Web Content Accessibility Guidelines version 2.1](#) AA standard. We want to make it more accessible and as we update the service, we will update this statement too.

What we're doing to improve accessibility

We are working through the screens to improve accessibility to comply fully with the WCAG 2.1 AA standards and, where we can, with the WCAG 2.1 AAA standard also.

Preparation of this accessibility statement

This statement was prepared on 15th November 2023.