



Accessibility Statement for the Neuro Application

This accessibility statement applies to the Neuro application <https://pdd.neuroapp.co.uk/auth/login?redirectUri=%252Fpatient-management%252Fpatients>

This app is run by Neuroresponse CIC. We want as many suitable people as possible to be able to use this application. For example, that means you should be able to:

- change colours, contrast levels and fonts
- zoom in up to 200% without the text spilling off the screen
- navigate most of the app using just a keyboard

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

How accessible this application is

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

- the text will not reflow in a single column when you change the size of the browser window
- you cannot modify the line height or spacing of text



Feedback and contact information

If you need information on the app in a different format like accessible PDF, large print, easy read, audio recording or braille, please email:

rf.neuroresponse@nhs.net

We will consider your request and get back to you within 7 working days.

If you cannot view any details or need to contact us in another way other than email, please see our contact page

<https://neuroresponse.com/contact/>

Reporting accessibility problems with this application

We're always looking to improve the accessibility of our app. If you find any problems not listed on this page or think we're not meeting accessibility requirements, contact: rf.neuroresponse@nhs.net

Enforcement procedure

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



Contacting us by phone

You can contact us by telephone Monday-Friday, from 9am-5pm at 0300 033 9690

Technical information about this application's accessibility

Neuroresponse CIC is committed to making its application accessible, in accordance with the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018.

Compliance status

This website is partially compliant with the [Web Content Accessibility Guidelines version 2.1](#) AA standard.

Non-accessible content



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

Disproportionate burden

Navigation and accessing information

It's not possible for users to change text size without some of the content overlapping.

We've assessed the cost of fixing the issues with navigation and accessing information. We believe that doing so now would be a [disproportionate burden](#) within the meaning of the accessibility regulations. We will make another assessment in the future.

Content that's not within the scope of the accessibility regulations

PDFs and other documents

The accessibility regulations [do not require us to fix PDFs or other documents published before 23 September 2018](#) if they're not essential to providing our services. For example, we do not plan to fix [example of non-essential document].

Any new PDFs or Word documents we publish will meet accessibility standards.



Live video

We do not plan to add captions to live video streams because live video is [exempt from meeting the accessibility regulations](#).

What we're doing to improve accessibility

Our service is co-designed with our users and we involve our users in all aspects of our service. We plan to review accessibility on this website on a regular basis.

Preparation of this accessibility statement

This statement was prepared on 22nd March 2023. It was last reviewed on 22nd March 2023.