

Website & Patient Portal Accessibility Statement

Our commitment

The Croft Clinic wants as many people as possible to be able to use our website and patient portal. We aim to make our digital information and services clear, usable and accessible, and to make reasonable improvements where accessibility barriers are identified.

We use recognised accessibility guidance, including the Web Content Accessibility Guidelines (WCAG) 2.2, to help us review and improve our digital services. We are not currently claiming full WCAG 2.2 AA compliance.

What this statement covers

This statement covers The Croft Clinic's public website and patient portal, including patient-facing pages, online forms, appointment booking and patient information resources.

Some functions are provided through third-party services, including embedded online forms and appointment booking. We consider accessibility when reviewing these services, although some aspects of their design and functionality are outside our direct control.

How we review accessibility

In October 2026, we carried out an initial accessibility review of a representative selection of pages on our public website and portal using Google Lighthouse automated accessibility testing, alongside a review of page content and structure. We are also reviewing the patient portal and key patient-facing forms and journeys.

Automated testing can identify many common accessibility issues but cannot identify every barrier. We therefore use the findings as one part of our ongoing review and will also consider accessibility issues identified through patient feedback or when changes are made to our digital services.

Known limitations and improvements

Some content or functionality may not yet be fully accessible. This may include some downloadable documents, images, embedded forms or functionality provided by third-party services.

Where we identify an accessibility issue, we will consider reasonable improvements and prioritise issues that affect a person's ability to access important information or use our services.

If you need help

If you have trouble accessing information or using any part of our website or patient portal, please contact us. We will consider reasonable adjustments and, where possible, provide the information or support in an alternative way that meets your needs.

Email: hello@thecroftclinic.com

Website: thecroftclinic.com

Feedback

We welcome feedback about the accessibility of our website and patient portal. If you find an accessibility problem that is not described in this statement, please contact us so that we can review it.

Review of this statement

This statement was prepared in October 2026 following our initial digital accessibility review. We will review it when significant changes are made to the website or patient portal, or when our accessibility review identifies information that should be updated.