

NHS WESTERN ISLES

Website page access audit report from the perspective of Equality and Diversity December 2024

Strategic Diversity Lead carried out accessibility audit of NHS Western Isles' external website page in partnership with Patient Focus Public Involvement Officer in the month of October-November 2024.

In terms of content, the website covers all the necessary information about the Organisation such as organisational structure and all the necessary services available to people who use them. It also gives a specific link to service users such as patients, carers and visitors. The links to the service users are clearly highlighted and guided with a suitable fonts and formats. The links provided on website page works effectively to find what the service users are looking for.

With regards to the content of Equality and Diversity section, it has been totally reviewed recently and updated accordingly to reflect the national and local priorities.

For those who need the additional support, they have been guided to the suitable and relevant services. For example, it is saying, "If you feel that you would benefit from some additional support to make your stay more comfortable, or to help you communicate, please ask a member of staff. This might be:

- Lifting equipment if you have difficulty standing, or transferring from a wheelchair
- If you require information in other languages
- A language interpreter, or someone to sign if you are deaf
- Assistance if you are visually impaired
- You require a wheelchair"

If the service users are looking for any information, they have been guided to the relevant information leaflets, policies and procedures.

People with sensory impairments also can find the relevant information. Website page includes lots of signs and symbols in addition to words to help

such people. Such people have been guided to the additional resources such as Contact Scotland BSL, Sight Action Western Isles, Sensory Centre, etc.

Website not only provides all the necessary information in written documents, but it also assures the service users about the committed staff in respective areas to help those in need. "Our staff are committed to introducing themselves to you whenever they meet you or provide you with clinical care. We're here to help. Please speak to one of our staff if there is anything you want to tell us or would like us to know".

Website satisfies the general duties placed upon Public Authorities by the Equality Act 2010.

They are:

1. Eliminate unlawful discrimination, harassment and victimisation
2. Advance equality of opportunity between people of Protected Characteristics (PCs)
3. Foster good relations between Protected Characteristics



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