

Top Tips for using NHSGGC's Website

Accessibility Features

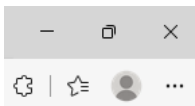
The NHSGGC website is designed to be usable by as many people as possible. Whether you are adjusting colours and text size, using a keyboard or screen reader, or accessing information in alternative formats, this guide will help you navigate the available tools.

1. Changing Colours, Contrast, and Fonts

NHSGGC allows you to adjust the look of the site using your browser or device settings. These changes support users with visual impairments or reading difficulties.

How to do it

- Look for your “settings and options” buttons, normally found in the top right corner on your web browser:



- Select the three horizontal dots to find and use its built-in accessibility options to modify:
 - **Colour schemes**
 - **Contrast levels**
 - **Font type and size**

2. Zooming In (Up to 400%)

You can zoom in on pages without content spilling off the screen. This is helpful for users who need larger text or more spacing.

How to zoom

- On most keyboards, press **Ctrl and the Plus sign (+)** or **Cmd (command) and the Plus sign (+)**.
- You can zoom up to **400%** while keeping the website readable.

3. Navigating the Website Using a Keyboard

The NHSGGC website supports keyboard-only navigation for people who cannot use a mouse.

Keyboard tips

- Press the **Tab** button  to move forward through links and buttons.
- Press **Shift + Tab** to move backwards  and 
- Press **Enter** to activate a link or button. 

4. How to print a webpage

- Open the page you want to print.
- Press Ctrl + P (Windows) or Cmd + P (Mac),
- or choose Print from your browser menu.
- Check the preview and select your printer.
- Select Print.

5. How to bookmark a page

On an iPhone or iPad

- Adding a bookmark in the Safari browser on iPhone or iPad Touch and hold the book symbol then tap Add Bookmark.
- Tap the book symbol to see your saved bookmarks.

On an Android phone or tablet

When you're on the page you want to bookmark:

- Click on the three dots at the top right of the screen
- Click on the star symbol to bookmark the page
- The page link will be saved in your Bookmarks folder and you can find it again by clicking on the three dots again and then Bookmarks.

On a Windows PC or laptop

Microsoft Edge

When you're on the page you want to bookmark:

- Select the **Add this page to favourites** button (star symbol) in the address bar.
- The page link will be saved in your Favourites folder and you can find it again by clicking on the Favourites icon (star symbol with three lines) in the toolbar.

Google Chrome

When you're on the page you want to bookmark:

- Select the **Bookmark** button (star symbol) in the address bar.
- The page link will be saved in your Bookmarks folder and you can find it again by clicking on the three dots (More) on the toolbar and then Bookmarks and Lists.

6. Using Speech Recognition Software

Speech recognition tools (e.g., Voice Control, Dragon NaturallySpeaking) work with most of the NHSGGC site's interactive elements.

What you can do by voice

- Open links
- Click menu options
- Navigate pages

7. Using Screen Readers

The site is compatible with major screen readers including:

- **JAWS**
- **NVDA**
- **VoiceOver**

Tips for screen reader users

- Use screen reader shortcuts to navigate headings, links, and form fields.
- Some older PDFs may not be fully accessible. Alternative formats are available on request by emailing ggc.clear.toall@nhs.scot

8. Accessing Information in Alternative Formats

If you need information in a format other than standard text, NHSGGC can provide:

- Accessible PDFs
- Large print
- Easy Read
- Audio
- Braille
- Translations

How to request an alternative format

Email: ggc.clear.toall@nhs.scot

We'll consider your request and get back to you as soon as possible.

9. Using Automatic Translation Tools

Automatic web translators can assist with general language support.

Important note: These tools are helpful but should not be relied on for detailed or critical health information.

10. Improving Your Device's Accessibility Settings

To enhance your experience across all websites (including NHSGGC), you can customise:

- Text size
- Colour contrast
- Keyboard functions
- Mouse alternatives
- Speech input

11. Accessibility for BSL Users

Watching NHS videos with subtitles

What are subtitles?

Subtitles show the spoken words as text on the screen.

How to turn subtitles on

On most NHS videos

- Look for **CC** or a **speech bubble** on the video, generally found in the video player settings (cog symbol at bottom right hand side of video) or via the three dots symbol.
- Select it to turn subtitles on

On YouTube

1. Play the video
2. Select **CC** at the bottom or top of the screen
3. This can also be found in settings (cog symbol at bottom right hand side of video)
4. Subtitles will appear

You can make subtitles **bigger** or **clearer** using the **settings** () button.

On a mobile phone or tablet

1. Tap the video
2. Tap **CC**
3. Subtitles will show on the screen

If subtitles are missing

You can:

- Ask for a **written version**
- Ask for a **BSL version**
- Ask NHS staff for information in a different accessible format

12. Reporting Accessibility Problems

If you discover an issue with accessibility on the NHSGGC website, you can report it.

Contact the Web Team

Email: webteam@nhsggc.scot

If you're unsatisfied with the response

You can contact the **Equality Advisory and Support Service (EASS)** and information can be found here: [Equality Advisory and Support Service](#)

13. Understanding NHSGGC's Accessibility Compliance

NHSGGC is committed to meeting the **WCAG 2.2 AA standard**, as required by UK public sector accessibility regulations.

NHSGGC's Accessibility Statement can be found here: [Accessibility Statement for NHSGGC.SCOT - NHSGGC](#)