



## Accessibility Statement for Call Connect GP (CCGP) Software

At Metier, we are committed to ensuring digital accessibility for everyone, including individuals with disabilities. We aim to continually improve the user experience for all and apply the relevant accessibility standards wherever possible.

### Purpose Of The Software

Call Connect GP is a local PC software application. The software is intended for use within a GP Practice and is used in conjunction with the Clinical System specifically for the purpose of receiving/making voice telephone calls.

1. On answering an inbound telephone call
  - To display information on screen matched to the telephone number
  - After confirming caller's identity – a single button click to select the patient in the associated Clinical System used
2. Allow simple click to dial of telephone numbers on screen
3. Provide an on-screen searchable telephone directory with notes

We want as many people as possible to be able to use CCGP software, whilst noting the use of voice telephony may in itself present some accessibility barriers.

Some examples of the design to support this includes:

- The overall size of the CCGP Dashboard user interface “screen pop” is designed for clarity and accessibility as opposed to aesthetics
- CCGP Dashboard has no flashing content
- For all click button functionality - the buttons are clearly labelled and not graphical
- Key information displayed is separated into distinct panes with either fixed larger fonts or ability to click on screen to increase font size
- Colours, contrast levels and fonts are matched to the Clinical Systems (Emis and SystemOne) used.
- The software can cope with user changing font size to 200% - larger sizes would be supported but requires a larger monitor/display at a higher resolution
- Listen to CCGP screen pop/interface information using a screen reader (the most recent version of [NVDA free](#) has been tested)



## Compliance Status

Call Connect GP is **partially compliant** with accessibility standards. While we aim to meet the standards outlined by Section 508 and WCAG 2.1AA (where applicable to non-web-based software), there are areas that need improvement.

## Non-Accessible Features

Some features of our software currently do not meet accessibility standards:

- **Keyboard Navigation:** Not all features are fully accessible via keyboard shortcuts, making it difficult for users relying solely on a keyboard.
- **Speech Recognition Software:** As above it is unlikely that navigation of the user interface would be facilitated using voice activated software.

## Feedback and Contact Information

We are always open to feedback on how to improve the accessibility of our software. If you encounter any accessibility barriers or have suggestions, please reach out to us:

- **Email:** [accessibility@metier.it](mailto:accessibility@metier.it)
- **Phone:** 03450 690000
- **Address:** Kingsmead, Church Road Paddock Wood Kent TN12 6HE

## Escalation Procedure

If you are not satisfied with our initial response to your accessibility issues, you can contact [Equality Advisory Support Service](#) (EASS) on 0808 800 0082