



National Neurodiversity Assessments
Expert Multidisciplinary Diagnostic Services

Accessibility Statement

Patient Portal

| | |
|--------------------------|-------------------|
| Date of policy: | March 2025 |
| Last policy review date: | March 2026 |
| Next Policy review: | March 2027 |
| Person/s responsible: | Company Directors |

This policy is under regular review. Updates will be made to reflect developments in procedures and best practice

Accessibility Statement for Patient Portal (Rodney)

This accessibility statement applies to the Clinical Portal (Rodney), operated by National Neurodiversity Assessments (Speech and Language Therapy West Midlands Ltd).

We are committed to making our digital services accessible and usable for as many people as possible. We want all users, including people with disabilities, neurodivergent users, and those using assistive technology, to be able to access our services with dignity and independence.

How accessible this service is

We aim for the Clinical Portal (Rodney) to meet the requirements of the Web Content Accessibility Guidelines (WCAG) version 2.2 AA standard.

The service has been designed to support accessibility through features such as:

- clear page layouts and consistent navigation
- use of plain English where possible
- compatibility with keyboard navigation
- support for browser zoom and responsive display on common devices
- sufficient colour contrast in core interface areas
- labelled form fields and clear instructions where possible
- compatibility with modern screen readers and browser accessibility tools

Known limitations

We know some parts of the service may not yet be fully accessible. For example:

- some older pages or legacy forms may require improvement
- some uploaded third-party documents may not be fully accessible
- some complex tables or workflows may need refinement for screen reader users
- some components may need further testing across all devices and browsers

We are actively reviewing and improving these areas.

What to do if you need support

If you need information in a different format, experience difficulty using the portal, or need reasonable adjustments, please contact us.

We will consider requests such as:

- alternative communication formats
- help completing forms
- assistance accessing portal information
- reasonable adjustments for appointments or communication needs

Contact details

National Neurodiversity Assessments

Email: Chris.dodds@nhs.net or support@nationalneurodiversityassessments.co.uk

Reporting accessibility problems

We are always looking to improve accessibility. If you find any problems not listed on this page or think we are not meeting accessibility requirements, please contact us using the details above.

Please include:

- the page or feature affected
- the problem encountered
- what device/browser you were using
- any assistive technology used

Technical information

We are committed to making this service accessible in line with WCAG 2.2 AA standards and will continue to review, test and improve the service on an ongoing basis.

Preparation of this statement

This statement was prepared on 26 March 2025.

It was last reviewed on 3rd March 2026.

The service is reviewed periodically through internal testing, user feedback and ongoing development updates.