



IRON INFUSIONS UK

Accessibility Statement

Humber Medical Limited trading as Iron Infusions UK

Last updated 25 October 2026 | Version 1.0

We want everyone to be able to find information, contact us and take part in decisions about their care. This statement explains our approach to website accessibility, communication support and reasonable adjustments for clinic appointments.

Our website accessibility aim

Our aim is to make www.ironinfusionsuk.co.uk accessible in line with the Web Content Accessibility Guidelines, WCAG 2.2 Level AA. This is our design and improvement standard; this statement is not a certification of full conformance.

We seek to provide clear language, a logical heading structure, meaningful links, readable text and contrast, useful alternatives for images, and forms and controls that can be understood and used with a keyboard and assistive technology. Accessibility includes the ability to understand information and complete essential tasks, as well as the appearance of a page.

If you have difficulty using the website

Please contact us if you cannot read information, use a form or booking route, or complete a task. We can help you make an enquiry or arrange an appointment through another suitable route. You do not need to complete an online tool to request a clinician-led assessment.

When reporting a problem, it helps to tell us the page or link involved, what you were trying to do, the difficulty you experienced and how you would prefer us to respond. You may also tell us your browser, device or assistive technology if you wish. You do not need to disclose a diagnosis to report an accessibility problem.

Accessible information and communication support

Tell us what would help you receive information and communicate with the team. We consider reasonable adjustments individually and agree arrangements with you. Depending on your needs, this may include:

- Information in plain language, larger text or another suitable format.
- Additional time, repeated explanations or a written summary of the agreed plan.
- An appropriate telephone or other alternative contact route.
- A quieter or more private discussion, or the involvement of a chosen supporter or advocate.
- Professional interpreting or other communication support arranged in advance where needed.

We ask about, record and act on relevant communication and adjustment needs, and share them with those involved in your care where necessary and lawful. We use the Accessible Information Standard principles as good practice. You can tell us if your needs change or an adjustment is not working.

Attending the clinic

The clinic is at Humber Therapy Centre, 132a Queens Road East, Beeston, Nottingham NG9 2FD. Please contact us before your appointment if you need information about entrances, steps, wheelchair access, facilities, parking, seating, a support person or emergency evacuation arrangements. We will confirm the actual arrangements and discuss what you need.

We do not assume that a person is unsuitable for care because they need an adjustment. We consider what can reasonably be provided safely and lawfully, explain any limitation, and discuss an appropriate alternative where necessary. We do not charge you for reasonable adjustments that we are required to make under the Equality Act 2010.

Downloads and linked services

Linked services, booking components and older downloadable documents may not offer the same accessibility features as other parts of the website. If a document or external step is difficult to use, ask us for the information or help through another suitable route. We will consider the barrier when reviewing our own content and suppliers.

Feedback and complaints

Please raise accessibility feedback with Gina Cavanagh, Practice Manager, or Dr David Cavanagh, Clinical Lead. If the issue is a complaint, we follow our Complaints Policy: we acknowledge a formal complaint within three working days and aim to provide a full response within 20 working days. If that is not possible, we explain the delay and keep you updated. Raising a concern will not affect your care.

Contact us

Email: info@humbermedical.co.uk. Routine contact hours: Monday to Friday, 9am to 5pm.

Review and further information

We review this statement at least annually and when changes, feedback or identified barriers require it. We use feedback to prioritise improvements. You can read the WCAG guidance at <https://www.w3.org/TR/WCAG22/>.

If you need urgent medical help, use the appropriate clinical, urgent-care or emergency route rather than waiting for an accessibility enquiry to be answered.