25th November 2026

West London residents benefit from free tech advice sessions at Parkview Centre for Health & Wellbeing

- **Weekly *'What The Tech?!'* sessions help local residents with technology support, including using the NHS app and booking GP appointments online**



Throughout November, local residents in west London have been able to access a range of free tech advice sessions at Parkview Centre for Health & Wellbeing in White City – the ***'What The Tech?!'*** sessions are an initiative led by community partnership group W12Together and Imperial Community Engagement Team, with support from health investor Fulcrum and Operose Health.

Parkview Centre was delivered by Fulcrum and Community Health Partnerships (a key part of the NHS family) under the NHS LIFT Programme in 2014, bringing together a range of health, social care and community facilities under one roof in the heart of the neighbourhood. To ensure the health centre continues to be well-used and supports the needs of the local community, Fulcrum is always looking for ways to provide space in the building to local groups and community initiatives.

As a result, a series of rooms at Parkview were provided to Imperial College Community Engagement team and W12Together where they delivered a series of free *'What the Tech?!'* advice sessions including:

- Aimed at local residents over 50, the ***What the Tech?!*** sessions ran throughout November, offering informal help and advice about **using phones, tablets or laptops, or with carrying out online tasks** – this includes **using the NHS App and booking GP appointments online**
- Help was offered by a **friendly team of student volunteers** from the Imperial College Business School, with residents able to **bring along any device or online task they want a bit of help with**
- The sessions offered a **relaxed and social afternoon**, where residents also had chance to meet their neighbours over coffee and cake

Fulcrum General Manager Arlind Zenal said: *"We're always looking for ways to make better use of space in our neighbourhood health buildings, so the 'What the Tech?!' sessions have been a great way for local residents to access free tech support in a friendly and relaxed space in the heart of the community. Initiatives like this underline the important role the NHS LIFT estate can continue to play in delivering a neighbourhood health service fit for the future."*

Sam Lambert-Dale – Imperial Community Engagement Team said: *"It has been fantastic to see the positive impact that the What The Tech?! programme is having in the local community. While our main aim is to help people feel more confident and independent when using technology, the programme has also created valuable opportunities to strengthen relationships and build even closer connections between Imperial and the local community.*

"It has been particularly rewarding to see Imperial students and local residents coming together, sharing knowledge and learning from one another. A huge thank you to the Business School, our student volunteers and everyone in the local community who has helped make the programme such a success."

Local resident and chair of the Patient Participation Group (PPG) Peter Hamm said: *"What is so pleasing about What the Tech sessions is that residents and the students are enjoying the sessions. The issue about using an App, either NHS or Evergreen was a topic that was mentioned at Canberra Old Oak surgery PPG meetings. What the Tech shows that the Practice Manager and me as the PPG Chair listen to patients' feedback and tried to find an answer.*

"Listening to residents as they leave the sessions, proves that residents need help and support, something which has been overlooked. I'm a great believer in community and these sessions led by Imperial and W12 Together show what can be achieved. believer in community and these sessions led by Imperial and W12 Together show what can be achieved."

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