**Transcript: How technology can help people with Parkinson's webinar March 2022**

 Chris: So a very warm welcome to how technology

can help people with Parkinson's.

 My name is Chris Grant, I'm the

community relationships officer for the north part of the UK and I will be

running you through today's session.

 So, just a wee bit of housekeeping.

 We have live captions today provided by MyClearText.

 You can turn these on by using CC

option on the Control Panel.

 Additional captions are available via StreamText.

 Slides are available also at slideshare.

net / AbilityNet , and also on our website.

 If you got any technical issues and

need to leave early, you will receive an email in a couple of days time with

transcript and afternoons slabs.

 You will find the Q&A window.

 As I said, we have disabled the chat

box in regards to accessibility.

 If you want to ask the panel please

drop them into the Q&A and we will do that in a follow-up session.

 Will also be taking questions and

asking questions at the end .

 We'll also have a feedback survey can

direct you to at the end in which you can tell us about any future topics we

like to cover in future webinars.

 A bit about AbilityNet for those who

aren't familiar with AbilityNet.

 We support people of any age with any

disability or impairment to use technology to achieve their goals at

home and work and education.

 And we do this by providing specialist

advice services, free services, like this webinar today, and share more

about services at the end of the webinar.

 We also offer digital excess ability

testing and training, workplace inclusion consultancy, and education

inclusion consulting and inclusion.

 I want to introduce you to today's panel.

 Come to you first , Ana.

 >> Ana: Good afternoon, everybody.

 Lovely to be here.

 My name is Ana Palazon.

 I am the whales director for

Parkinson's UK, but I'm here representing the UK charity.

 Thank you, Chris.

 >> Chris: Thank you, and Alex?

 >> Alex: My name is Alex Barker.

 Again, in the UK.

 >> Chris: Thanks, folks.

 Next slide, please.

 We're going to launch a poll.

 Depending on how you joined the

webinar, you can't see the poll but you can respond in the Q&A section for any

reason.

 Her going to ask a simple question,

who are you?

 Are you a health professional ?

 Do you have Parkinson's ?

 Are you a care for someone with

Parkinson's or other?

 And the poll has gone live .

 Just give it another minute or so.

 The poll is on-screen now.

 It says, who are you?

 Are you a health professional , I have

Parkinson's, I'm a care for someone with Parkinson's.

 Tech professionals, committee members,

great.

 Just give it another 60 seconds.

 I think we can end the poll there, please.

 So, a complete mix of participants

this afternoon.

 26% health professionals, 29 people.

 20 people have Parkinson's, 8 people

say I'm a carer for people with Parkinson's.

 56 people saying other.

 Next slide, please.

 Great.

 So, we are going to hand it over to Ana.

 I'm really excited about this

afternoon, so over to you, Ana.

 >> Ana: Give very much, Chris .

 See if we can go to the next slide, please.

 I do apologize.

 I'm sure that many if not most of all

of you will be aware of what Parkinson's is, but I thought it would

be important that we departed from a common knowledgebase, so a quick recap

on what Parkinson's is.

 It is a progressive neurological condition.

 It affects approximately 145,000

people across the UK.

 However, it is the fastest-growing

neurological condition in the world.

 These are telling us the importance of

today's women are really.

 Symptoms usually start when there is

loss of control of movement or controlling of movement cannot be done

as normally.

 Next slide, please.

 Very briefly, the 3 main symptoms

usually will be tremor , slowness of movement and rigidity.

 However, that's not necessarily

always, but is normally what the main symptoms that are detected.

 However, there are over 40 symptoms

associated with Parkinson's and many of these are really as severe for

individual, but visible to others.

 That something to take into account.

 They can be emotional, cognitive,

psychological, or physical.

 They don't always become apparent to others.

 On the next slide, please.

 I just went to tell you a little bit

more about the organisation for Parkinson's UK, for those of you who

may not be familiar with the organization.

 It was founded back in 1969 by Molly

Jenkins who had Parkinson's and they felt quite lost and abandoned and not

knowing where to turn.

 It was really a development of within

the Parkinson's society, which was a mutual support group that grew and

grew and over the last 53 years it has evolved to where we are today at

Parkinson's UK.

 Our current strategy was launched in

2020 and at the start of 25 have a new five-year strategy and we are now in

the process of beginning to consider that.

 However, during the 2020 strategy the

involvement in people with Parkinson's, professionals, etc.

 we came out with 3 main strategic themes.

 One is to get Parkinson's understood,

the other is accelerate breakthroughs in research , and that is pretty much

not only to find better treatments, but to find a cure.

 And lastly, but just as importantly, better support everyday.

 And it is on that last thing that I

tell you a bit more about.

 If we can go please to the next slide.

 On the better support everyday is very

much a thing, strategic thing with some incredibly important practical

measures.

 It's all about ensuring the health and

social care services and quality and needs of people with Parkinson's.

 It is also about information.

 Information is very difficult to get

to where you need.

 A strategy reaching underrepresented communities.

 We are focusing in particular either

with minority cultural ethnic communities, but just the same with

economically disadvantaged communities.

 What we really are working very hard

on this strategy is halfway through the strategy is creating a very vibrant

communities environment where people with Parkinson's can take the lead in

making the decisions and developing what's needed in everybody's localities.

 It's not only about having a

sustaining and thriving network, but also about engaging with the wider

Parkinson's community.

 Why I focused on these strategic

things is it is very much digital inclusion placed -- plays a very

important role, and therefore has become a strategic priority for us as

an organization.

 Why is that?

 I'm sure as it won't come as a

surprise to you there are 2 main points really.

 First of all, we know that the world

is coming to us digital to digitalization, that trajectory has

started sometime back.

 Since lockdown all of this has been

accelerated and to ensure people are not left behind or outside of the

circle has become absolutely critical.

 But we do know that a significant

number of people who have Parkinson's, and also some of the supporters and

carer's, are not able to use Digital Communications to engage either with

peer support groups or even to access wider and vital services.

 You all knew this is to sometimes from

lack of knowledge , sometimes a lack of scale, often lack of confidence about

being safe online, but also it can be about financial hardship.

 More importantly as well, not to

forget that all of these kind of barriers sometimes can be exacerbated

as it can be related to the symptoms of Parkinson's health .

 the 2nd reason this is important is within our support network some of the

groups have become digitally connected and supported of one another.

 However, there are many groups in the

community , Parkinson's support groups, that do not have the required

knowledge or expertise to deliver engaging an online session as they

would normally do on a face-to-face basis.

 This is really important.

 It's not about supporting people to

use Digital Communications, but to use them in a way that serves their

purposes and needs.

 So, the next slide, please.

 I will tell you a little bit then

about what we are doing in digital inclusion .

 So, very much a service of the

lockdowns and the direction the world was going and high risk of leaving

people behind set up a digital inclusion working group, which is

working at the moment in 3 subgroups.

 One very much getting people online.

 It's about scaling, it's about getting

the confidence and knowledge.

 2nd thing is about building supportive communities.

 This is very much about Pierce support

mentoring and taking only amongst the volunteering community being able to

support one another .

 And creating tools and content and

access to care relief for everyone.

 Just to say that this digital

inclusion working group was set up about 18 months ago and it's a

balanced mixture of volunteers , who have brought the lived experience as

well as expertise in digital matters, and also staff from across the

charity, so it's across charity working group.

 If we can go to the next slide, please, Annie.

 Finally, just to let you know what the

focus of the group has been really and it's been very much about ensuring

that as a charity is accessible, that the support that's needed by the

Parkinson's community in particular people with Parkinson's is there ,

readily available and people can feel safe and confident.

 That mutual support that I talked

about .

 And very much about guidance, link

stew and creation of digital communication.

 We are not wanting to reinvent wheels,

as it were.

 We know there's a huge expertise

outside from our organisation of organisations surely that expertise is

around all of these things , so why are we here today is because we are

setting up a formalised flexible mutually and official partnership with

AbilityNet.

 What this means is that we are in the

process of both organisations having diligence.

 We are about to sign a memorandum of

understanding so we are all very clear what is required and what can be provided.

 I am incredibly pleased and happy to

let you know everything identified as a need AbilityNet has said Yep, yep,

can-do, can-do, so that's been fantastic.

 Also just to let you know as an

organisation we are also piloting a new online volunteer champion post .

 So, that is something that we think is

going to complement the work that AbilityNet will be supporting us with

so, that's all I wanted to share with you really.

 Just on the next slide I obviously

give you a very big thank you for listening to me.

 If you have any questions, as Chris

said, we would be very happy to answer them.

 If I cannot answer them and no one

else in the panel is able to answer them, which I doubt, I will made

absolutely sure they are circulated, as Chris said at the start.

 If you want to contact me for whatever

reason related to today's presentation, please contact details are there,

email and telephone number, and there's also a helpline, a free helpline

number where you can also take further information.

 You very much, and I hand over to you, Chris.

 >> Chris: The joys of modern

technology at its finest.

 We're going to give it to my

colleague, Alex.

 Over to you, Alex.

 >> Alex: I'm just going to set the

scene .

 I would say 20 to 25% of the calls

that we get to the information line are from people who've got Parkinson's or

who support Parkinson's through a carer or have family members.

 I am a family member of one that's got

Parkinson's.

 My dad has come Parkinson's, so it's

always been something that's been close to my heart.

 I just thought it would be really

useful just to have a look at a couple of inquiries that we've had from

people that have got Parkinson's or got family numbers with Parkinson's.

 Louise from Norwich asks, can I change

the speed of the keyboard?

 It's designed for a standard person

and if you held a key down on the keyboard, you going to get lots of one

characters.

 If you've got Parkinson's, you might

suffer from tremors and subsequently you spend all your time trying to get

rid of all those characters.

 But there's an easy solution.

 Can we have the next slide?

 Oh, also what were going to do is

we're going to look at Louise's situation.

 Louise says , I'm a carer for my mom.

 Is there any technology she can use when she falls?

 Can we have the next slide?

 We would normally signpost toward my

computer my way website.

 There is a section on how to use

filter keys.

 If you've got a Windows machine ,

there is a function called filter keys, which can actually reduce the

repeat rate of the keyboard .

 If you have got a Mac desktop or

MacBook, yours is called slow keys.

 That technology is going to cost quite

a bit of money or this is a really good example of something that doesn't cost

you any money at all .

 But could be really, really useful for

someone with Parkinson's.

 If you can turn the next slide, please.

 Okay, so, Louise's mum has issues as she

falls over and can't get up.

 Falling is quite a common occurrence

in Parkinson's .

 If Louise's mum has cut a small phone

and she carries it around with her , there is software built into the

iPhone that means when she has a fall in number is called and someone is

aware that she's had a fall.

 Sometimes people don't have access to

smartphones or need a little bit of support.

 This on the right-hand side is called

a buddi.

 You can wear it around your wrist or a

lanyard and when you fall over it will alert somebody that you've fallen over

and you may need help to get up.

 Can we go to the next slide, please.

 So, Parkinson's UK also has queries

and I think it's really interesting because these are just general

questions I think are worthwhile exploring.

 How do you get financial support for

Internet access and /or a device?

 And Parkinson's UK answers questions

like how do you open and use different formats such as PDF and Word/Google

docs?

 I get frustrated by many different file formats.

 You and me both.

 Can we have the next slide, please?

 If you are looking for funding, there

are a lot of funding grants available.

 We've got on our website, which talks

about where to go for funding.

 Normally, you have to put a letter of

recommendation in in order to get a health professional supporter to let

you in.

 Parkinson's UK has some grants that

you can take advantage of.

 Anything that requires funding needs

to be seen as a bit of a long-term project .

 If you put a decent letter in

explaining why you need the finances and how it will be looked on favourably.

 Can we have the next slide, please?

 So, people find technology confusing

and the good thing to know is around the UK we have got a network of

volunteer support who can actually go out and see people in their own home

who need support.

 So, if you are lacking in confidence

from technology or you got some paper jammed in your printer and you can't

get it out or you just got a new computer but you want data transfer

from your old computer to your new computer you can give us a call on

0800 048 7642 or email us at enquiries@abilitynet.org.uk and we will get you or your family member up again.

 If you are disconnected it can be a real difficulty.

 Next slide, please.

 So, on behalf of Ana and me, we would

like to say thank you for your patience and time out of your day.

 Everyone is having lots of webinars and meetings.

 It's great that you've been able to join us.

 >> Chris: I think let's kind of

reflect on what you with said , and I will bring you both in Alex and Ana if

we move further.

 Please feel free to ask questions on

the Q&A box.

 I know there's been questions already,

but SSA pleased he would ask away if there is anything.

 Alec, within your role you've been

with AbilityNet for many years now, and we were talking about this the other

day.

 When you are providing that support,

and say for example someone is jumping into the digital world for the first

time because many of us have had to raise technology because of COVID and

somebody decided to take that jump.

 What advice would you give to an

individual first time looking for that support?

 >> Alex: Try to work out what you

want to do with the device.

 If you haven't gotten anything

starting from scratch try to work out what you're wanting to do.

 Do you want to do something online or

do you just want to watch Videos on YouTube?

 Just have some ideas of maybe how much

you want to spend as well because a lot of people come to us and they say I

don't know what I want, I don't know how much to spend and you've got to

tease them out asking lots of questions about what you want to do .

 I know when iPad is more appropriate

than a desktop or laptop.

 It's about asking the questions and

trying to tease it out about what they actually want to do.

 >> Chris: Ana, we got the helpline number of there.

 Tell us more about the helpline.

 What are the kind of general questions

people ask they phone through?

 >> Ana: Thank you, Chris .

 The majority of questions we receive

through the helpline is very much about access to support services.

 Not unusual for people who might be

newly diagnosed and sometimes not knowing what to do or where to get

information .

 Also from family and friends ,

particularly people who have newly diagnosed and were concerned and often

are the first ones to make that first step in gathering information and

getting well-informed.

 From time to time we also get

questions around technology and accessibility and those sorts of things.

 A lot of questions also around access

to financial support , such as wealth or benefits or grants that Alex

alluded to.

 In general, that's what the helpline does.

 We have very well trained and expert

staff, who work on the helpline.

 Whenever the question if it's not

answered there and then people will come back very shortly with the answer.

 We have nurses and we have other

experts who work in the helpline to support people.

 We also have an online forum, and that

is where people who have Parkinson's themselves communicate with one

another in an online forum.

 That is where some of the questions

more pertinent to today's topic tend to be raised around I have an issue with

this particular device or has anybody use this?

 Any tips or ideas?

 And that is where people are

supporting one another to a degree on those sorts of queries.

 I don't know, Chris, whether it would help.

 There was a question earlier on the

Q&A around people with Parkinson's have difficulty using -- while obviously

every individual is different and every individual will have different areas

of difficulty in operating apps whether because of mobility or tremor or

condition of whatever reason.

 However, we do have a page on our

website, which I put the link to it in the Q&A in a moment, but it's a page

that takes you to an area of our research department where people with

Parkinson's and our researchers have worked together to test various apps

and devices for Parkinson's and all of those apps and devices have been

rigorously tested where people have said yeah, I found this generally useful.

 I would recommend it to other people

with Parkinson's or I would continue to use it for testing.

 All of those apps and devices fall

into those 3 categories and listed to links with more information etc.

 on our website.

 To give you an example, there are apps

that are there to support you to get better quality sleep , to help you

with speech and communications, to capture your mood and express how

you're feeling about well-being, about swallowing .

 Also, apps about providing tailored

daily exercise to help your mobility, or to also capture storeys and

memories of individuals lives and family history .

 All of these, as I say, are available

with access to the link to them on the webpage , which I am just about to put

in the Q&A.

 >> Chris: Let me come back to you

with a question on helpline because there's lots of questions.

 What I would suggest is if you do have

a question for Ana or for Alex or perhaps our volunteer service that can

support you or support your organization, please do ask the

question in the chat.

 Coming back to the helpline, Ana, you get several calls.

 Who has access to this helpline?

 Is it just patients themselves?

 Is it family, professionals, everyone?

 >> Ana: Absolutely anyone can access our helpline.

 It can be an individual who has

Parkinson's, a loved one, a professional who may have a specific query.

 Sorry, our website has a specific area

in their professionals, but professionals in any field who may

have a query either because they are new to working with someone with

Parkinson's .

 could be social services, even health services.

 Could begin any other field.

 Even those were already expert, but

may have a specific query to access our helpline.

 >> Chris: I want to come to you, Alex.

 There's been a couple of questions

around the tech side.

 I'm going to come to a question .

 She is touched a combination of

accessibility and iPhone can help with this.

 I believe there's something similar in

the android operating system.

 Accessibility, Alex, is your forte.

 August 90 accessibility are very good

on both android and iOS.

 Is there anything you could suggest

tweaking the accessibility settings to make it easier for someone?

 >> Alex: The first thing I would say

#NAME?

 I would make the point that on iOS

devices there's more accessible things that you can do .

 If you have poor motor control, but

your voice is really, really good, I would certainly suggest you using Siri

for certain tasks be for example, I can get Siri to call the number or certain

tasks.

 You can also set your number on a call

and you can do the same on the Google operating system.

 The thing I would say is if you

haven't got very good motor control and you've got an iPad, you might -- that

is of course Siri going off.

 You can actually connect by YouTube

you can connect were mouse or a keyboard to your iPad to make it more

accessible, but if you've got any accessibility queries on how to do

something, you can look at the my computer byway section on our site or

you can drop us an email.

 >> Chris: The my computer byway is a

great resource to use and has been recently updated, so please do cheque

out on the AbilityNet website.

 I will stick with tech and come back

to you, Ana.

 Alex Clement you know technology to overcome tremors?

 To help concentrate on following a

light rather than thinking about walking?

 Remember Alexa contacting people in

the event of an emergency.

 Also using a mobile having a tremor.

 What are your thoughts online technology, Alex?

 >> Alex: I don't know about light

technology per se, but I can certainly answer questions about Alexa.

 Yes, if you got an Alexa device you

might want to use that.

 For example, if you've got

difficulties holding a phone and he forgot tremors , you can actually set

Alexa up to dial numbers.

 I can call my parents on the landline .

 I can call my parents in law on the

Alexa device and of course I don't have dash around the buttons, so I can

certainly use Alexa.

 If you have a fall and you need to

call an emergency number, you can set Alexa to call an emergency number as

well.

 I can go and do some research on the

light issues .

 It's not something I can really comment on.

 >> Chris: Okay, thank you.

 Ana, I will come back to you.

 Can you please expand on what the Parkinson's UK offer is?

 We need to isolate the PWP's by poster, by phone.

 We need to be able to tell them what

help Parkinson's offers.

 The website is no use to those who

have no Internet connection.

 >> Ana: Indeed.

 Thank you for that question .

 A very pertinent one and very much we

should be addressing as those that are not easily included for whatever reason.

 As an organization, we always have the

helpline, which is the first point of contact for anyone, which is a free

service.

 Through the helpline, those people

whose website would be of no use .

 Any query, any question will be

supported and answered.

 For example, we have a service of

Parkinson's advisors who will actually do home visit with telephone support

home visit in order to support families with emotional support , with claiming

wealth and benefits, with understanding what support groups or activities are

available locally and support them to link with that.

 For example, they may be a local

activity group or support group nearby that could be introduced to and then

obviously that person would be welcomed and supported to attend and get that

kind of mutual support .

 Some of the groups, activity groups

provide some therapy stays where perhaps you see a therapist or

occupational therapist or speech therapist may attend and do many

practical sessions.

 He also be offering things like tai

chi or yoga because there is a well-established body of research, as

I'm sure you will know demonstrates physical activity being active and

exercise are incredibly beneficial to slow the symptoms and manage the

symptoms of Parkinson's.

 Some of the groups provide that.

 Some of the groups provide more of a

kind of conversational session , may have outside speakers .

 May also organise trips.

 It's a mixture of social and mutual support.

 But if you contacted the helpline , we

are very aware of the difficulty of reaching persons populated ,

particularly in the Highlands of Scotland , for example.

 Across Wales and England we all have

those issues and if the helpline is not able to provide the immediate answer,

we will make sure you are connected to another member of staff who will

support you with that query.

 >> Chris: Following that from Ana, I

was really privileged to go to some of the member events last year, which

just seeing some of the names I recognise on the call this afternoon.

 I thought how amazing during the

pandemic groups obvious they couldn't meet face-to-face, but what was going

on in the background?

 The phone numbers, the members to make

sure everyone was okay.

 In my job way up here in the Highlands

what the group is doing up here with Heather, and it was amazing.

 You hear from yes, technology is

amazing .

 But people with no Internet, what can

you do to provide them that little bit more support whether it's -- Alex, I

think he wanted to say something?

 >> Alex: I just wanted to go back to

the question about light therapy .

 I just used my best friend , that's

called Google, to do a quick bit of research.

 There is some data on Google relating

to light .

 Where light , certain parts of light

are going to help people with Parkinson's.

 That is not something that we can

really comment on because that's really towards medical abilities and

AbilityNet does not have expertise .

 It would be something that I think you

would need to talk to your Parkinson's health professional about going to the

helpline, but I do know that additional research is being done.

 >> Chris: Great.

 I'm going to come to a question and I

think going to direct this both at yourself, Alex, and Ana.

 It's a good question that's been raised .

 Since I'm working on making technology

more accessible, particularly in the financial sector, what are some of the

pain points in using technology?

 Once the experience of someone with

Parkinson's using an ATM and how could it be improved?

 I think that's an absolutely great question.

 Ana, I will come to you first if that's okay.

 >> Ana: That's a really interesting

question and one I don't have the answer at hand, but certainly is

something I will take back and speak to my colleagues at the research

department.

 ATM, mobile phones is another question

here as well as mobile phones if you have a system tremor can be really

difficult.

 What I will do if that is acceptable I

will come through Chris with some answers on what we've done with that

and how we could potentially support in that area really.

 I mean, one of the things that is an

obvious one , and we have, we've worked with the banking industry to make

things more accessible, but the ATMs is a really important question because

it's also about how do you do that confidentially and securely with

everybody around you?

 Yes, if it's acceptable I will take

that back with me and come back with some more useful answers.

 >> Chris: And will also share that on

the website .

 Alex, I'm going to come to the same

question with you.

 >> Alex: I don't tend to spend cash.

 I tend to use my phone or my debit

card just to pay for services, but I do think it's incumbent on the banks to

think about people with disabilities when they design ATMs because I had to

get some money out on Saturday and I could quite easily put in my pin

number 3 times and get locked out and have to wait ages.

 I am sure that some of the banks

working toward a better way because I'm not sure whether ATMs are as

accessible as they could be, and I'm not just talking about Parkinson's.

 I'm talking about people with

arthritis or maybe cognitive issues.

 I do think the ability to get money

out of an ATM is really, really important because a lot of people are

still going to need to do it.

 I think it will happen, but sometimes

quite slow to happen.

 >> Chris: You've raised a comment

that says running a quiet shop .

 I'll be honest, I do, too.

 It's always very cold .

 It's a valid point and we will put

some more details on the follow-ups.

 The other thing is, Ana, ICU answered

a question in a moment.

 I'm going to merge the questions in one essentially.

 I'm going to go one question, and

there's another that follow on from Parkinson's.

 Parkinson's UK representatives are no

longer allowed to come talk to Parkinson's groups to help advise.

 Any input to why this is , or is this

the case, Ana?

 >> Ana: Interesting, I was just

responding to that and kind of went.

 That's more of a jungle kind of urban

myth and jungle drums beaten in the wrong way, really.

 We did go through a couple of years

back that in order to make sure that our advisor service is available to

everyone rather than people having to leave answer phone suggests and not be

contacted back for a couple of days.

 We had a really hard look at that and

one of the things that we agreed as an organisation is that those type of

calls are of absolute priority for the advisors because somebody who's in

need or sometimes in dire need.

 That doesn't mean to say that visits

to our kind of group network or to clinics or to other kind of networking

information's have stopped.

 Has some real need for specific

information, for advice.

 Maybe some members require support.

 Absolutely the advisor will attend the

call and provide you with required.

 What we're doing is making sure that

those visits are really focused and that people get the best out of it so

that the advisor is baby.

strip lied to phones but are doing an equally important role in the community.

 I think that might have been a bit of

a misunderstanding that went out at the time of that change, but I would like

to reassure that is not the case and if you have any kind of query or you had

a bad experience or any questions on that, please contact details are on

the slide there and I would be very happy to either have a conversation on

this or get in contact with your local advisor so you consult it correctly,

but please be sure we are not stopping those important visits.

 >> Chris: The other thing is do a joint visit.

 One of our AbilityNet volunteers may

be able to come up with someone from Parkinson's UK and do a joint

presentation.

 >> Ana: Absolutely.

 Today is our first online public

facing joint presentation as part of the publishing, but what we want is to

get stronger and stronger to supporting people with technology related queries

and support by working and strengthening this partnership.

 Absolutely hand in hand with

AbilityNet is something that's going to be very helpful.

 There was another comment from digital

communities whales .

 In Wales definitely we have worked

closely and they have been absolutely brilliant providing us with online

training for people already online who wanted to improve their skills, but

digital communities whales is another area of support.

 Obviously specific to Wales that we

can also call upon and be really helpful.

 >> Chris: Just wrapping up a question from Jonathan.

 We occasionally encounter people

through economic deprivation, like on social connectedness or other

disadvantaged.

 Not only are not online, but are not

aware of potential benefits.

 What's your suggestion for reaching

those marginalised more effectively, especially when we don't even know

that they are there?

 Ana, I will keep this question with you.

 >> Ana: Thank you, Jonathan.

 So, if we recall back to one of the

slides that I shared with you about support every day and one of our key

strategic priorities strategy is to reach people who perhaps have been

underserved basically and a significant proportion of that cohort will be

people who may be financially and economically disadvantaged or in areas

where perhaps support services are not reaching as they should.

 What we have done as an organization,

and this is through our team of area development managers across the UK.

 We have actually done an exercise

looking at census of socioeconomic deprivation and other kinds of

official sorts of data.

 We have mapped where those communities

and where those areas are in relation to Parkinson's prevalence.

 We have married those to identify some

of the most relevant areas where we want to work and where we want to be

able to reach out.

 As a result of that, the UK are

working with partner organizations, who may already have a foot strongly on

the ground, who are opening those for us to reach and to start presenting

through a communication day, which is more challenging since the pandemic

because not only it's not only about people not having digital

connectedness, but also about people not being able to be close to one another.

 So, we initially done it online, but

as we are , as the world is gradually reopening, we are also -- we are

actually already attending community events where we are able to present

with Parkinson's able to do how we are able to support be presented in this

partnership with AbilityNet ended Wales Scotland northern island we've got

digital communities whales so we can really start supporting people who

would have otherwise not really known about what's there in terms of

information, advice, and support.

 It's a gradual slow process, but one

that we wholeheartedly are working toward.

 >> Chris: Thank you.

 Annie, next slide, please.

 You can contact AbilityNet for free

and impartial advice.

 Our advice information online is 0800 04807642.

 We've got the website , it's www.abilitynet.org.uk.

 You can email us through inquiries.

 Enquiries@abilitynet.org.

uk.

 On all the social media platforms.

 Facebook, London, lots of various things.

 Please do cheque it out.

 What I should say, too, is if you are

a community group on the call and you would like to have a chat , please do

get in touch as we would love to hear from you and maybe do some

collaboration with Ana and the Parkinson's community group.

 Series of web sessions coming up

starting tomorrow is removing visual barriers at 1:00 p.m.

 tomorrow, that's Wednesday 9th of March.

 Wednesday, 23 March Alex is back at 10:00 a.m.

 removing physical barriers.

 Next again is removing nor diversity

barriers Wednesday 20th April at 10:00 a.m.

 that series on removing mental health barriers is Wednesday, 4 May at 1:00 p.

m. in.

 Now, you can save 10%.

 Everyone likes a good bargain.

 The sessions are good, I can assure you that.

 On the screen which is

AbilityNetWebinar10 and you can book today at abilitynet.org.

uk/Training .

 Of course, we will also be on the website.

 Next slide, please.

 Again, thank you for joining us this afternoon.

 You can cheque out our newsletter,

which is at -- finally, don't forget about our next webinar, which takes

place on the on 22 March.

 Higher and further education from the

University of Northampton and the University of Bedford Shire .

 It's going to be great.

 You will learn from UK accessible

improvements for students and staff including autism, Asperger's,

attention deficit hyperactive disorder, dyslexia , Tourette's syndrome, and

synesthaesia .

 Again, a huge thank you for coming today.

 Thank you to Alex and to Ana.

 As always, brilliant.

 Also thanks to Annie for support and abilitynet.org.

uk 3 for providing captions this afternoon.

 Have a good afternoon.