How we can help

MS-UK
Supporting your MS journey
MS-UK services

MS-UK is a national charity supporting people living with multiple sclerosis (MS) to live healthier and happier lives. We offer a variety of services that can help people to make informed decisions about their health and live well with this long-term condition.

All of our services have been created for people living with MS because they asked us to. We regularly consult with the MS community to discuss what they need from us and how we can best support them. If the community tells us they want something, we listen and do our best to fill that gap.

Whether you need information or physical and emotional support we have it covered. Choose from speaking to our helpline team, signing up to our specialist MS counselling service, increasing your understanding of MS, participating in our accessible exercise classes, attending an information session and so much more.

This booklet contains information about our services and if there is anything you don’t see, simply get in touch.
MS-UK Helpline

The MS-UK Helpline are there to provide support at every stage of someone’s MS journey either to them individually or to a family member, friend, carer or professional. We can offer unbiased, professional support for anyone affected by MS and we are here to help individuals make decisions that are right for them.

We will listen and share all relevant information and provide emotional support. We can talk about symptoms, treatments, lifestyle choices and much more.

“When I called the helpline, I felt listened to and supported by someone who understood the struggles of MS. I feel the service has really helped me as I know I can call if I’m struggling, and I’ll get support and advice.”

Ways to get in touch

The MS-UK Helpline is open 10am to 4pm, Monday to Friday.

Freephone 0800 783 0518
Email info@ms-uk.org
Live web chat www.ms-uk.org/livewebchat
Choices booklets

Our booklets are called ‘Choices’ as MS-UK aim to support people to have as much choice, control and independence as is possible. Our booklets cover the broad topics of ‘What is MS?’, ‘MS symptoms’, ‘MS diagnosis’, ‘MS treatments’ and ‘Life with MS’. These are available both online and in print for free.

Visit www.ms-uk.org/choicesleaflets to discover Choices.
MS-UK Counselling

MS-UK Counselling is the only specialist MS counselling service in the UK. It is available for anyone with a diagnosis of MS, who lives in the UK and wants to talk to one of our counsellors about issues related to their MS such as

- Impact of a relapse
- Coming to terms with your MS diagnosis
- Impact of your MS progressing
- Relationships with friends, family and colleagues

You can register yourself for an assessment and if suitable for the service will be followed up by six counselling sessions. Alternatively, you can register for a one-off 90-minute single session therapy. Your health professional can make the referral on your behalf with your consent. All of our sessions are online either on the telephone or via video call.

“This has been an amazing experience for me. My counsellor was amazing and has changed my whole outlook on life. I feel more focused and calm which has helped me exercise more and help with my MS
All you need to do is complete one of the forms on our website. Visit www.ms-uk.org/counselling to find out more.

All of our counsellors are a member of the British Association for Counselling and Psychotherapy (BACP). Our team is made up of qualified staff, volunteers and students.

There is no fixed fee for MS-UK Counselling sessions. However, any contributions towards your sessions will help us continue to offer the service in the long term. We suggest a minimum donation of £5 per session.

“It was the first time a therapist has actually understood me from an MS perspective. They listened and provided help and tips that were relevant to my circumstances.”
MS-UK Online

MS-UK Online offers a range of activities for those affected by MS to stay active, feel connected and help manage symptoms to live happier and healthier lives.

Our activities include a variety of different sessions created for people living with MS. From accessible exercise classes, chair yoga and Pilates, to mindfulness and poetry courses to name a few.

Our online exercise sessions which take place via Zoom offer three levels for you to choose from, allowing you to find a class that’s right for you. Visit [www.ms-uk.org/ms-uk-online-exercise](http://www.ms-uk.org/ms-uk-online-exercise) to find out more.

In addition, we offer a variety of specialist information sessions and interactive workshops on symptom management, wellbeing, benefits and much more. Further details can be found by visiting [www.ms-uk.org/online](http://www.ms-uk.org/online).

There is a suggested donation for each event. However, this is only a suggestion and you can choose to donate anything from £1.
Join a Peer pod

We also have a free Peer Support Service offering the opportunity to connect and chat with other people affected by MS online. Whilst the topic of conversation is not necessarily based on people’s MS it provides the opportunity to talk to, connect and hear from others with similar interests.

We currently have several groups with different topics available, but if you don’t see one that’s right for you, why not work with us to start a new group? Visit www.ms-uk.org/peer-support-service to find out more.
New Pathways magazine

New Pathways is our bi-monthly magazine. Available in print, audio version, large print and digitally via the My MS-UK app, New Pathways contains the latest MS news, drug development and research, as well as real-life stories, competitions, special offers and product reviews.

We also know that knowledge is power and to help people take control of their condition, we offer a variety of articles focused on diet, exercise, symptoms and much more, each issue. More importantly, there are no taboo subjects, if the subject is important to the MS community we will explore it.

One year’s subscription costs £19.99. Visit www.ms-uk.org/shop/New-Pathways-Magazine to find out more.
MS-UK E-learning

Do you want to increase your knowledge and understanding of multiple sclerosis?

Professionals at MS-UK have created an accredited e-learning course that can help you do this. It takes approximately 1.5 to 2 hours to complete. Please see below an overview of the chapters within the course. We share real-life experiences and resources that are available.

- An overview of MS
- What causes it
- The different types of MS
- How someone gets diagnosed
- The different kinds of symptoms people experience
- What treatments are available

The cost of the course is £20 per individual. Please email learning@ms-uk.org to find out about a discounted rate for multiple bookings.

For more information and to enrol, visit www.ms-uk.org/ms-awareness-e-learning
Choices booklets order form

Thank you for ordering printed Choices booklets from MS-UK.

Please tick all of the Choices booklets you would like to receive from the list below and complete the postage details at the bottom of this form.

We will aim to get the booklets in the post to you within 1 week, subject to availability.

Please tick all Choices booklets you would like to order...

☐ Bladder and bowel
☐ Cannabis and MS
☐ Children with MS
☐ Cognition
☐ Complementary and other therapies
☐ Diagnosis
☐ Diet and supplements
☐ Disease modifying therapies
☐ Exercise
☐ Fatigue
☐ Is it MS?
☐ Low Dose Naltrexone

☐ Mental health and MS
☐ MS symptoms
☐ Pain
☐ Personal Budgets
☐ Smoking and MS
☐ Spasms and Spasticity
☐ Speech and swallowing
☐ Types of MS
☐ Visual symptoms
☐ Vitamin D
☐ What is MS?
☐ Newly diagnosed booklet

Please indicate how many copies of each booklet you require

Return this form to Freepost MS-UK, no stamp required.

First name ___________________________ Last name ___________________________
Address line 1 .................................................. Address line 2 ..................................................
Town .................................................. County .................................................. Postcode ..................................................

Telephone number .................................................. Email address ..................................................
(where it is okay to leave messages/say who we are if we call)

We will keep your data safe, please read our Privacy Policy to find out more www.ms-uk.org/policies
Join MS-UK’s Supporters’ Club

Give monthly, help build our future

Together, we can support people affected by MS live healthier and happier lives.

To find out more, visit www.ms-uk.org/msuk-supporters-club
What will your legacy be?

By leaving a gift to MS-UK in your Will, you will be giving hope to people with MS for generations to come.

No matter how big or small, every gift makes a huge difference.

For more information, visit www.ms-uk.org/Gifts-and-Legacies

Registered charity number 1033731
Stay in touch

MS-UK
D3 Knowledge Gateway,
Nesfield Road,
Colchester,
Essex, CO4 3ZL

www.ms-uk.org

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www.facebook.com/MultipleSclerosisUK
www.youtube.com/c/ms-ukorg
www.linkedin.com/company/ms-uk
www.instagram.com/multiplesclerosis_uk

MS-UK Helpline
0800 783 0518
info@ms-uk.org