



# How we can help

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## 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 provide support at every stage of your MS journey either to you individually, or to a family member, friend, carer or professional. We offer unbiased, professional support and we are here to help you make decisions that are right for you.

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**

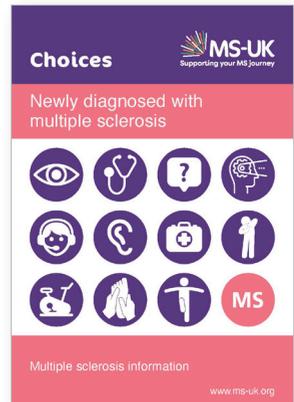
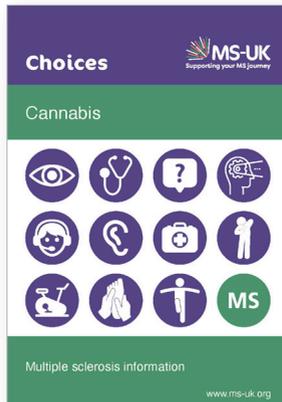
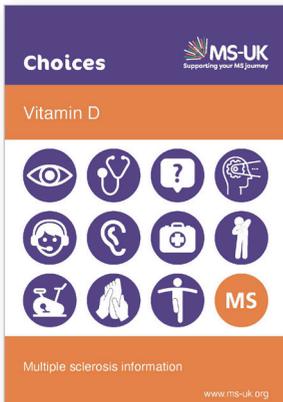
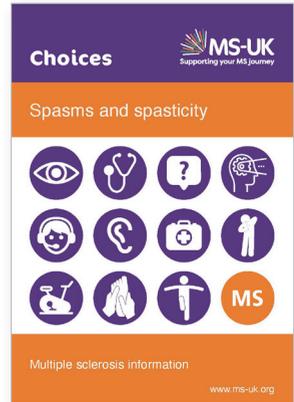
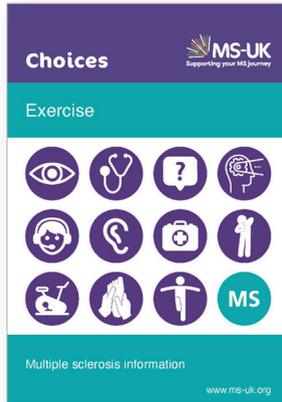
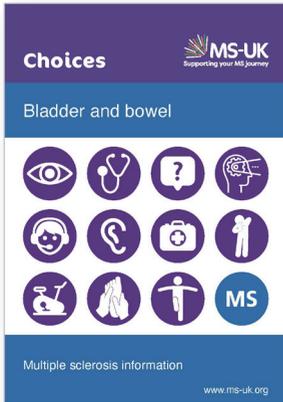
### Ways to get in touch

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

**Freephone** 0800 783 0518

**Email** [info@ms-uk.org](mailto:info@ms-uk.org)

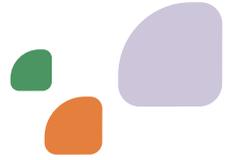
**Live web chat** [www.ms-uk.org/livewebchat](http://www.ms-uk.org/livewebchat)



## 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](http://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

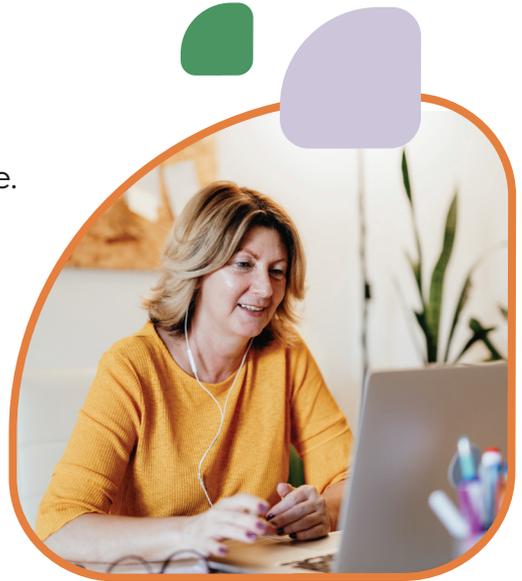
You can register yourself for an assessment and if suitable for the service this will be followed up by six counselling sessions. Alternatively, you can register for a one-off 90-minute single session therapy. Your health professional can make the referral on your behalf with your consent. All of our 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](http://www.ms-uk.org/counselling) to find out more.

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



There is no 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.

If you would like to know more about any of the online activities, please get in contact by emailing [register@ms-uk.org](mailto:register@ms-uk.org) or you can call us on **01206 226500**.

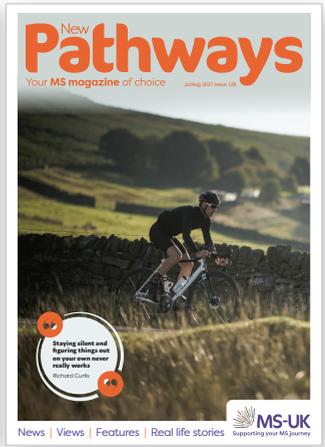
<b>Exercise</b> MS-UK	<b>Exercise</b> masterclass MS-UK	<b>Workshop</b> MS-UK	<b>Information session</b> MS-UK	<b>Writing for wellbeing</b> MS-UK
<b>Mat pilates</b> MS-UK	<b>Mindfulness</b> 8 weeks MS-UK	<b>Mindfulness</b> 4 weeks MS-UK	<b>Pilates</b> MS-UK	<b>Chair yoga</b> MS-UK

## 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](http://www.ms-uk.org/peer-support-service) to find out more, contact us by email [peersupport@ms-uk.org](mailto:peersupport@ms-uk.org) or you can call us on **01206 226500**.





# 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](http://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](mailto: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](http://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.

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

- |  |  |
|--|--|
| <input type="checkbox"/> Bladder and bowel                 | <input type="checkbox"/> Mental health and MS    |
| <input type="checkbox"/> Cannabis and MS                   | <input type="checkbox"/> MS symptoms             |
| <input type="checkbox"/> Children with MS                  | <input type="checkbox"/> Pain                    |
| <input type="checkbox"/> Cognition                         | <input type="checkbox"/> Personal Budgets        |
| <input type="checkbox"/> Complementary and other therapies | <input type="checkbox"/> Smoking and MS          |
| <input type="checkbox"/> Diagnosis                         | <input type="checkbox"/> Spasms and Spasticity   |
| <input type="checkbox"/> Diet and supplements              | <input type="checkbox"/> Speech and swallowing   |
| <input type="checkbox"/> Disease modifying therapies       | <input type="checkbox"/> Types of MS             |
| <input type="checkbox"/> Exercise                          | <input type="checkbox"/> Visual symptoms         |
| <input type="checkbox"/> Fatigue                           | <input type="checkbox"/> Vitamin D               |
| <input type="checkbox"/> Is it MS?                         | <input type="checkbox"/> What is MS?             |
| <input type="checkbox"/> Low Dose Naltrexone               | <input type="checkbox"/> 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](http://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](http://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](http://www.ms-uk.org/Gifts-and-Legacies)



## Stay in touch

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

[www.ms-uk.org](http://www.ms-uk.org)

 @MSUK6

 [www.facebook.com/MultipleSclerosisUK](http://www.facebook.com/MultipleSclerosisUK)

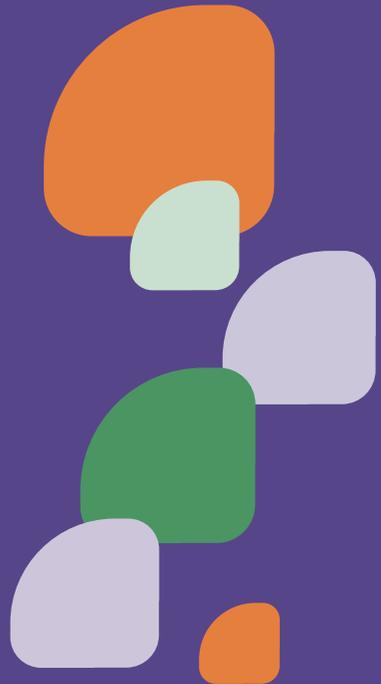
 [www.youtube.com/c/ms-ukorg](http://www.youtube.com/c/ms-ukorg)

 [www.linkedin.com/company/ms-uk](http://www.linkedin.com/company/ms-uk)

 [www.instagram.com/multiplesclerosis\\_uk](http://www.instagram.com/multiplesclerosis_uk)

MS-UK Helpline  
0800 783 0518  
[info@ms-uk.org](mailto:info@ms-uk.org)

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