

Email us any time on the MS Helpline



Email allows you to put your questions to us and express your feelings whenever they come to you. Whether you'd like to tell us how you're feeling or request information or support, you can send your message at any time, day or night, to helpline@mssociety.org.uk

MS Society

**If you have a
question or just
want to talk...
get in touch**



Multiple Sclerosis Society.
Registered charity no 1139257 and Scotland SC041990.
Registered as a limited company in England and Wales 07451571.

Contact details

MS Helpline
0808 800 8000
helpline@mssociety.org.uk

You can write to the MS Helpline at:

MS Helpline
MS Society
MS National Centre, 372 Edgware Road,
Cricklewood, London NW2 6ND

MS National Centre:
020 8438 0700
mssociety.org.uk

- If you would like to speak to us face to face at the MS National Centre in north-west London you can call us on the MS Helpline to make an appointment.
- If English is not your first language, you can speak to us in over 170 languages, via a telephone interpreter.
- People with speech or hearing difficulties can contact the MS Helpline using the Next Generation Text Service on freephone 18001 0808 800 8000.
- British Sign Language users can contact the MS Helpline using a sign language interpreter. Visit the MS Helpline page of our website to use the service <https://www.mssociety.org.uk/care-and-support/ms-helpline>



The MS Helpline has been accredited with the Helplines Partnership's Helplines Standard, which means that its service meets best practice criteria for helplines.



**MS Helpline telephone and
written enquiry service: for anyone
affected by multiple sclerosis.**

Freephone 0808 800 8000
helpline@mssociety.org.uk

**Open weekdays 9am to 7pm
except bank holidays**

What is the MS Helpline service?

The MS Helpline provides a free and confidential service to anyone affected by MS.

Whatever your connection with MS, nothing's too small to talk to us about. You may be newly diagnosed or lived with the condition for many years, whether you're a carer, professional, relative or friend – we're here for you.



“When I feel challenged by overwhelming new needs, the MS Helpline offers such warm support”

The MS Helpline provides:

Emotional support

Sometimes it can be hard to talk to family or friends about the things that are on your mind. The MS Helpline offers non-judgmental emotional support and a listening ear to anyone affected by MS.

Information

The MS Helpline provides up-to-date, evidence-based information about:

- symptoms
- diagnosis
- treatments
- health and social care
- benefits
- employment
- discrimination
- research

We can also send you publications on a wide variety of topics free of charge.

The MS Helpline works in partnership with an MS Legal Officer, who provides free confidential legal advice to people affected by MS in England and Wales.

Please note that the MS Helpline is not intended to be a substitute for professional medical care. We would always suggest that you check with your doctor, MS nurse or neurologist if you have any concerns about your condition or treatment.

Please note that we cannot give advice on the MS Helpline. We are not legal or benefits specialists.

The MS Helpline is:

- Open weekdays 9am to 7pm except bank holidays
- **Confidential.** We offer a confidential service (see the MS Society website for details of our confidentiality policy).
- **Free to call** from any landline or mobile phone in the UK.



“It's so reassuring to know that if I have something on my mind about MS, the MS Helpline service is there for me”