

# MS Help FAQs

Updated 23 March 2026

The questions below are designed to help staff and volunteers answer common questions about MS Help when speaking with the MS community.

If you receive questions from external organisations, media, partners or other stakeholders that aren't covered here, please feel free to direct them to the **Services Communications team** ([ServicesComms@mssociety.org.uk](mailto:ServicesComms@mssociety.org.uk)), who will be happy to help.

## **Why did we introduce MS Help?**

People who use our services told us they could feel hard to navigate, and we wanted to make support simpler and better connected.

## **What is MS Help?**

MS Help is our new approach to supporting people affected by MS. It brings our services and support together in a more accessible and joined-up way. Making it easier for people to find trusted information, expert guidance and personal support.

## **Who can use MS Help?**

Everyone affected by MS can use MS Help, including people living with MS, their families, carers, and everyone who supports them.

## **What is the MS Help Hub?**

The MS Help Hub is the main point of contact for MS Help. When someone gets in touch, they connect with the Hub and are supported and guided from there.

## **Do people need a referral to use MS Help?**

No, everyone who is affected by MS can access the MS Help Hub without needing a referral.

## **How can people access the MS Help Hub?**

People can connect with the MS Help Hub through our website and speak directly to a Hub Support Adviser by phone, email, or webchat.

## **What if someone isn't sure what support they need?**

People don't need to know where to start. A trained Hub Support Adviser will listen to them and help them access the right information, guidance or support.

### **What support is available through MS Help?**

MS Help offers personalised support based on what someone needs at any given time. This may include access to MS information and resources, emotional support, signposting, online courses and local services and events.

### **Is MS Help a new service?**

No. MS Help is a new way of accessing and experiencing our services in a more accessible and better-connected way. It will also help us get to know our community more, so we can make improvements to the services we offer.

### **Do I have to share my story every time I get in touch?**

No. MS Help brings our support together through a single point of contact through the MS Help Hub. Our new data systems help us get to know people so they don't have to repeat their story each time they need support.

### **How is my information used and stored?**

We are committed to protecting your privacy and handle personal information in line with data protection legislation. Read our privacy notice [here](#) for full details.

### **What happened to the helpline?**

The Helpline is now part of MS Help. You can still get in touch in the same ways (like phone and email), as well as by webchat on our website (from mid-April). Our advisers will be able to give you advice and emotional support, and also signpost you to further services and support relevant to your needs.