

Impact Report 2024-25

Welcome to MS Trust's Impact Report for our 2024-25 Financial Year. Read on to discover how we're making a difference for people with MS.

“People with MS are at the heart of what we do. We’re so thrilled to share how we have been able to have an impact for people with MS and their friends and families in our past financial year.

The last year has been a historic one for MS Trust. We merged with MS Research, Treatment, & Education, allowing us to power up our research into everyday life with MS. We also took on a new brand identity to emphasise our strategic focus to provide the best possible information, drive excellence in treatment, and power MS research.

Despite all the change, our core mission remains the same: bringing together expertise from every angle to help everyone feel more in control of their MS today, and every day. Through trusted information, compassionate support, and the training of MS healthcare professionals, we are as ambitious as ever.

Thank you to all of our supporters who have made all this work possible. Every donation, every volunteer minute, every fundraising event, every conversation we have with you – it helps us be here for every MS, every day.”



Lucy, MS Trust CEO

“
**People with MS are
at the heart of what
we do.**
”

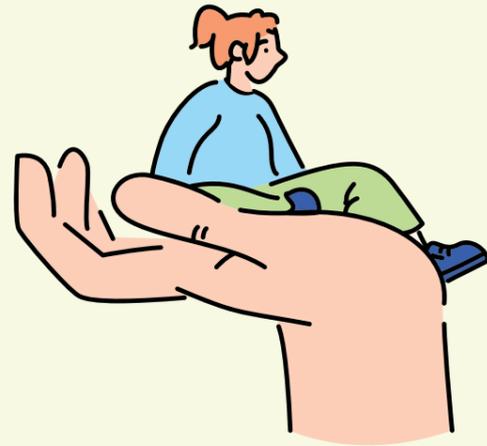


2024-25 highlights



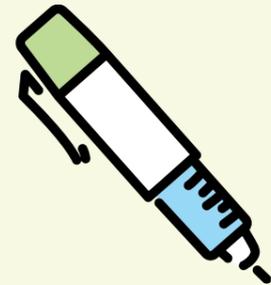
42,444

publications were delivered helping people with all aspects of life with MS.



4,868

enquiries answered from people affected by MS.



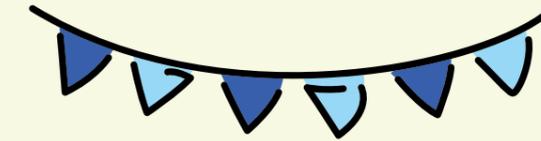
Three

new Advanced MS Champions were placed in key areas across the UK.



40

Health Professionals were trained at Foundation Module.



287

attendees to our MS Trust Conference, promoting excellence in MS care.



55

runners on our London Marathon team, raising over £180,000, our biggest fundraising event of the year.

Information and Helpline

42,444

publications were ordered.



24,075

of those went to Health Professionals.



“This is an excellent read and valuable resource. It’s very well researched and provides extremely useful information for those with a progressive diagnosis.”

– Reviewer for Progression Publication



“Please let me thank you so very much for such an informative response. Kind, understanding, and above all, extremely enormously supportive. You have given me the confidence to get back to the GP and handle the frank conversation with him.”

– Helpline User Feedback

On average in 2024-25, helpline feedback showed we were able to support:

95%

of people to feel more informed.

90%

of people to decide what to do next.

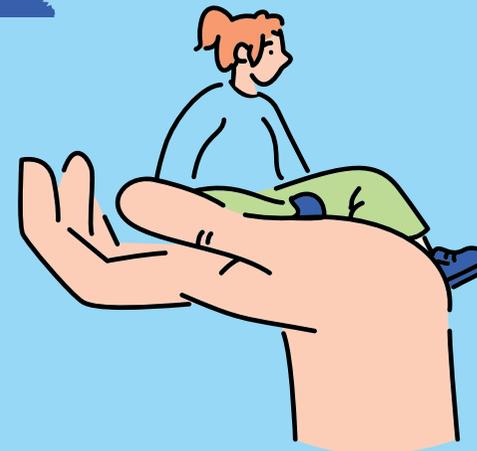
83%

of people to feel more in control.

2,167,004

views on MS information pages on our website.

The MS Trust website is available 24/7.



4,868

enquiries were answered.

We helped people with MS with compassionate and informative support.

Education



40 MS Health Professionals trained at Foundation Module

We train MS specialists to drive excellence and equity in MS treatment across the UK.



287 attendees to MS Trust Conference

We are pleased to run the UK's largest MS conference, bringing the world's MS expertise to specialists working in the UK.

99%

rated the overall conference as 'Good', 'Very Good', or 'Excellent'.



“The conference gives an amazing opportunity to keep up to date with newest developments in MS care. This can only improve our practice as clinicians and contributes to improved patient outcomes.”

– Conference Feedback



“The course was really helpful. The insights gained were not only informative, but directly applicable in the clinic when I went back to work the following week. I am truly grateful to the MS Trust for offering such a comprehensive and impactful learning experience.”

– Student Feedback from Foundation Module

Health Professionals



“Just a few interventions have made an impact on [Dawson’s] independence and quality of life. This wouldn’t have been possible in a hospital-based role. [The AMSC] really enables services to be coordinated to improve patient care.”

– Sarah Watson, MS Trust funded AMSC.

Three new Advanced MS Champions

Advanced MS Champions (AMSCs) are roles funded by MS Trust. An AMSC works to deliver specialist interventions for people with the most severe forms of MS – a gap in care we noticed and are working hard to fix.

One AMSC we placed, Sarah Watson, has been supporting people with Advanced MS in Leeds and across West Yorkshire by providing interventions at home for people like Dawson. Sarah’s interventions have improved Dawson’s quality of life and improved his ability to live more independently.

“I appreciate what you’ve done for me. You’ve given me confidence to use my equipment independently. You’ve been involved in such a positive way.”

– Dawson, Advanced MS Patient



One new Specialist Nurse

Ashley Thomas began her role as an MS Specialist Nurse in Sunderland. Previously, the service only had one MS Nurse, so Ashley’s contributions have helped hundreds of people with MS in the North East get dedicated, expert care.

“I’m excited to be part of a team that is dedicated to transforming MS care in Sunderland. I want to be a friendly face, and I want to be contactable for all the people who need my help and support.”

– Ashley Thomas, MS Trust funded Specialist Nurse (pictured above right, with Carmel)

Research & Community

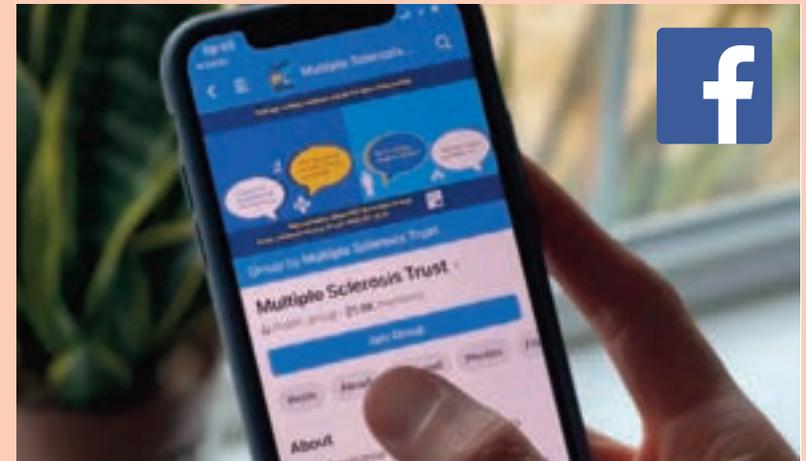
28,000+

podcast downloads.

The MS Trust's podcast remains the UK's highest rated, and most-listened-to, MS Podcast.



“ I have watched/listened to a few of your podcasts or videos on YouTube. You do fantastic work... You all are so refreshingly ‘normal’ and down to earth, I love it.” – Feedback from a person with MS.



Over 30,000 people in our Support Group

Our Facebook community gives people with MS a space to share their experiences with other people with MS, and our in-house experts.

Mobility research – results

We partnered with Motability Foundation to survey the MS community about how their MS impacts their ability to get out and about.

The report on our website shows our full findings – and what we're doing about it.



Over 75%

said they feel isolated due to travel & transport options.

80%

of respondents told us bladder & bowel symptoms affected their ability to travel.

73%

of respondents said fatigue was a significant impact.

Research – 360 View

Our next research project, **360 View**, will map MS services around the UK, including patient perspective. This will help us understand the challenges facing the NHS, as well as examples of excellence in the healthcare community.

360 View is just one upcoming research project we're working on at MS Trust.

Watch this space!

Fundraising

Thank you to all of our incredible fundraisers and donors. Whether you ran a race, decided to set up a regular gift, or thought about leaving us a gift in your will — you have enabled people with MS to gain confidence and control.



Giving in memory

MS Trust wants to especially thank everyone who chose to honour a loved one with a donation. At a difficult time, your generosity helps us make a difference for those affected by MS. Thank you.



We would like to honour the memory of Matthew Craner, who passed away last February. Matt was a consultant neurologist and devoted member of the MS health professional community. He was dedicated to MS education and improving MS services, and a frequent speaker at MS Trust events. Over £7,000 was raised via a Much-Loved tribute page from his colleagues, family, and friends to fund education for specialist MS Nurses, in line with the wishes of his family. He will be missed by many.



1,351

regular givers.

Making consistent contributions throughout the year, regular gifts help us plan forward with predictable, steady income.

49

gifts from charitable trusts and corporate partners.

These gifts help us cover the costs of our Advanced MS Champion programme, as well as Foundation Module, training MS health specialists across the UK.



55

London Marathon runners.

Our London Marathon team raised an incredible **£180,814**. Well done to all our runners!

5,922

miles completed in Miles for MS.

Our accessible fundraising challenge raised £30,266 and saw people fundraise their own way, whether walking, wheeling, running, swimming, or something else entirely.