

# MS Trust Enquiry Service

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Enquiry Team, MS Trust

Multiple  
Sclerosis  
Trust

MS

## What does the Enquiry Service do?

The Enquiry Service is here to help anyone affected by multiple sclerosis find the information they need to better understand MS, to make decisions about life with MS and have meaningful discussions about their care.

The service is: ♦ Confidential ♦ Evidence based ♦ Non judgemental ♦ Neutral ♦ We offer information, not advice

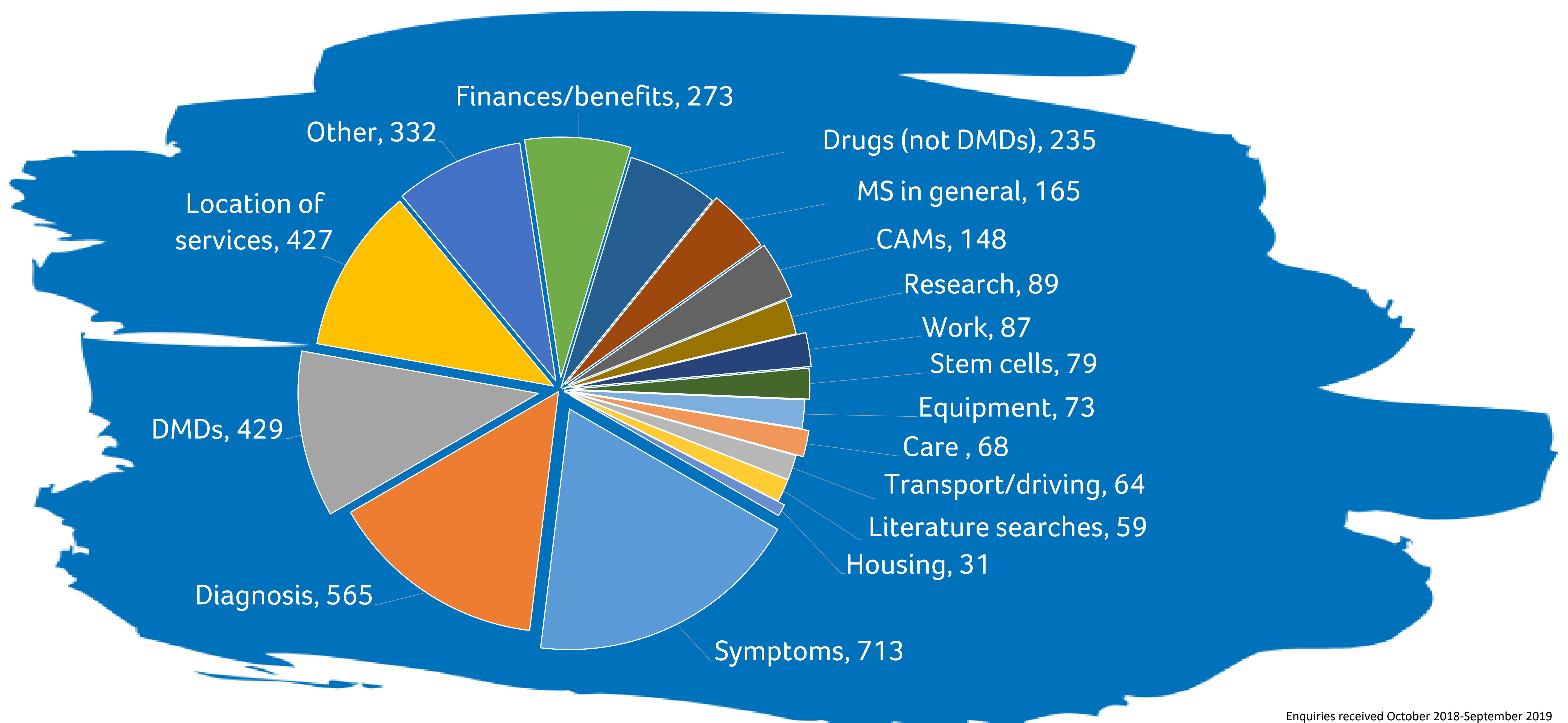
## Who can use the Enquiry Service?

Anyone  
Mainly people who have MS or their family members or friends.  
But we can also help with questions from health and social care professionals, students, employers and others

## How do people contact the Enquiry Service?

Telephone (64%), email (23%), Facebook (12%).  
We get a smattering of questions by other methods – via our website, by post, from Twitter and the occasional visitor to the office.

## What do people ask the Enquiry Service?



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- I'm having strange tingling, pins and needles type symptoms - does this mean I have MS?
- How do I know which disease modifying drug to choose?
- Is there an MS nurse near me and how do I contact them?
- I've tried several things for my pain/fatigue/spasticity - what else can I do?
- Just been diagnosed - will this mean I'll have to give up work?
- Will I be able to have a family?
- I've heard about this new drug that's in the papers - when will it be available?
- If MS only attacks the brain and the spine, why don't my legs work?

## How do people contact the Enquiry Service?

Freephone: 0800 032 3839  
Email: [ask@mstrust.org.uk](mailto:ask@mstrust.org.uk)  
Website: [mstrust.org.uk/infoteam](http://mstrust.org.uk/infoteam)

Staffed from Monday to Friday - 9am to 5pm.  
Leave a message and we'll get back to you as soon as we can.

## What do the Enquiry Service team look like?



Ali  
Claire  
Corinne  
Gemma  
Janice  
Simon

(picture taken before  
Corinne joined the team)