



MS Wellbeing Hub Scotland Neurofund 1 and 2

**October 2020 - December 2022
Report**



Scottish Government
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Executive Summary

Since the inception of the MS Wellbeing Hub in October 2020 through co-production, it has achieved what it was established to do and more. It has provided support to help improve participants' physical and emotional wellbeing, including overcoming isolation through connections made. We have received feedback as to how crucial the support from the Hub has been, particularly in the context of stretched NHS resources. It has:

- Reached people not previously accessing services out with that of the NHS; and how the pandemic has normalised accessing services online
- Levelled the playing field in terms of access for people who find it difficult to travel to activities or who live far away from activities
- Enabled people to try activities they may never normally access, meeting peers along the way.

The number of participants we have reached (1034) is in excess of our original target (780). Also, the number and type of activities we have provided for our community in response to the challenges they told us about have been wide and varied. Participants came to the Hub with a range of needs; mostly to improve their emotional well-being, mobility, and loneliness. 100% of respondents stated that the hub services had either met their needs or really met their needs. As well as measurable outcomes; such as improved mental health and mobility being high, positive outcomes relating to knowledge, understanding and connection were also high. There is clear evidence that the counselling service, group activities and peer support service have had a positive impact on the overall well-being of participants.

The Scotland Wellbeing Hub has become established, respected and well-received by the MS community in Scotland but also across the UK. It has delivered on its initial aims and demonstrated an impact on the health and resilience of the MS community in Scotland. The next steps for the Hub are

- Enhance access and awareness of the hub and support available by piloting direct referrals from NHS teams, particularly MS nurses. Pilot with one NHS region.
- Pilot hybrid activities with partners across Scotland including NHS and therapy centres' response to what the community has told us (e.g., want choice of face-to-face or virtual);
- Design and test different options in how we provide access to emotional support. Our insights inform us that counselling is not suitable or wanted by everyone but it is clear that many require emotional intelligence or tools.
- Continue to consider the best ways to reach the most vulnerable and isolated people who may gain benefit from being connected.
- Provide a follow-up call with previous participants to identify if they need further support and gain their feedback on the services. In particular, provide follow-up support to counselling recipients.
- Directly providing services and support to those affected by MS (i.e., carers,

family, friends and colleagues) as many participants told us that it was their family member that needed support not them.

What we did

See Appendix A for an overview of the Wellbeing Hub.

At the end of December 2022, a total of number of **1034** unique people had accessed one or more services offered by the MS Wellbeing hub.

71% of respondents (n=242) accessing the support from the hub told us that they were 'new' to receiving support out with that of the statutory NHS services.

A third of respondents (n=210) were newly diagnosed (i.e., diagnosed between 2019 and 2022).

Appendix C provides a table which has a full listing of activities, the number of sessions and number of participants attending.

Progress against targets

Appendix C shows that the Wellbeing Hub is significantly ahead of target in terms of number of participants, with **1034 participants** against an end of project **target of 780**.

A number of the original activities identified in our bid were altered due to the changing needs of the MS community. Our social groups became part of our core service offering and extended UK-wide. These have developed into monthly themed social groups which include a book club, "Make and chat" and "Staying active with MS".

We also developed 'themed' group wellbeing sessions which saw an upsurge of demand from the community. These were centred (in the main) on self-management topics including fatigue, keeping active and mindfulness.

We introduced some new physical activity sessions as feedback told us people wanted to try different types of classes which included strength and balance but not around a particular activity type. These included developing partnerships with some new providers and, in the main, were sessions based under the banner of 'movement'. We also partnered with various organisations across Scotland to develop a suite of taster sessions, which we repeated throughout the project to demonstrate different activities that were 'fully' accessible to all. These included Elevate Scottish Ballet dance specific for MS, Emotional Freedom Technique (EFT), Shiatsu and Thrive in Five.

From our evaluation and survey data the main theme that people were struggling with in 2022 was their mental health. Counselling for a number of people was seen as a 'step too far', what they wanted were tools to deal with life. We worked with our counselling organisation and a group of volunteers including healthcare professionals

and co-produced our Building Resilience course. Initial pilot was undertaken in October 2022 and initial evaluation demonstrated a high level of positive feedback about the difference the course had made. *"I understood the concept of resilience before I signed up for the course so I knew roughly what to expect, but it surpassed that with the feeling of community and shared understanding we created. Highly, highly recommend!" Participant 'R'*

Promotion and access to the Hub

People with MS and affected by MS can self-refer to the hub by emailing to a dedicated email address or via telephone, by-in-large the majority of people have emailed. We do receive direct referrals via MS nurses from; Highlands & Islands, Clackmannanshire and Tayside, also from The Oxygen Works Therapy Centre and Revive MS. *Appendix C provides a breakdown of where people heard about the hub.*

Participants can also book directly onto any group sessions via the Eventbrite platform where we promote all our sessions with a three-month lead time. On contacting the hub for 1:1 services or signposting/information people are initially triaged and then a suitable date and time is arranged with them when they are called by one of the hub team. This personalised call enables us to gather further information and enables us to direct them to the support that is best suited to them. The support options are not just centred on the hub services but include our UK-wide services - local MS groups and other third sector provision; i.e., carers centres, therapy centres.

We are aware that as hub services are only accessible online there may be a number of our community that are excluded. As part of our evaluation, we have been asking people what their level of confidence was in using digital tools or accessing digital resources. Over 80% stated they were either very confident or confident with only 3% stating they were not confident at all. We have offered the non-confident individuals additional support via our team and Ability Net.

Desired Outcomes

The desired outcomes of the Wellbeing Hub were to:

- Improve participant's physical wellbeing
- Improve participant's emotional wellbeing

Our evaluation of the hub identified that it aimed not to replace face-to-face support but improve on service users' usual access to support, by providing a service that was:

- Equitable: making access to support service across Scotland
- Streamlined: accessed through a central point
- Holistic: responding to the diverse and complex needs of individual people in the MS community

We have certainly achieved the improvement for service users accessing services and indeed demonstrated an impact on individual's mental health and physical wellbeing. The measurement of our outcomes comes from a mixed-methods of evaluation from the perspective of the service user, service providers and staff. It draws on findings from surveys of participant's wellbeing pre and post their participation, focus groups, plus one to one interviews.

Pre and Post Survey

All participants who engaged with the hub are asked to complete an online baseline survey, the system we use for this is Alchemer. The questions and measuring scales have been altered twice since launch following feedback from participants and our co-production group. Our initial measurement questions, were a mixture of Office for National Statistics (ONS4) personal wellbeing questions which measure life satisfaction, worthwhile, happiness and anxiety and the Oxford Participation and Activities Questionnaire (Ox-PAQ) questionnaire. OX-PAQ was the wrong choice of measurement tool due to the number of questions but also the fact that many people were shielding and thus a number of the questions being irrelevant. We worked with the co-production group and our Insights and Impact team to revise the survey questions and relaunched the new survey design August 2022.

For single sessions we used anonymous polls, built into the Zoom software, at the end of the sessions.

For people receiving counselling the Clinical Outcomes in Routine Evaluation (CORE-10) was used.

Appendix E provides a copy of the pre and post survey questions, poll questions and the CORE-10 scoring matrix.

Evaluation Results

100% of respondents stated that the hub services had either met their needs or really met their needs.

Participants of information webinars and group sessions (poll questions) told us that:

- 82% felt more informed as a result of the sessions
- 82% stated they would act on the information they had heard
- 87% had benefited from connecting with others from the MS community (n/a to Webinars)

Personal Wellbeing (ONS4)

Life Satisfaction

5% of respondents rated their life satisfaction as Very High pre hub compared to 9% of respondents after engaging with one or more of the hub services.

Worthwhile

There was no change in the respondents who reported how worthwhile they feel the things they do in their life very high, 12% both pre and post.

Happiness

14% of respondents rate their happiness the day before as Very High pre hub services compared with 19% post.

Anxiety

40% of respondents rated their anxiety as very low prior to hub services and post this had risen to 49%.

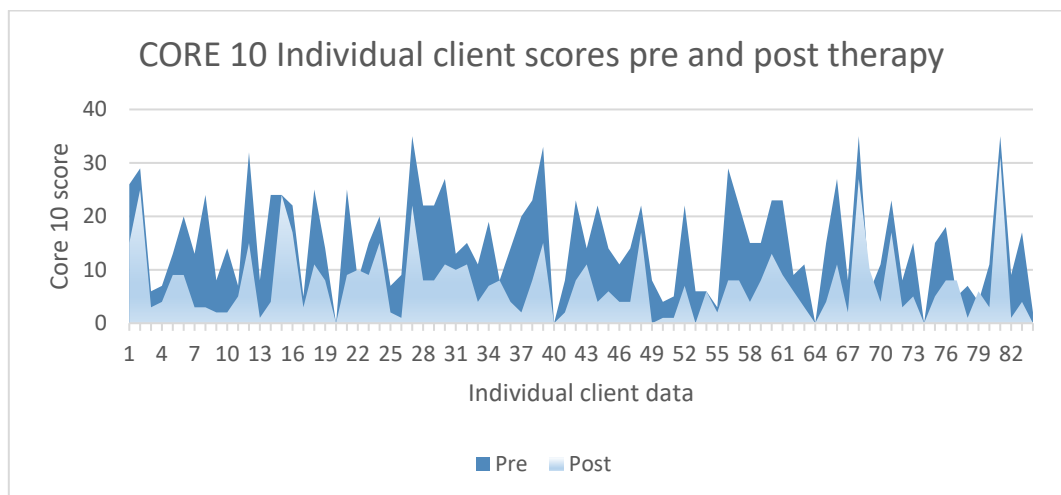
CORE outcome measure (CORE-10)

For those accessing counselling the counselling organisation utilise the CORE-10 monitoring tool. This is a session-by-session monitoring tool with items covering anxiety, depression, trauma, physical problems, functioning and risk to self.

Clinical staff report that the counselling service has been of particular benefit as standard NHS waiting times for a similar service would be 18 months and in 18 months the person could be "*in crisis or no longer need input*". A clinical staff member particularly expressed gratitude for being able to offer this extra support to patients at a time when the NHS service was short-staffed. It is reported that the counselling referral system works well and usually people get an appointment offer within 8 weeks of referral.

There has been anecdotal feedback via clinical team and counsellor services that those who have engaged with the services in general "*have found a real benefit*". One nurse specialist reported that they have heard positive feedback from everyone they have referred in.

Figure 1 - Individual client scores on CORE 10 Pre and post therapy engagement (n= 82)



As you can see from the graph, a significant proportion of clients accessing therapy are reporting levels of psychological distress between 14 and 24 (moderate to moderate/severe) with several indicating distress levels in the severe range. You can also see from the graph that for the majority the reported scores fall to within the mild range after only 4 to 6 sessions and nearly all report a decrease in reported distress following engagement with a therapist.

Figure 2 - Mean CORE 10 pre and post therapy

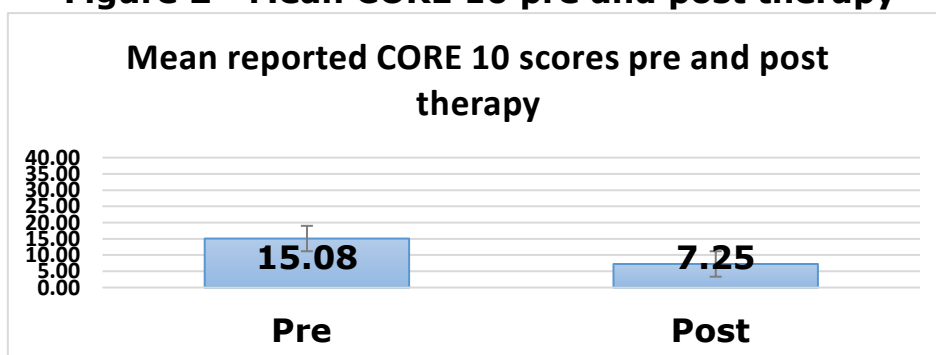


Figure 2 shows the mean pre and post scores reported by clients on the CORE 10 after 4 to 6 sessions of counselling. This shows an average reduction in reported psychological distress of 7.83. Higher scores indicate higher levels of psychological distress where a total score of 11 or above is within the clinically significant range. With this in mind the graph indicates that overall, the scores for clients accessing short term therapy through wellbeing hub move from the clinically significant range to non-clinical after a maximum of six sessions.

In June 2022 we conducted a national survey of our community to gain a better understanding of the challenges they were facing as we came out of the pandemic. In

July we analysed the results - 355 people from the MS community responded, and the good news was that over half of our community feel like they are coping. However:

- 50% of respondents said they had reduced levels of physical activity since before the pandemic;
- almost a third feel anxious and a fifth feel stressed and isolated;
- 39% have had Covid, 42% had experienced reduced access to NHS, and 38% said their MS symptoms have got worse;
- 30% are struggling with their day to day lives, 13% are struggling financially, and 48% wanted to get their lives back on track.

We have engaged with stakeholders to improve our service and its referral pathways:

- MS nurse teams at NHS Lanarkshire and NHS Borders exploring opportunities of future hybrid delivery of activities (i.e., face to face / online).
- Ayrshire and Arran Douglas Grant Centre discussing how we can collaborate. We have collaborated specifically with assisting Occupational Therapist with feedback and review on new driving standards questionnaire being used by OT's. This has been featured at one of our Information webinars.
- Various NHS based MS clinicians with the intention to increase referrals of people with MS (pwMS) to the Hub and to understand what further support the Hub can offer pwMS, whose biggest challenge at present is around emotional support.
- We presented at the Scottish MS Nurse annual conference in December to showcase the success of the Hub and support available to the MS nurses and their patients.

We have 32 volunteers engaged in the project from co-production and sharing their lived experience via peer support or co-hosting session delivery.

Deviation from Original Bid

Introduction of Peer support Scotland wide.

- 90% of those who have taken part in peer support agree or strongly agree that wellbeing services have made them feel better able to cope with everyday life and to feel more in control of their lives
- 75% of those who have taken part in peer support report that their understanding of MS has improved and they feel more optimistic
- 90% of those who have taken part in peer support say they are more confident about managing their MS.

All participants recorded at least some progress being made on their goals. 78% achieved lots of progress or completely achieved their goals.

What went well

The hub has proven itself to be a much needed and relevant support to the MS community with almost 70% of participants being 'new' to accessing support out with that of NHS and with all of the respondents stating that their needs were met by accessing the hub.

Emotional well-being

The impact of the services around people's quality of life especially impact on mental health and in particular those receiving counselling.

Physical well-being

There is a lot of qualitative data demonstrating the positive impact that has been had from the physical activities not only on people's mobility, balance/strength but also on the connection that people make during the regular group activities. For those accessing the physiotherapy service a high number of participants have been able to understand what is happening to their body and indeed why they need to put into practice the exercises – use it or lose it. They have also been introduced to equipment including Functional Electrical Stimulation (FES) units all vital in assisting people to maintain and build on their mobility and function *"its customisation of the exercises to my own circumstances; rather than a generic exercise programme; and the use of EMS which very few NHS physios recommend. I have seen marked improvement in the muscle of my left leg through use of the EMS (Muscle was very atrophied) and hence small improvements in my mobility."* Participant Feedback. Research shows the impact of physical activity is not only measurable via physical attributes but also the quality of life and mental health.

Impact of peer support

Peer support recipients reported on the positive emotional impacts for them from the service. One participant who was already practising mindfulness was now doing it on a more regular basis at his volunteer's encouragement *"I used it recently when I was on a packed train, I started to get myself very worked up. But was able to keep calm using the mindfulness."* (Peer support participant 3). He generally felt the sessions had improved his mental health.

Webinars and wellbeing sessions

These have demonstrated the impact of gained knowledge and activation with an exceptionally high percentage of participants telling us they gained insights, knowledge and would act on the information.

Social Groups / Connections

Now part of our Core services offered across the UK with themed peer groups and plans to further develop these in 2023.

Volunteering

There has been a high level of interest in volunteering in the project and this is seen as a further endorsement for the project reflecting truly what the MS community needs.

What could be improved?

- Reaching and engaging with more service users to provide a follow up service / support
- Direct referral from NHS teams, especially when people are newly diagnosed
- Partnership working with existing services i.e., Therapy Centres, NHS to reduce / stop duplication of services and resource
- Evaluation measurement tool / questions around physical activity

Conclusions and the future

The Scotland Wellbeing Hub has become established, respected and well-received by the MS community in Scotland but also across the UK. It has delivered on its initial aims and demonstrated an impact on the health and resilience of the MS community in Scotland. In addition, it has provided an outline of a possible model for us as an organisation to replicate across the UK. Despite the difficult conditions of multiple lockdowns, the services continued to operate, alter as required by the MS community and delivered support that has been valued by NHS staff, participants, and volunteers. In particular, there is clear evidence that the counselling service, group activities, and peer support service have had a positive impact on well-being outcomes of participants.

Some suggestions for increasing uptake and improving delivery:

- Direct referrals from NHS team particularly MS nurses across Scotland. Initially pilot with one NHS region. Tayside and Highlands and Islands have registered their interest and support in piloting this model.
- Test a pilot of hybrid activities with partners across Scotland including NHS, therapy centres.
- Design and test different options in how we provide access to emotional support. Our insights inform us that counselling is not suitable or wanted by everyone but it is clear that for many they require emotional intelligence or tools.
- Continue to consider the best ways to reach the most vulnerable and isolated people who may gain benefit from being connected.
- Provide a follow-up call with previous participants to identify if they need further support and gain their feedback on the services. In particular, providing follow-up support to counselling recipients.

- Directly providing services and support to those affected by MS I.e., carers, family, friends, and colleagues as many participants told us that it was their family member that needed support not them.

Appendix A - Introduction and Background

Fluctuating, unpredictable symptoms, and an uncertain future mean the MS community need ongoing emotional and practical support from the moment of diagnosis. The Covid-19 pandemic restricted access to NHS healthcare services and many of the other services / therapies that people with MS access to manage their symptoms and keep active also stopped. Many of the MS community were asked to stay entirely at home to shield.

In May 2020 as a response to the pandemic we quickly established a variety of virtual support options with its primary aim to reduce isolation and keep people connected via a grant from the Scottish Government, through the SCVO fund. This first iteration of the hub provided people access to regular chat groups and taster sessions for a variety of activities centred on emotional, physical and creative activities. In the autumn, of 2020 the hub relaunched with the support of Scottish Government Neurological Care and Support: A Framework for Action 2020-2025 funding to enable us to enhance the virtual support model in line with what the MS community were telling us they needed. It incorporated multiple service delivery strands focused on the themes of emotional and physical wellbeing, and living well with MS. The project is focused on delivering services to any person living in Scotland who has, or is affected by, MS.

On initial contact with the hub enquiries are triaged to arrange a suitable time to provide them with a personalised call to enable us to tailor the support to their wider needs and ensure a person-centred approach is provided. Participants can access more than one service simultaneously or at different times. *See Appendix B for an overview of services provided.*

We aimed to deliver a suite of 1,129 livestream sessions (639 phase one) benefiting around 780 unique individuals. We have secured additional funding and programmed additional activities to expand the Hub; all levered by the Scottish Government Neuroframework funding.

Appendix B – Overview of virtual services provided by the hub

- Counselling - an average of six sessions are offered to help participants to deal with their mental health. This is not always related to their MS;
- Neuro Physiotherapy – an average of four sessions are offered to participants to help them with their balance, mobility and pain;
- Virtual emotional health themed group sessions – included mindfulness, meditation, Emotional Freedom Technique (tapping);
- Virtual physical health group sessions – included Yoga, Tai Chi, Pilates, Balance & Strength, MS Warrior 12-week programme;
- Living Well sessions - virtual sessions to connect and share experiences to help people to self-manage;
- 1:1 Information / signposting provided by Wellbeing Hub staff;
- Peer support - trained volunteers are matched with participants to go through an informal, outcome-based programme matched on interests, experience and stage in MS journey.

Appendix C – Table of Activities, number of participants against target

	Number of participants	Target	% achievement
	01/07/21-31/12/22		
Webinars	358	240	149%
Social Groups	51	150	34%
Meditation	112	106	106%
Emotional Freedom Technique (EFT)	20	19	105%
Dealing with stress / anxiety	28	106	26%
Tai Chi	62	119	52%
Mat based Pilates	10	38	26%
Seated Pilates	29	38	76%
Seated Yoga	18	78	23%
Gentle Yoga	36	78	46%
Physio small groups	66	112	59%
MS Warrior Programme	77	75	103%
1:2:1 virtual physio	63	100	63%
1:1 Counselling	95	100	95%
1:1 Signposting/ Support	92	n/a	n/a
Peer Support	19	n/a	n/a
Living well with MS (self-management courses)	46	n/a	n/a
Taster sessions (various including EFT, Shiatsu Connect)	196	n/a	n/a
Wellbeing Sessions (themed around self-management topics)	196	n/a	n/a
Gentle Movement	79	n/a	n/a
Building Resilience (new course)	11	n/a	n/a

Appendix D - Breakdown of where people heard about the Wellbeing hub

NB social media various sources – 145 (22%)

Source	Number	%
Advert on my Facebook account	51	8
Another Healthcare Professional told me about it	14	2
Buzz Newsletter	6	1
Counsellor	6	1
I saw a poster or leaflet	1	0
I saw an advert on my browser	17	3
I saw it advertised on Eventbrite	57	9
Instagram	1	0
Local Group	10	2
Local newspaper	1	0
Moray Council	1	0
Move4ward	5	1
MS nurse	65	10
MS Society Facebook page	82	12
MS Society Membership email	115	17
MS Society Twitter feed	9	1
MS Society website	29	4
MSS Helpline	12	2
NI Hub	1	0
Social media	2	0
The Oxygen Works	3	0
Word of mouth	40	6
Unknown	135	20
Grand Total	663	

Appendix E Evaluation questions / tools

Alzheimer Pre & Post Surveys (v.2 launched October 2022)

Pre-Survey questionnaire

No.	Question
Background and goals	
1	Have you accessed any of the services offered by the MS Society before?
2	How did you find out about the Wellbeing hub?
3	Which service/s are you interested in? Counselling, Webinars, Emotional or physical group activities, MS Warrior, themed chats, peer support
4	What are you hoping to get out of the Wellbeing Hub activities?
5	Some of our services require use of internet and digital access. What's your level of confidence using digital tools or accessing digital resources? We hope to provide support or signpost to an organisation who can provide support
Demographics	
6	Tell us about your connection with MS
7	What year were you diagnosed with MS by your neurologist?
8	What is your Gender?
9	What ethnic group do you identify with?
10	Date of Birth?
11	Which of the following best describes your sexual orientation?
12	First part of Postcode?
Current satisfaction levels (ONS)	
13	Overall, how satisfied are you with your life nowadays?
14	Overall, to what extent do you feel that the things you do in your life are worthwhile?
15	Overall, how happy did you feel yesterday?
16	On a scale where 0 is "Not at all anxious" and 10 is "completely anxious", overall, how anxious did you feel yesterday?

Post-Survey questionnaire

No.	Question
1	Which service(s) have you taken part in? Multiple choice listing services
Changes since pre-survey	
2	Since your involvement in these services do you feel like anything has changed in the way you feel about yourself and your life?
3	What do you feel has changed, and what is it about these services that has made this happen?
4	To what extent do you agree with the following statements about Wellbeing Hub services?

	Improved my understanding of MS
	I will act on the information I have received through Wellbeing Hub services
	Wellbeing Hub services have made me feel more confident in managing my MS
	Current satisfaction levels (ONS)
5	Overall, how satisfied are you with your life nowadays
6	Overall, to what extent do you feel that the things you do in your life are worthwhile?
7	Overall, how happy did you feel yesterday?
8	On a scale where 0 is "Not at all anxious" and 10 is "completely anxious", overall, how anxious did you feel yesterday?
	Satisfaction with Wellbeing Hub
9	To what extent do you agree with the following statements about the Wellbeing Hub's emotional wellbeing services ? (such as counselling and group activity sessions)
	Emotional wellbeing services have made me feel more optimistic about the future
	Emotional wellbeing services have made me feel more in control of my life
	Emotional wellbeing services have made me feel more able to cope with everyday life
10	To what extent do you agree with the following statements about the Wellbeing Hub's physical activity services ?
	After using Wellbeing Hub services, I have become more physically active
	I intend to apply what I have learned from physical activity services in the future
11	To what extent do you agree with the following statements about the Wellbeing Hub's group and peer support services?
	Has made me feel part of a community
	I feel closer to other people affected by MS
	I enjoy meeting with other people who are affected by MS
13	When you registered for the wellbeing hub services you said you hoped to get the following from the services: [repeat of stated goal from pre-survey] To what extent did the wellbeing hub services provide what you wanted?
14	Have you seen any changes in your symptoms since using Wellbeing Hub services?
15	How easy did you find accessing Wellbeing Hub services?
16	How likely are you to recommend Wellbeing Hub Services to someone else affected by MS?
17	What is the main reason for your response?
18	Is there any other feedback you would like to share about the service?
19	Before you go, are there other services or support that the MS Society could provide to meet your needs?

Poll Questions – used at end of Webinars and Wellbeing Sessions

More knowledgeable - Q1. Do you feel more informed as a result of today's session?
Yes / No / Partly

Activation - Q2. I will act on the information I heard today? Yes / No / Partly / Doesn't
Apply

Connection (only for wellbeing sessions) – I have benefitted from connecting with other
members of the MS community? Yes / No / Partly

Clinical Outcomes in Routine Evaluation (CORE-10)

<https://www.coresystemtrust.org.uk/wp-content/uploads/2020/07/CORE-10-English.pdf>

Appendix F Demographics

Gender

Gender	Number	%
Female	517	84
Male	91	15
Non-binary	3	0.5
Prefer not to say	5	0.5
Unknown	47	
Grand Total	663	

Average age of person accessing wellbeing hub is 49 years old with a range 18-74 years of age.

Age Range	Number	%
18-24	7	1
25-34	47	10
35-44	131	28
45-54	152	32
55-64	99	21
65-74	25	5
Prefer not to say	7	1
Unknown	195	
Grand Total	663	

Ethnicity

Ethnicity	Number	%
Arab	2	0.3
Asian or Asian British: Bangladeshi	1	0.1
Asian or Asian British: Indian	4	0.6
Asian or Asian British: Other	3	0.4
Asian or Asian British: Pakistan	5	0.7
Black or Asian British: African	3	0.4



Black or Asian British: Caribbean	2	0.3
Christian white	1	0.1
Mixed: Other	3	0.4
Mixed: White and Asian	3	0.4
Mixed: White and Black African	1	0.1
Other ethnic group:	5	0.7
Prefer not to say	11	2
White: British	360	54
White: Gypsy or Irish Traveller	1	0.1
White: Irish	7	1
White: Other	45	7
White: Polish	1	0.1
White: Scottish	5	0.7
Unknown	200	30
Grand Total	663	

Sexual Orientation

Sexual Orientation	Number	%
Bisexual	7	1
Gay woman/ Lesbian	9	1
Heterosexual/ Straight	294	44
I prefer to use my own term:	5	0.7
Prefer not to say	27	5
Unknown	322	49
Grand Total	663	

Year Diagnosed

Year Range	Number	%
Before 2000	43	6
2000-2009	116	17
2010-2018	188	28
2019-2022	152	24
Unknown	164	25
Grand Total	663	

Connection to MS

Connection to MS	Number	%
A friend, colleague or extended family member has MS	32	4
An immediate/close family member has MS	12	2
I am an MS health care related professional	6	1
I have lost a friend or family member who had MS	3	0.4
I have MS	548	83
I have no direct connection to MS	12	2
I'd prefer not to say	14	2
Unknown	36	5
Grand Total	663	

NHS Area

NHS Area	Number	%
Out with Scotland	16	2
NHS Ayrshire & Arran	21	3
NHS Borders	34	5
NHS Dumfries & Galloway	9	1
NHS Fife	35	5
NHS Forth Valley	33	5
NHS Grampian	46	7
NHS Greater Glasgow and Clyde	99	15
NHS Highland	76	11
NHS Lanarkshire	68	10
NHS Lothian	74	11
NHS Orkney	10	2
NHS Shetland	6	1
NHS Tayside	60	9
NHS Western Isles	13	2
Unknown	63	10
Grand Total	663	

Type of MS

Type of MS	Number	%
I don't know	31	5
Primary Progressive	37	5
Progressive Relapsing	2	0
Relapsing Remitting	265	40
Secondary Progressive	83	13
Unknown	247	37
Grand Total	663	