

# ME Connect

*The Support and Information Service*



**FREEPHONE NUMBER  
AND INCREASING HOURS**

We are here to listen

We provide vital support

It's a safe environment

All communications are treated in the strictest  
of confidence

APRIL 2026



# ME CONNECT

## THE SUPPORT AND INFORMATION SERVICE



**Katharine Leat, Head of Support Services,** heads an amazing team of volunteers who provide support and information to anyone whose life has been affected by ME/CFS or Long Covid.

**FREEPHONE  
0808 801 0484**

To view the ME Connect telephone support line opening hours please visit:

<https://www.meassociation.org.uk/mec>

Alternatively you can email [meconnect@meassociation.org.uk](mailto:meconnect@meassociation.org.uk)

See page 3.

## INTRODUCTION

Living with ME/CFS brings challenges that seem insurmountable. Feelings of confusion, desperation, and isolation on top of the physical symptoms leave too many people in need of help. Help which can be hard to find.

The ME Association is renowned for being a trusted source of information for anyone impacted by ME/CFS.

ME Connect conveys that knowledge, and provides emotional support, with understanding, empathy, and compassion.

We deliver this service with our wonderful team of staff and volunteers.



## WE ARE MEMBERS OF THE HELPLINES PARTNERSHIP

The Partnership is committed to supporting organisations that provide non-face-to-face advice, support and information to improve general wellbeing and has been doing so for over 20 years.

They champion the interests of their members and help them to build sustainability and deliver the best service they can for their users.



# ME CONNECT

## THE SUPPORT AND INFORMATION SERVICE

### HOW WE CAN HELP

#### Here to listen

We are here to listen, validate and empathise with any issues you might be facing.

#### Vital support

We are here to help you reach an informed decision.

#### Safe environment

We provide a safe, confidential, and understanding environment where you can be heard and understood.

**All communications are treated in the strictest of confidence.**

*“Thank you so much for giving up your time to work on this support line. It is just so nice to speak to someone who really understands what I am going through.”*



#### DISCLAIMER

ME Connect is not intended to be a substitute for personalised medical advice or treatment. You should consult your doctor whenever a new symptom arises, or an existing symptom worsens. It is important to obtain medical advice that considers other causes and possible treatments. Do not assume that new or worsened symptoms are solely because of ME/CFS or Long Covid.

**ME Connect, under the capable management of Katharine Leat, has launched a new, updated service to better help those who use it.**

Katharine has hugely increased the ME Connect staff and volunteer team to make it possible to answer more calls, more quickly. Alongside this the hours have been greatly increased.

To view the ME Connect telephone support line opening hours please visit: <https://www.meassociation.org.uk/mec>

There are two ways to contact ME Connect. Firstly you can make contact by telephone to our **Freephone number, 0808 801 0484**. Alternatively you can email [meconnect@meassociation.org.uk](mailto:meconnect@meassociation.org.uk)



# ME CONNECT

## THE SUPPORT AND INFORMATION SERVICE



*“I have worried about this problem for weeks but within five minutes you have given me the answer, thank you very much indeed.”*

### **About Katharine:**

Katharine was delighted to be appointed ME Connect Manager in January 2024. She believes it is a wonderful opportunity to support an amazing team of volunteers as they provide support and information to anyone whose life has been affected by ME/CFS or Long Covid.

Katharine lives with her husband and their beautiful rescue animals in rural Norfolk. She loves all animals, being outdoors whenever possible, vegan cookery, writing stories and Liverpool FC!

### **ME CONNECT’S MANAGER**

“I understand”... two of the most powerful words anyone living with ME can hear and so rarely do. The ME Connect team of staff and volunteers provide desperately needed understanding, empathy and information to those who contact ME Connect.

Living with ME is challenging in so many ways, our service aims to make those challenges more manageable and alleviate the feelings of isolation and desperation that so often occur.

The information shared by ME Connect is produced by the MEA and can therefore be trusted. Similarly, we use a carefully compiled signposting list in order to direct people to other individual experts or organisations for further, or more specific, support as necessary.

Sometimes all that’s needed is someone to listen. Our team provide a safe space, where there is time to talk and truly be heard.

I am proud to work with the ME Connect team who consistently demonstrate their compassion, empathy and knowledge with total commitment to those who need our help.

If you, or anyone you know, need support/information regarding living with ME, please do not hesitate to get in touch.

***Katharine Leat***  
*Head of Support Services*



# ME CONNECT

## THE SUPPORT AND INFORMATION SERVICE

### WE'RE HERE FOR YOU

**Russell Fleming, Research Manager,**  
comments:



“ME Connect is about delivering an accessible, professional and personalised service to people in need. I think we do this very well. Indeed,

throughout the pandemic and ever since, we have seen much growth in the number of people seeking support and information. This has led to the charity investing additional resource in the service.

Email provides a different but similar service to the support line. We want to offer ME Connect to as many as we can and people have responded positively. We now receive almost as many emails as the support line receives phone calls. And, like the support line, all replies are tailored to the individual, are confidential, and we all receive the same level of training.

It is a great honour to help people who are often in desperate situations and, from the responses we receive, I know the service is appreciated. We're here for you!”



### ME CONNECTED

ME Connected, our new online community, now has over 1300 members and is a warm space to make connections.

We have over 50 channels to get involved with so you can not only discuss your symptoms and seek emotional support, but also engage in fun topics, such as posting pictures of your beloved pets or craft projects.

*“Realising that you can, in some small way, make a difference to someone's life is very humbling and rewarding.”*



*“I am grateful that I found this Discord. No matter what mood, problem, issue, state that I arrive in – someone is always there to encourage, support, empathise, advise, laugh, validate. I want to thank you. I only wish I had found it sooner!”*

User Feedback



# ME CONNECT

## THE SUPPORT AND INFORMATION SERVICE



*“Thank you for producing such a helpful magazine. The standard is consistently high and each edition is interesting and varied. I need all the help I can get and this magazine is consistently encouraging, realistic, and helpful.”*



## THE ME ASSOCIATION

*Changing attitudes and improving lives...*

■ **COMMUNITY:** We provide a safe and welcoming community for people affected by ME/CFS and Long Covid who come together and benefit from sharing their experiences. We provide membership, an essential support service, excellent website resources and we host engaging discussions on the most popular social media channels. Knowing that you are not alone can be a great comfort and we are happy to answer your questions and share helpful tips.

■ **MEMBERSHIP:** We put the interests of members at the heart of everything we do. Your subscription means that we can support more people, campaign more effectively and fund more medical research. Members receive the exclusive ME Essential magazine which carries the latest news, medical information, personal stories, and feature articles. **Join us today.**

■ **SUPPORT:** ME Connect is the charity’s support and information service. We listen and we understand. All our staff and volunteers have knowledge and understanding of these medical conditions. We provide a personalised service and we’re here when you need us most. You can contact us via our telephone support line (this is a freephone number) or by email. Please see back page for more details. To view the ME Connect telephone support line opening hours, please visit: <https://www.meassociation.org.uk/me-connect>

■ **INFORMATION:** We produce reliable and timely information written by topic experts and have the **largest range of free literature covering all aspects of life with ME/CFS and Long Covid.** We can show you how to recognise and manage symptoms, get an accurate diagnosis, a referral to specialists, and to obtain the healthcare that you deserve. We also provide an **e-newsletter** and free access on the website to **Medical Matters** and other relevant information.

■ **RESEARCH:** We fund medical research via the **Ramsay Research Fund** and are especially interested in research that can find diagnostic markers, causes, and treatments. We support the UK ME/CFS Biobank and the Manchester Brain Bank, and have invested over £1m in medical research in the last 10 years.

■ **MEDICAL EDUCATION:** We arrange training for healthcare professionals, offer a medical magazine, ME Medical, and are working with the Government, NHS, Royal Colleges of Medicine, and Local Authorities to implement the recommendations of the 2021 NICE Clinical Guideline on ME/CFS – the successful result of 14 years lobbying and hard work.



# ME CONNECT

## THE SUPPORT AND INFORMATION SERVICE

*“The MEA is doing exactly what it said it would by providing support, actively lobbying for recognition, improvements to health and social care, and funding biomedical research.”*



The ME Association  
7 Apollo Office Court  
Radcliffe Road,  
Gawcott  
Buckinghamshire  
MK18 4DF

Tel: 01280 818963

Email: [admin@meassociation.org.uk](mailto:admin@meassociation.org.uk)

Registered Charity  
Number 801279

## THE ME ASSOCIATION

*Changing attitudes and improving lives...*

■ **LOBBYING:** We campaign to raise awareness and bring about positive change. We believe in collaboration and work with the NHS and social care services, the Department of Health and Social Care, the British Association of Clinicians in ME/CFS (BACME), Forward-ME, the ME Research Collaborative (MERC), DecodeME, the All-Party Parliamentary Group (APPG) on ME, Physios4ME, the Chronic Illness Inclusion project (CII), Hidden Disabilities Sunflower, and Long Covid initiatives.

■ **HEALTH & SOCIAL CARE:** The charity works with healthcare providers to successfully implement the NICE Guideline recommendations on ME/CFS and Long Covid to ensure that everyone receives the very best healthcare, wherever they live in the UK. We want well-trained healthcare professionals providing excellent services because timely intervention can lead to better health outcomes and improved quality of life.

■ **DONATIONS:** In order to help more people and invest in medical research we depend on your generosity. If you feel able to make a donation or want to raise funds in other ways, please get in touch with the fundraising team: [fundraising@meassociation.org.uk](mailto:fundraising@meassociation.org.uk) or you can **make a direct donation via the website.**

## WHAT ARE ME/CFS AND LONG COVID?

We answer key questions about these medical conditions and compare similarities and differences. You'll also find the NICE Guideline reproduced in full in an easy-to-use database.

## MEDICAL MATTERS

**Medical Matters** is an easy to use online supplement to the more detailed literature. The same topic experts provide answers to commonly asked questions.

## NHS REFERRAL SERVICES

If you need to locate an ME/CFS specialist service or Long Covid Clinic then we can help. We have listed all secondary care referral services in an easy-to-use database.



THE ME ASSOCIATION

me



Freephone

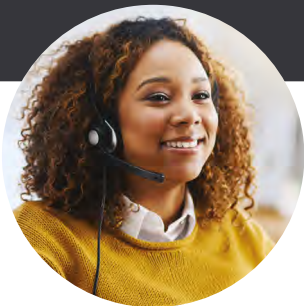
0808 801 0484

For opening hours visit:  
[meassociation.org.uk/mec](https://meassociation.org.uk/mec)

## ME CONNECT

The Support and Information Service  
for people affected by ME/CFS/PVFS  
and Long Covid

Contact ME Connect  
**HOW TO GET IN TOUCH:**  
by phone or email



### HERE TO LISTEN

We are here to listen, validate and empathise with any issues you might be facing.



### VITAL SUPPORT

We are here to help you reach an informed decision.



### SAFE ENVIRONMENT

We provide a safe, confidential and understanding environment where you can be heard and understood.

*We're here for you!*



[meconnect@meassociation.org.uk](mailto:meconnect@meassociation.org.uk)

For all information relating to ME Connect visit: <https://meassociation.org.uk/mec>

[meassociation.org.uk](https://meassociation.org.uk)