

As Christmas approaches, what does our Helpline mean to thousands of families affected by osteoporosis?



I'm Vivienne, one of the specialist nurses on the Helpline. I'm sure, like me, you're looking forward to Christmas. But while the festive season is a time of joy and togetherness for many, we know it can also be an extremely challenging time for people affected by osteoporosis.

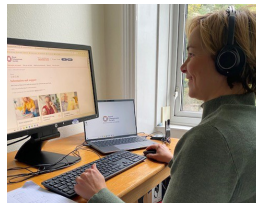
The pain that so often comes with this chronic condition can limit what people are able to do with their families. It can disrupt celebrations and even change family dynamics. Sadly, I hear this all too often from callers at this time of year. The prospect of family get-togethers can put unbearable pressure on people who are already struggling with the effects of osteoporosis. For those who are on their own at this time of year, the pain and distress of osteoporosis can often deepen feelings of isolation.

It's at times like these when the Helpline is such a support. Many callers tell me it's nothing less than a lifeline.

Whether it's someone asking about how to manage their pain, or a family member looking for ways to support their loved one through a difficult time, my colleagues and I are able to offer guidance and reassurance. 9 out of 10 people who talk to us have said they then feel more confident about going on to manage their osteoporosis and its impact.*

Please continue...

*But sadly, not everyone who needs us can get through. There are only 4 specialist nurses like me on the Helpline at any one time, and demand is growing. We work really hard to answer as many calls as we can, but there are around **250 calls a month that are missed** because they're made when we're busy helping other callers.*



As a nurse, it's upsetting for me to think there are so many people unable to access the support they need. Support that could help ease their physical pain or emotional distress, or simply bring words of comfort. That's why I'm hoping you'll support us this Christmas if you can.

Thank you for everything you do to support our vital work, and I wish you and your loved ones a happy, peaceful Christmas.

A handwritten signature in blue ink, appearing to read 'Vivienne Fairclough'.

Vivienne Fairclough
Helpline nurse

A large red five-pointed star with the text 'ROS Christmas Appeal' inside. There are several smaller white stars scattered around the red star on a dark blue background.

ROS Christmas Appeal

Please help us continue to offer essential services that mean so much to families affected by osteoporosis. You could help people get through the festive period with hope and resilience.