

**Acupuncture Service in Tewkesbury, Newent & Staunton (TNS) Locality**

**Outcome of engagement report**

**Introduction**

As part of the current evaluation of the acupuncture service in the TNS locality, NHS Gloucestershire CCG has undertaken a short patient survey to try to understand the experience of those patients accessing the service and the impact they feel the service has had on their health and wellbeing. A copy of the survey is attached in Appendix 1.

In a typical week, the service is currently seeing approximately 35 patients, which will include around 5 new patients a week. Given the time constraints to undertake any patient engagement, it was agreed that a survey would be distributed to all patients attending the service over a three week period at the end of November, early December. The survey was available on-line and in a paper format, with Freepost address for replies. A total of 24 completed questionnaires have been returned, which equates to approximately a 53% return.

**Results of the survey**

The survey was designed to establish both the patient’s experience of being referred to the acupuncture service and the impact that the treatment has had on their health and wellbeing. Patients were asked to consider a series of short statements:

The Friends and Family Test question was included to gauge overall satisfaction of the service, together with the option to leave any other comments or suggestions.

A small number of comments were made in the final section of the questionnaire. All of them reported a positive benefit from the service, eg:

“Due to medication and acupuncture my life has resumed its normal (to me) state of health. I have been given utter and complete understanding and feel happier today because of the acupuncture, and I am even sleeping better”.

“I have found acupuncture has helped me deal with my IBS a great deal and has improved it immensely. Mr Lister is very good with any questions I have concerning it and always explains things to me in a manner I understand”.

“The service provided from GP to referral and appointment has been excellent and very professional”.

“Not sure if it helped as I am in a lot of pain most of the time. I do think it helped with my neck pain and pain in thumbs”.

“My headaches are very much better, but sadly no improvement with my balance”.

**Demographic information**

Demographic information was also collected to help ensure equity of service. 62% of the respondents were female; 38% male. The majority of patients were aged between 46 and 75 and all of the patients described themselves as being of White British origin. Most patients reported that their overall health in the past four weeks had been good, very good or excellent; although a significant number (25%) described their health as poor. A full breakdown of the demographic information is shown in Appendix 2.

Caroline Smith

Senior Manager, Engagement & Inclusion

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