

Ear Acupuncture for Anxiety within an NHS Setting

A Successful Solution to the NHS Workforce Crisis

Fleur Clackson
Acupuncturist

Alex Jacobs
Chief Executive Officer

Osama Ammar
Head of Accreditation for
Accredited Registers



British
Acupuncture
Council **Member**



British
Acupuncture
Council



**professional
standards
authority**

What we should know about UK healthcare in 2025

Challenges

- Mental health crisis
- NHS workforce crisis

Advances in acupuncture

- Evidence
- High standards
- Professionalism
- Acceptance

Advances in regulation

- Accredited voluntary regulation
- Standard that assures public trust



NHS



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Today's talk

Fleur Clackson

British Acupuncture Council
Acupuncturist

Alex Jacobs

British Acupuncture Council
Chief Executive Officer

Osama Ammar

Professional Standards Authority
Head of Accreditation for Accredited
Registers

The Inner Gloucester Acupuncture for Anxiety
Project

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graph TD; A[The Inner Gloucester Acupuncture for Anxiety Project] --> B[The Potential for Traditional Acupuncture to meet UK healthcare crises]; B --> C[The Potential for PSA Accredited Registers to meet UK healthcare crises];
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The Potential for Traditional Acupuncture to
meet UK healthcare crises

The Potential for PSA Accredited Registers to
meet UK healthcare crises

An innovative Primary Care Acupuncture Service for Anxiety

Fleur Clackson
Acupuncturist



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**Gloucester
Inner
City**



PRIMARY
CARE NETWORK

NHS



Gloucester Health Access Centre & Matson Lane Surgery

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Acupuncture for Anxiety Group Clinic.

Commissioning the Service

Driven by a need to provide additional clinical appointments in the midst of a clinical staffing crisis.

Driven by a need for cost-effective, holistic mental health care.

A focus on serving high-need, underserved populations.

Qualified clinicians

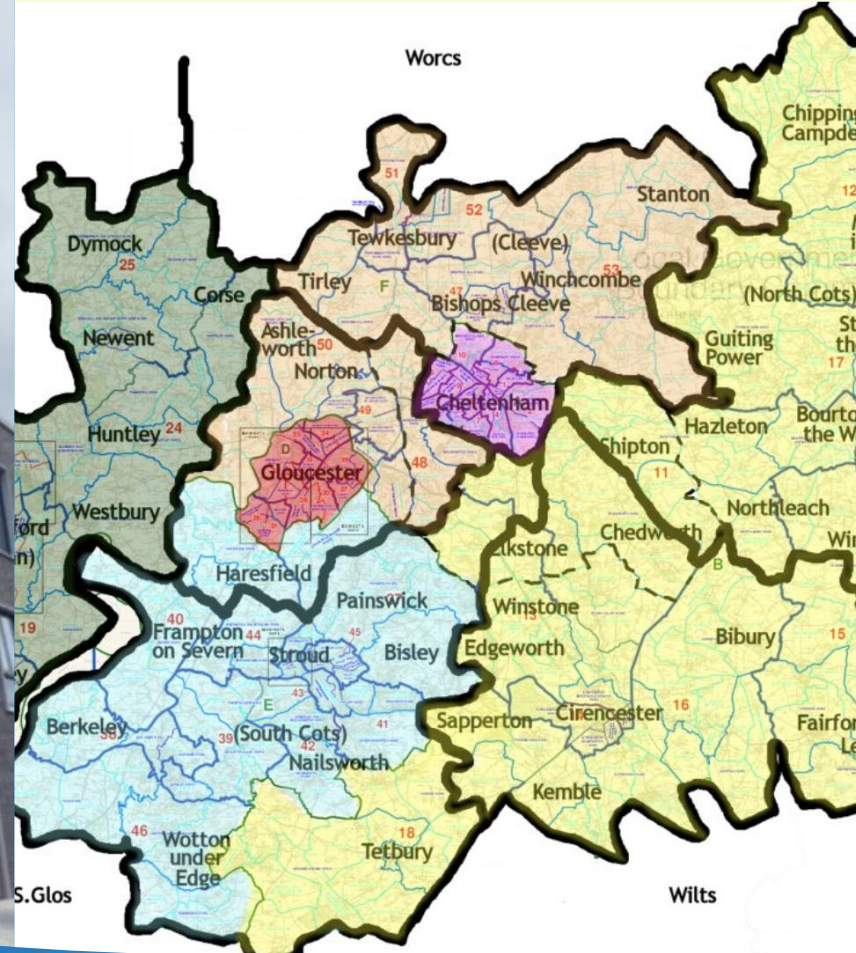


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QUAYSIDE HOUSE

**Gloucester Health
Access Centre**

**Sevenside
Medical Practice**

The Primary Care Network

Consent Form



 Providing NHS services

Consent for Ear Acupuncture Group
 Gloucester Inner City Primary Care Network

Treatment Description: Ear acupuncture will be delivered in a small group and will involve placing up to five thin, sterile, single-use needles in both of your ears. The needles are generally left in place for up to 30 minutes.

Possible Side Effects/Healing Reactions: I understand that acupuncture may cause some slight discomfort where the needle is placed. Potential risks of treatment include: local bruising, minimal bleeding when needles are removed, dizziness or fainting and light-headedness. There is minimal risk of local infection.

Possible Benefits of this Treatment Include: A general feeling of well-being, improved sleep, sense of relaxation, improved resilience to stress and anxiety, decreased cravings for addictive substances and improved pain management. With repeated sessions these benefits may be enhanced.

Clean Needle Procedures: I understand that the acupuncture practitioners follow the British Acupuncture Council's Codes of Safe Practice to guard against the spread of infection using sterilised, pre-packaged, disposable single-use needles. I understand that my participation is voluntary and that I can withdraw my consent at any time. I have read and understand the potential risks of this procedure.


Confidentiality: Because of the open treatment room, if you have confidential issues that you want to raise, please let your Practitioner know prior to treatment so he/she can discuss privately.

Appointment: The Course of acupuncture treatments (minimum 6) needs to be carried out on a weekly basis as it has a cumulative effect.



Please let us know at anytime if you are uncomfortable during treatment. This should be a nice relaxing experience.

Name: _____
 Signature: _____ Date: _____

Your Registered Surgery: _____

Gloucester Health Access Centre and Matton Lane Surgery
 Kingham Surgery | Severnside Medical Practice | Partners in Health


Appointment Guide




 Providing NHS services

Acupuncture Clinic Appointment Guide
Held at Gloucester Health Access Centre
 Quayside House
 Quay Street
 GL1 2TZ
 Tel: 01452 336290


You have been booked on to the six-week Ear Acupuncture Group service. You will receive a text confirmation with the exact time and dates of the sessions. You will also be sent a weekly text reminder for the six weeks.

Before you start the course, one of our acupuncturists will call you to talk you through what to expect at the sessions. They will happily answer any questions that you have. Please do ask them anything that is on your mind.

Location and Parking
 Quayside House (address above) has onsite free parking on the ground floor level of the building. Front entrance





Car park entrance, next to the old Gloucester Prison. Please note from 6 pm on wards the car park is closed. So please be aware that your car might get locked inside of the car park after 6 PM. There are some spaces available on the side of the building, perpendicularly to the A4301 (by the River Severn)



Gloucester

Feedback Form




 Providing NHS services

Ear Acupuncture Group Feedback Form
 (Week 1 – Wave No.....)

Thank you for being part of the Ear Acupuncture Group. We really value your feedback as it helps us to continue to improve the service for future groups. Your feedback will be anonymous. Once completed, please pass to a member of the reception team.

1. Overall, how was your experience during your session including arrival, information provided before the session/appointment.

Very poor 1 2 3 4 5 6 Excellent



2. Is the group at a time, day and location that suits your needs?
 Yes No

Comments: _____

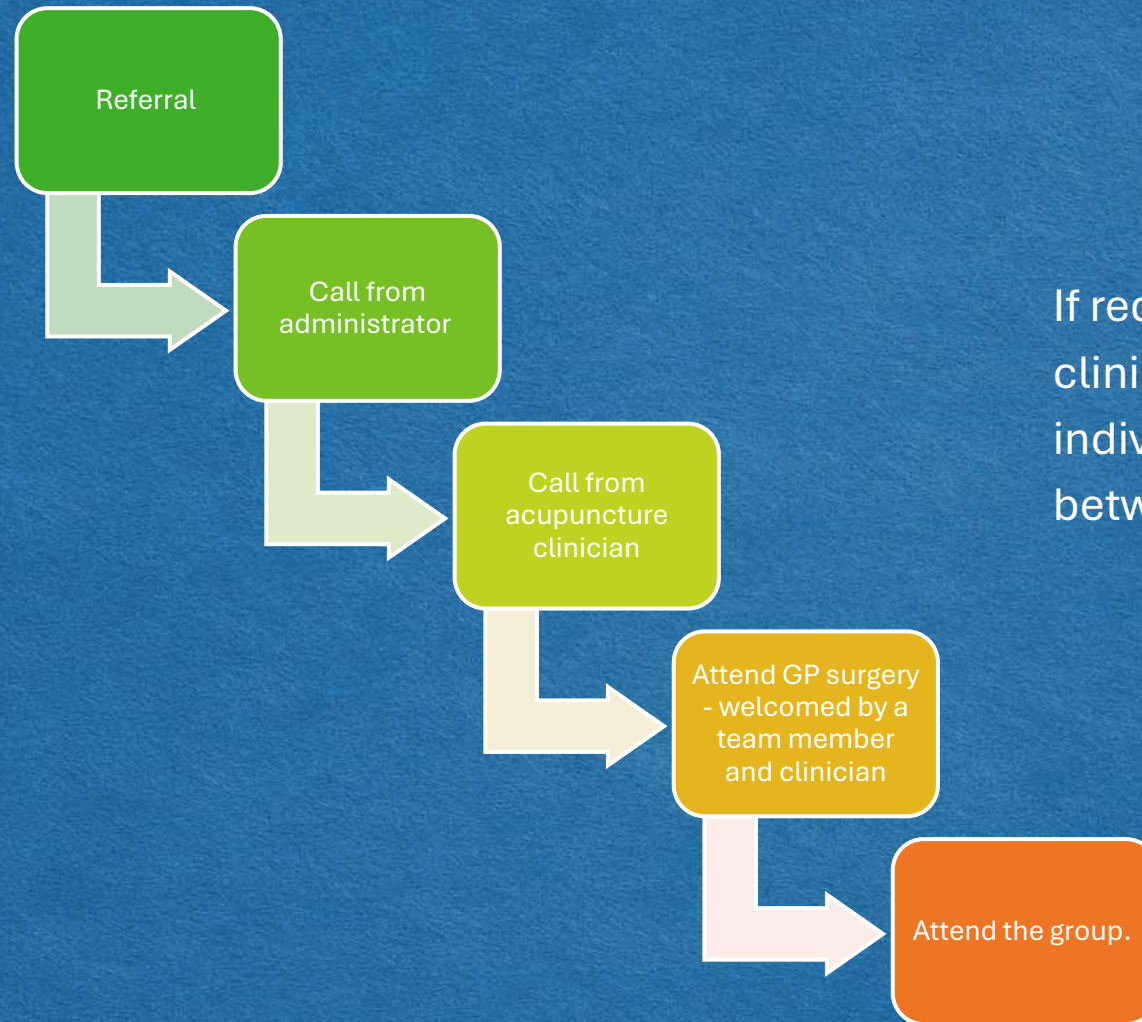
3. At the start of acupuncture course of treatment (week 1):
How often, in the two weeks leading up to the treatment, have you been bothered by any of the following problems – please circle your answer.

GAD-7	Not at all	Several days	Over half the days	Nearly every day
1. Feeling nervous, anxious, or on edge.	0	1	2	3
2. Not being able to stop or control worrying.	0	1	2	3
3. Worrying too much about different things.	0	1	2	3
4. Trouble relaxing.	0	1	2	3
5. Being so restless that it's hard to sit still.	0	1	2	3
6. Becoming easily annoyed or irritable.	0	1	2	3
7. Feeling afraid as if something awful might happen.	0	1	2	3
Add the score for each column				

Total Score (add your column scores): _____

Setting up

The experience of the patient



If required acupuncture clinician may make calls to individual participants between sessions.

Weekly welcome topics



Week 1 Welcome: Introduction

Outline and introduction to NADA acupuncture protocol & Anxiety through the lens of energy (yin and yang)

Week 2 Welcome : Digestion

- foods/drinks and everything else our systems must 'digest'

Week 3 Welcome: Self-Care

- Sleep/Rest , The Breath

Week 4 Welcome: Nature / Movement / Exercise

Week 5 Welcome: Mindfulness

- Mindful Self Compassion (noticing how we speak to, and treat ourselves.)

Week 6: Recap

Staff engagement & service Integration within the PCN

Sharing mental health

“Worth doing as the effect scan be surprisingly beneficial and ...and it is very real .. they can see me of an example of how it can be very helpful”

“I feel lot more like myself... if I hadn't had the acupuncture, I probably wouldn't be where I am now”

Participation in a

developed a comprehensive Toolkit for sustainability.

Impact Evaluation Report.

“[if] you get the chance to go to acupuncture, go. Because I went and it made a lot of difference to me, and it's helped me to like calm myself down”

Inclusivity & Accessibility - Diverse groups:



Refugees

Carers

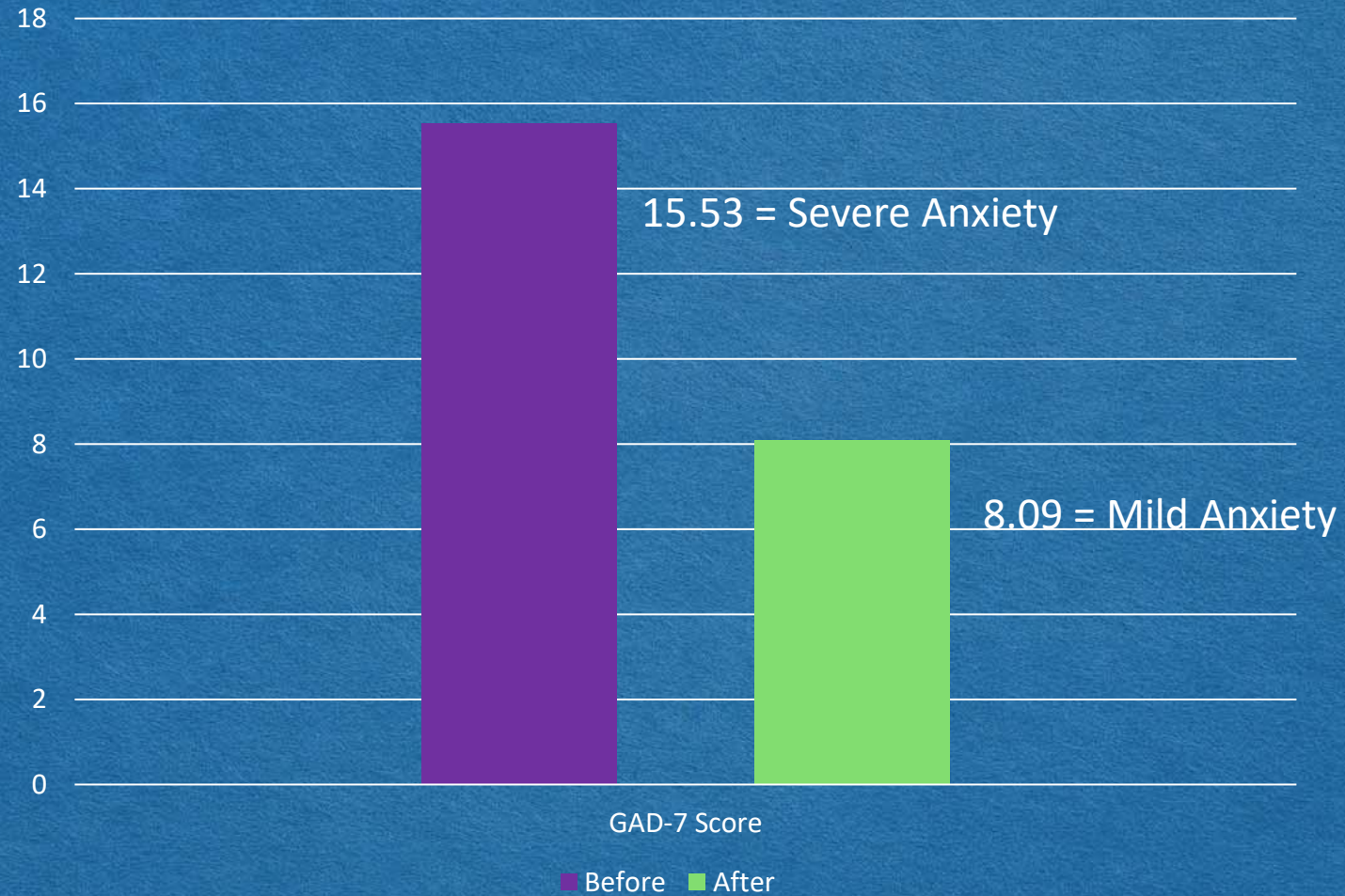
Visually impaired

Minority communities

English as a second language.

Outcomes

AVERAGE GENERAL ANXIETY DISORDER SCORE (GAD-7) – BEFORE & AFTER



Outcomes

“Definitely feel like a change happens after every session...feel instantly more present.”

“It's helped my anxiety more than anything I've tried including CBT”

“It's helped my problems sleeping. Handling stress a lot better. I'm able to stay awake for work. Problems are easier to work through.”

“feeling much calmer and able to deal with situations much more consistently”

“I feel an immense sense of peace and cared. Best experience I've had for anxiety without medication. More able to face the world and deal with life.”

Cost and Efficiency

Per patient per session	Per patient per 6-week course
£18.98	£113.91
With x6 participants per session	

Per patient per session	Per patient per 6-week course
£13.75	£82.50
With x4 participants per session	



The British Acupuncture Council's **Primary Care Network toolkit**

July 2024

How can the
success be
reproduced?

Key Takeaways

- Strong patient satisfaction and positive outcomes.
- Demonstrates safe, regulated use of acupuncture within mainstream healthcare.
- Cost-effective, holistic mental health intervention.
- A scalable model for other regions.



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The British Acupuncture Council

How can we learn from this success and
help meet the healthcare needs of the UK
public?

Alex Jacobs MSc BSc MBAC MRCHM

CEO, British Acupuncture Council

Lord Darzi – Independent Investigation of the NHS in England – September 2024



April 2024 – 1 million people waiting for mental health services



345,000 referrals where people waiting over a year for first contact with mental health services

The prevalence and cost of mental health issues in the UK.

The Big Mental Health Report 2024

The cost of poor mental health



Supported by



£300 billion

Economic and social costs of mental ill health in England per year

£150 billion

NHS annual budget

How did this project get off the ground?



Inner Gloucester
Primary Care
Network





A lot has changed in the provision of traditional acupuncture

Degree-level training

- In depth professional training
- Trusted healthcare practitioners

Accredited voluntary regulation

- Practitioners you can trust
- Meeting the highest standards

Trusted profession

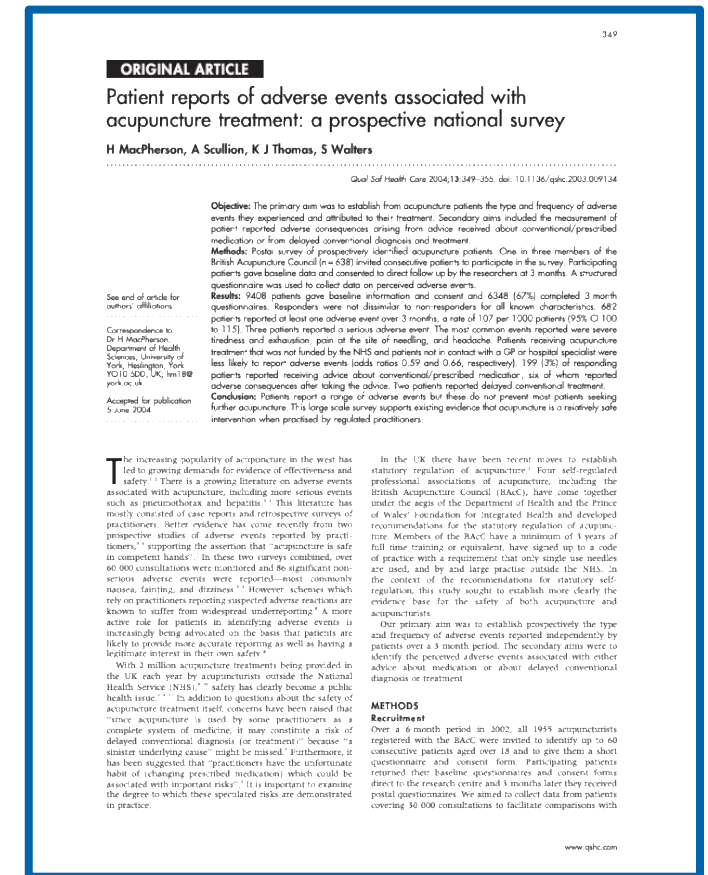
- Integration into UK institutional framework

Modern validation of traditional knowledge

- Matching UK healthcare needs

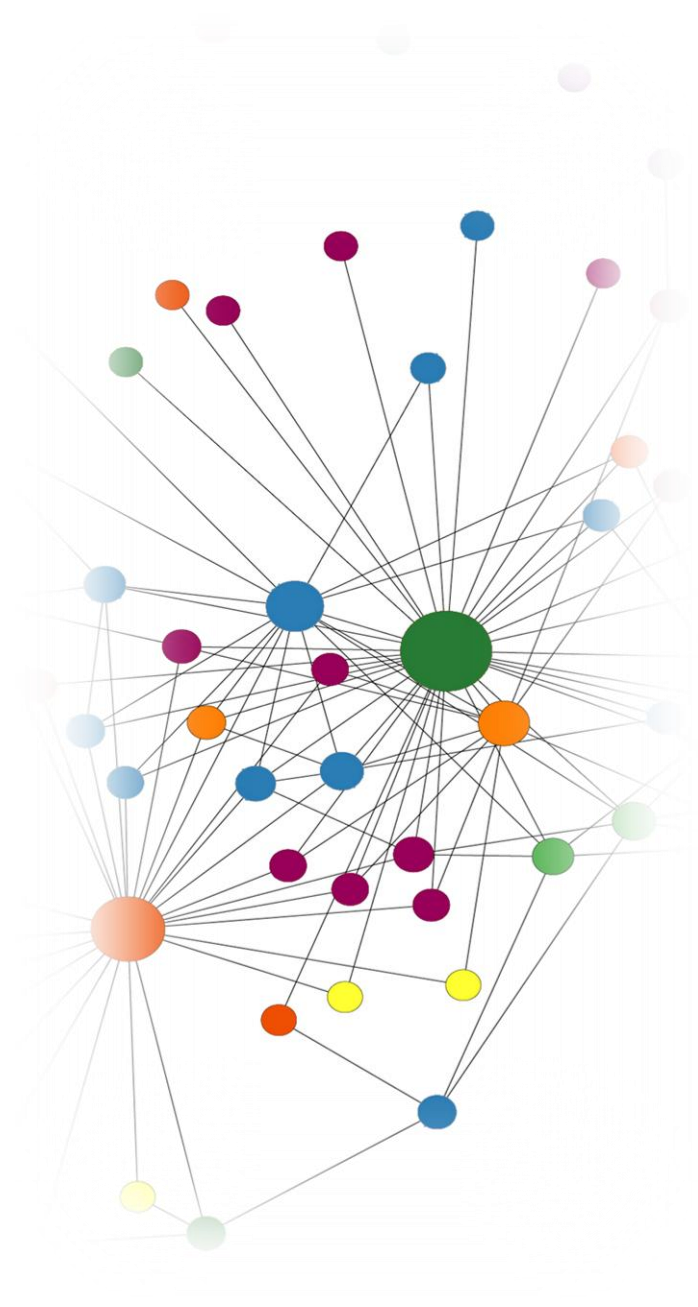
Patient reports of adverse events associated with acupuncture treatment: a prospective national survey

- 6,348 patients completed 3-month questionnaires
- 30,196 consultations
- 638 BAAC members participated in the study



MacPherson et al 2004: conclusion

Acupuncture is relatively safe when practised by regulated practitioners [BAcC members]





British
Acupuncture
Accreditation
Board

35 years of degree-level training

3,600 hours with 400 hours of clinical practice

Biomedical sciences, physiology and pathology

Critical evaluation of research

Patient care and the therapeutic relationship

Rigorous safety and hygiene training

Recognising limits and working with conventional medicine

Gold
Standard in
Europe



British Acupuncture Council Standards



- Developed and revised over 30 years
- Education to practice



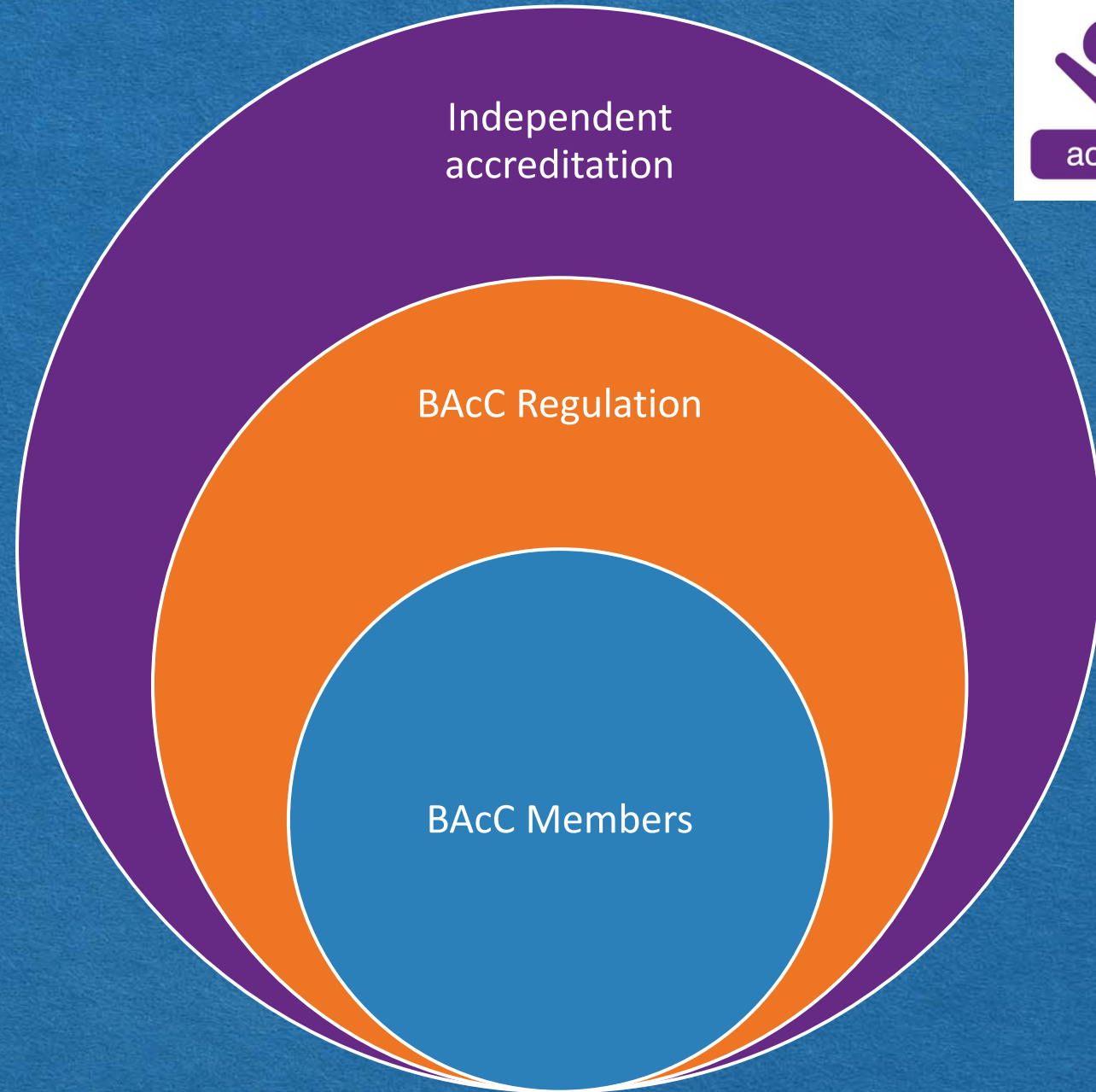
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Trust from
accredited
voluntary
regulation

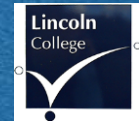


Institutional Trust

Global Institutions

University Partners

NHS



Private Healthcare Insurers

Patient Advocacy



Lord Darzi – Independent Investigation of the NHS in England – September 2024

‘Prevention’

‘Supporting
lifestyle
change’

‘Empowerment’

‘Self-help’

Traditional Acupuncture is the original...

Mind-body
medicine

Lifestyle
change
medicine

Personalised
medicine

Empowering
medicine

Preventative
medicine

Self-help
medicine

The potential of traditional acupuncture for chronic illness

NICE National Institute for
Health and Care Excellence

Traditional acupuncture
recommended for the treatment of
chronic primary pain

The huge potential of traditional acupuncture to meet the needs of...

- The NHS Workforce Crisis
- The Crisis in Chronic Disease
- The suffering of the UK public

British Acupuncture Council Members – Ready to work!

Largest

- 2300 full members

Long established

- 30 years

Highest standard
training

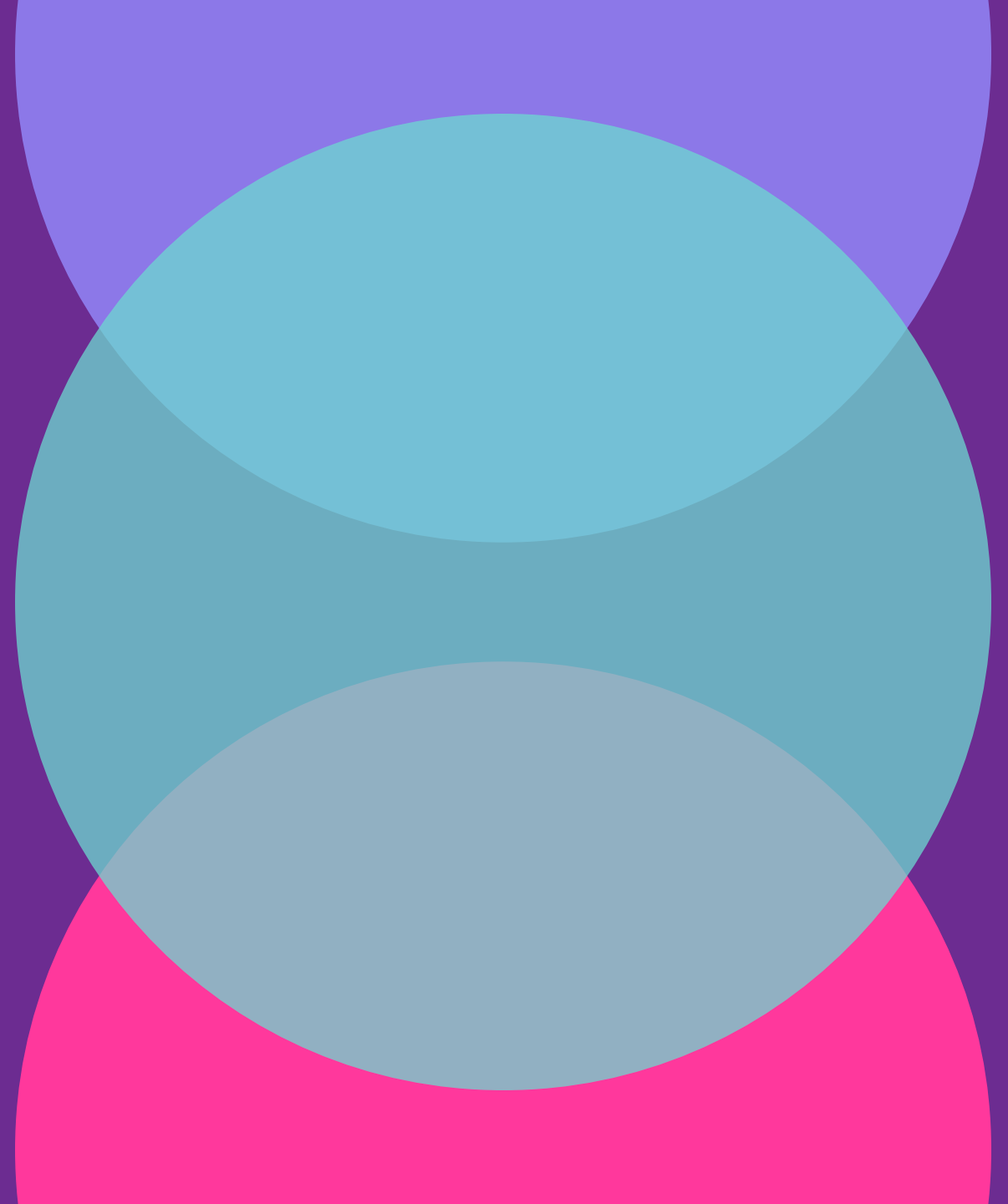
- 3 year degree level

Highest standard
regulation

- PSA accreditation



The Accredited Registers Programme



The Accredited Registers Programme

How do we grow services to meet patient demand while upholding and improving quality and safety?



The Accredited Registers programme was set up to make sure that non-statutory registers meet standards that prioritise the safety of patients and the public

An Accredited Register ensures that those who work in roles not regulated by law will be held to high standards.

For a register to be accredited and display the Quality Mark, they must meet our [Standards for Accredited Registers](#).

This means that when you [recruit or commission a practitioner](#) listed on one of our Accredited Registers, you can have confidence in the safety and quality of their services.

**Registers accredited
by the Professional
Standards Authority
must:**

- ① Set high Standards
- ② Quality assure training and education
- ③ Process complaints about their registrants

It can provide
confidence to
commission services



Help respond to
patient demand
through an untapped
workforce whilst
ensuring safety



Remember

When workforce pressures are high, Accredited Registers can provide a solution



The Accredited Registers Programme

The programme covers almost 130,000 practitioners across more than 60 roles in health and social care including:

- Mental health
- Non-surgical cosmetics
- Healthcare science and public health
- Sports therapy and rehab
- Complementary therapies



The Accredited Registers Programme

Look For The Mark



professional[™]
standards
authority

accredited register

“I suffered badly from anxiety, this has been the best thing ever.”

“This has made a huge difference to me with regards to lessening my anxiety which I have struggled with on and off for 7 years.”

“The last 6 weeks have been great support. Helped me no end. I seem to be less anxious a lot calmer in myself.”