

# **COMPLEMENTARY THERAPY**

## **SERVICE**

## **SATISFACTION**

## **QUESTIONNAIRE**

**2025**

## **INTRODUCTION**

The staff and volunteers of St Raphael's Hospice place great value on the views and experience of their patients and the relatives and carers of those patients. The Hospice Complementary Therapy Feedback Questionnaire has been designed with the input of key Hospice staff. It seeks to gain the views and opinions of patients and those important to them (clients) who require complementary therapies.

## **AIMS**

1. To assess the opinions of the clients of the Complementary Therapy service.
2. To highlight areas for improvement.
3. To appraise the questionnaire design and methodology.

## **METHODOLOGY**

Complementary Therapy Feedback Questionnaires were made available to each client who received complementary therapy of any kind. Clients are invited to complete questionnaires on a voluntary basis.

This report reflects the results for the period from 1<sup>st</sup> February 2025 (when the survey commenced) to 31<sup>st</sup> March 2025. All respondents were assured that their information would be treated as confidential.

## RESULTS

### INTRODUCTION

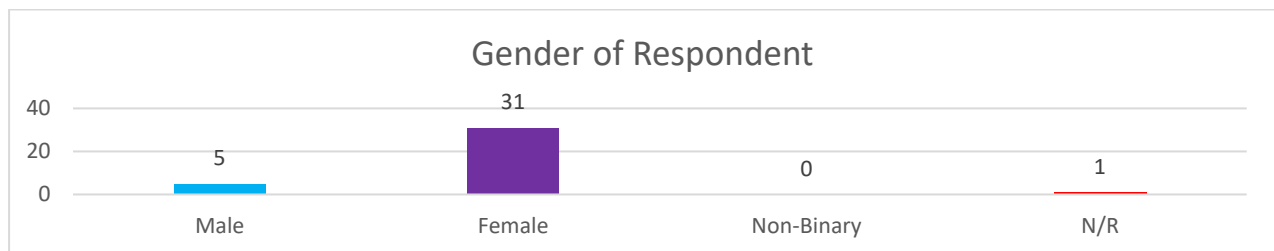
There were 37 questionnaires completed in 2025 from 1<sup>st</sup> February 2025 to 31<sup>st</sup> March 2025 and analysis is based on those 37 questionnaires.

#### Q1. Who is completing the survey?

Respondent	2025
I am the patient	23
I am the carer	4
I am bereaved	8
Wellbeing centre	1
Other	1
<b>Total</b>	<b>37</b>

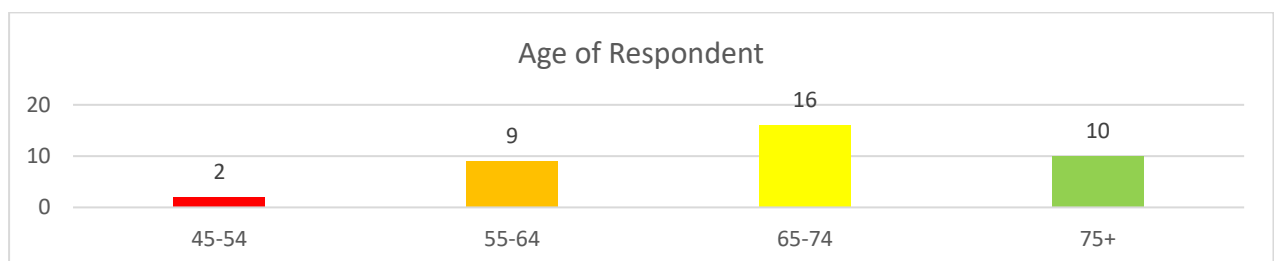
#### Q2. How do you identify?

	Male (inc transgender)	Female (inc transgender)	Non-Binary	NR
2024	5	31	0	1
As %	14%	86%	0	-



#### Q3. What is your age?

45-54	55-64	65-74	75+
2 (5%)	9 (24%)	16 (43%)	10 (27%)



**Q4. How did you hear about St Raphael's Complementary Therapy service?**

Where did you hear about the service?	Numbers
Wellbeing Centre	18 (49%)
Marsden	5 (14%)
St Raphael's Hospice	4 (11%)
Nurses	2 (5%)
Other referral (unspecified)	1 (3%)
Other hospice (unspecified)	1 (3%)
Friend	1 (3%)
Classes	1 (3%)
Website	1 (3%)
GP	1 (3%)
Named Staff member	1 (3%)
Unspecified staff members	1 (3%)
<b>Total</b>	<b>37</b>

The most common way respondents heard about the service was through the Wellbeing Centre, with 18 (49%) of the 37 respondents having heard about the service in this way.

**Q5. Which Complementary Therapy/ies did you receive?**

	2025
<b>Aromatherapy</b>	<b>2</b>
<b>Massage</b>	<b>20 (44%**)</b>
<b>Reflexology</b>	<b>19 (42%**)</b>
<b>Reiki</b>	<b>3</b>
<b>Lymphatic massage</b>	<b>1</b>
<b>OVERALL</b>	<b>45*</b>

\*Incorporates multiple answers; \*\*%based on answered overall numbers

Massage and Reflexology were by far the most common of the therapies received, together accounting for a total of 39 (87%) of the total therapies received.

**Q6. What symptoms did you hope the Complementary Therapy service would help you with? (Incorporates multiple answers).**

<b>Symptoms 2025</b>	<b>Total</b>
<b>Anxiety</b>	<b>15</b>
<b>Pain/Muscle tension</b>	<b>30 (29%**)</b>
<b>Nausea</b>	<b>2</b>
<b>Sleep problems</b>	<b>13</b>
<b>Fatigue</b>	<b>20 (19%**)</b>
<b>Low mood</b>	<b>12</b>
<b>Hot flushes</b>	<b>1</b>
<b>Neuropathy</b>	<b>8</b>
<b>Breathlessness</b>	<b>2</b>
<b>Relaxation/Pain relief</b>	<b>1</b>
<b>Cancer treatment side effects</b>	<b>1</b>
<b>OVERALL</b>	<b>105*</b>

Pain/muscle tension was the most common symptom requiring treatment, accounting for 30 (29%) of all symptoms requiring treatment and fatigue was the second most common symptom requiring treatment, accounting for 20 (19%) of all symptoms recorded.

Below is a breakdown of which symptoms were treated by which specific therapy. NB – Since some clients had multiple therapies, the grand total number of symptoms treated by specific therapy is greater than the grand total number of symptoms which individual clients suffered from. So e.g. if a client had both aromatherapy and reflexology, then their symptoms are added to both the aromatherapy and the reflexology columns.

Symptoms and Therapies 2025	Aromatherapy	Massage	Reflexology	Reiki	Lymphatic Massage	Total
Anxiety	2	7	9	3		21
Pain/Muscle tension	2	18 (32% **)	14 (27% **)	2	1	37
Nausea		1			1	2
Sleep problems		7	7	1		15
Fatigue	2	11	9	3	1	26
Low mood	2	8	5	2		17
Hot flushes	1					1
Neuropathy		3	6			9
Breathlessness		2				2
Relaxation/Pain relief			1			1
Cancer treatment side effects			1			1
<b>OVERALL</b>	<b>9</b>	<b>57</b>	<b>52</b>	<b>11</b>	<b>3</b>	<b>132*</b>

\*Incorporates multiple answers; \*\*%based on answered overall numbers

Pain/ Muscle tension was the most common symptom treated by massage accounting for 18/57 (32%) of the symptoms treated by massage. It was also the symptom most commonly treated by Reflexology, accounting for 14/52 (27%).

**Q7. How often do you use our Complementary Therapy Service?**

	<b>2025</b>
<b>Weekly</b>	<b>3</b>
<b>Fortnightly</b>	<b>1</b>
<b>Twice a month</b>	<b>1</b>
<b>Every three weeks</b>	<b>1</b>
<b>Monthly</b>	<b>11</b>
<b>Every six weeks</b>	<b>4</b>
<b>Every six to seven weeks</b>	<b>1</b>
<b>Ad-hoc</b>	<b>11</b>
<b>First time attending</b>	<b>1</b>
<b>Unsure</b>	<b>1</b>
<b>Not Recorded</b>	<b>2</b>
<b>OVERALL</b>	<b>37</b>

The most common answer to how regularly the respondent used the service are “once a month” -11/37 (30%) respondents and “ad-hoc” 11/37 (30%) respondents.

**Q8. Do you feel your Complementary Therapy was beneficial?**

	<b>Yes</b>	<b>No</b>	<b>Unrecorded</b>
2025	35	0	2
<i>As % of recorded responses</i>	<i>100%</i>	<i>0%</i>	-

<b>ID</b>	<b>Beneficial?</b>	<b>EXPLAIN HOW BENEFICIAL</b>
1	YES	THE TREATMENT WAS VERY CALMING AND MADE ME FEEL RELAXED.
2	YES	I BELIEVE IN MERIDIENS
3	YES	VERY CALMING.
4	YES	ABSOLUTELY - IT'S THE ONLY TIME I TRULY RELAX AND I FEEL SO MUCH BETTER FOR IT.
5	YES	ABSOLUTELY!!!
6	YES	HELPS TO RELIEVE NECK MUSCLES AFTER RADIOTHERAPY.
7	YES	IT LIGHTENED THE MIND
8	YES	RELAXING, ENJOYABLE
9	YES	RELAXING
10	YES	EASED THE TENSION IN SHOULDERS AND BACK.
11	YES	I ALWAYS GO AWAY FEELING BETTER THAN WHEN I CAME.
12	YES	MASSAGE MADE ME MORE AWARE OF WHERE I WAS HOLDING TENSION AS THESE AREAS WERE MORE TENDER.
16	YES	VERY RELAXING, EATING MY NECK AND BACK TENSION
17	YES	HAD A DEFINITE RELAXING EFFECT.
18	YES	VERY RELAXING
19	YES	RELIEF OF TENSION
20	YES	I FEEL RELAXED AND HAPPY.
21	YES	I FEEL SO RELAXED AND ABLE TO COPE WITH LIFE.
22	YES	MOST DEFINITELY. A BIT OF RARE ME TIME.
23	YES	HELPED EASE PAIN LEVELS
24	YES	VERY RELAXING. OPPORTUNITY TO STOP "THINKING!"
26	YES	I FIND IT BENEFICIAL TO EXPERIENCE THE DIFFERENT THERAPIES AND HOW THEY BENEFIT MY MEDICAL PROBLEMS, STRESS AND WELLBEING
27	YES	BENEFIT PHYSICALLY, MENTALLY. AS A WHOLE, SOME BENEFIT. MY FEET FEEL ALIVE AGAIN AFTER TREATMENT. MENTALLY I AM RELAXED AND FEEL LESS STRESS, AND I FEEL MY BRAIN FOG LESSEN. MY CIRCULATION IS GREATLY IMPROVED FOR MY FEET, LEGS ETC.
30	YES	TO BE RELIEVED OF THE PAIN I AM IN.
31	YES	IMPROVES MOOD, HELPS WITH RELAXING AND SLEEP
32	YES	IT HELPS ME TO RELAX AND PROVIDES A PLACE WHERE I CAN SAY HOW I FEEL, IN CONFIDENCE.
33	YES	IT IS SO RELAXING
34	YES	RELAXED
35	YES	GIVES ME PAIN RELIEF AND RELAXATION
36	YES	HELPS WITH THE PAIN
37	YES	HELP ME FORGET PAIN FOR A SHORT WHILE.

T:\Quality & Governance Department\General\St Raphael's Hospice\Satisfaction Surveys\Complementary Therapy\Complementary Therapy Service Satisfaction JCAR with feedback 25-06-2025

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**Q9. How did you feel immediately after your treatment compared to how you felt before?**

ID	How you felt after
1	BETTER!!
2	RELAXED, STRONGER, LESS FUZZLED.
3	RELAXED, ENERGISED.
4	AMAZING - RELAXED, RE-ENERGISED AND CALM.
5	I NOTICE IMPROVEMENT, IMMEDIATELY WITH MOVEMENT, DISCOMFORT.
6	VERY RELAXED
7	A LOT CALMER THAN BEFORE.
8	RELAXED.
9	IT WAS VERY BENEFICIAL TO MOOD AND WELLBEING.
10	MUCH MORE RELAXED.
11	FEEL VERY RELAXED. IT ALSO HELPED ME TO FORGET THAT I AM UNWELL.
12	REFRESHED AND CALMER. I SEEMED TO BE ABLE TO BREATHE EASIER.
13	MUCH MORE RELAXED.
16	VERY MUCH BETTER, MORE RELAXED.
17	VERY SLIGHTLY "SPACED OUT!"
18	VERY SLEEPY/ RELAXED
19	RELAXED
20	RELAXED, HAPPIER, LESS TENSE.
21	CHILLED, VERY RELAXED AND HAPPY
22	MUCH MORE RELAXED AND EASES MY BACK PAIN.
23	RELIEVED
24	VERY CALM, VERY RELAXED. NO WORRIES.
25	SLIGHTLY IMPROVEMENT
26	ALWAYS FELT A LOT BETTER AFTER TREATMENTS. LESS PAIN - MORE RELAXED. BETTER BODY MOVEMENT, PARTICULARLY IN MY ARMS, NECK AND LEGS.
27	RELAXED, ENERGISED, LESS PAIN IN BOTH FEET.
28	A SENSE OF WELLBEING AND RELAXATION.
29	MUCH BETTER
30	JUST WONDERFUL
31	RELAXED, CALMER
32	SLEEPY AND RELAXED, BOTH EMOTIONALLY AND PHYSICALLY.
33	RELAXED/ CALM
34	COMFORTABLE
35	RELAXED
36	MUCH MORE RELAXED.
37	FAR MORE RELAXED.

**Q10. What could we do to improve our Complementary Therapy service?**

10 of respondents had suggestions for improvement in response to this question

ID	How can we improve?
2	HANDS ON.
4	AS REGULAR AS YOU CAN TAKE IT.
5	MOVABLE <b>MASSAGE</b> BED (HEIGHT)
7	BETTER <b>MASSAGE</b> TABLE.
8	ADD MORE!
18	GET ANOTHER HYRAULIC <b>MASSAGE</b> BED
20	MORE TREATMENTS PLEASE
21	MORE SESSIONS
31	FREQUENCY TWICE A MONTH
36	WEEKLY SESSIONS

- Three of the ten respondents mentioned the massage bed.

7 respondents only had further praise in response to this question

ID	How can we improve?
1	I FEEL IT DOESN'T NEED ANY IMPROVEMENT.
11	THE SERVICE DOES NOT NEED IMPROVING. IT IS PERFECT.
12	FROM WHAT I'VE EXPERIENCED TODAY, IT CERTAINLY MEETS THE NEED OF THE CENTRE AND IS A VALUABLE ASSET.
13	NOT SURE THERE IS MUCH YOU COULD DO TO IMPROVE AS IT IS EXCELLENT. AND STAFF VERY KIND AND FRIENDLY.
24	CAN'T THINK OF ANY.
26	NOTHING, THE SERVICE I HAVE RECEIVED HAS ALWAYS BEEN EXCELLENT.
29	IT'S PERFECT AS IT IS!

2 respondents were undecided as to how to respond to this question.

ID	How can we improve?
27	THIS IS MY FIRST SESSION, SO CAN'T SAY AT THE MOMENT.
32	CAN'T THINK OF ANYTHING AT THE MOMENT.

**Q11. Do you have any other comments about your Complementary Therapy experience?**

ID	Other comments
5	WISH I COULD HAVE IT EVERY DAY!!! THANK YOU SO MUCH :)
8	NO, IT WAS WONDERFUL.
11	NO. ANNA IS VERY GOOD WITH THE COMMUNICATION AND ALWAYS HELPS ME RELAX, THANKS TO THE WELLBEING CENTRE.
12	EXCELLENT. FELT THE DOWN TIME REALLY BENEFICIAL AND ENCOURAGED TO RETURN AGAIN TO TRY OTHER THERAPIES.
16	ALISON IS VERY THOUGHTFUL AND ENGAGING. I WOULD NEVER HAVE THOUGHT TO HAVE MASSAGE TO RESOLVE TENSION ISSUES.
17	VERY PLEASANT THERAPIST.
19	HELPFUL
20	IT IS A WONDERFUL SERVICE AND I AM INCREDIBLY GRATEFUL.
21	BRILLIANT! COULDN'T BELIEVE HOW MUCH IT HELPED.
22	SHE IS ABSOLUTELY FABULOUS. KIND AND EMPATHETIC.
23	VERY ENJOYABLE AND APPRECIATED
24	WONDERFUL OPPORTUNITY TO RELAX AND FORGET ABOUT THE WORLD OUTSIDE.
26	ALL THE THERAPISTS I HAVE SEEN HAVE ALWAYS BEEN EXTREMELY PLEASANT AND KIND. THEY ALWAYS FIND OUT ABOUT MY MEDICAL HISTORY AND STRESS LEVELS. THEY ALWAYS DISCUSS WITH ME THE MOST APPROPRIATE TREATMENT ON THE PARTICULAR DAY I SEE THEM.
27	EXCELLENT, VERY PROFESSIONAL, GOOD AT WHAT SHE DOES.
30	BILLY WAS BRILLIANT, KIND AND VERY SYMPATHETIC.
31	ANA IS VERY KNOWLEDGEABLE OF MY CONDITION AND GIVES GOOD TIPS COMPLEMENTARY TO THERAPY.
32	ANA, MY THERAPIST, IS LOVELY - CALM, EMPATHETIC, KNOWLEDGEABLE AND VERY KIND.
33	I LOVE COMING FOR MY THERAPIES AND ALWAYS FEEL SO GOOD AFTER.
36	IT HAS HELPED ME COPE WITH MY ONGOING SYMPTOMS
37	DOES NOT LAST LONG ENOUGH!

**Q12. Would you recommend this service to others?**

	Yes	No	Unrecorded
2025	34	0	3
As % of recorded responses	100%	0%	-

**Q13. Do you attend any of the other Wellbeing Centre sessions?**

8 respondents recorded that they do not attend the wellbeing centre. The other 29 (78%) of the respondents recorded that they did attend at least one other wellbeing centre activity. The table below incorporates multiple answers and shows the numbers of the different activities that are attended.

	2025
<b>Art</b>	<b>8</b>
<b>Music Appreciation</b>	<b>6</b>
<b>Living Well Programme</b>	<b>7</b>
<b>Armchair Yoga</b>	<b>17 (32%**)</b>
<b>Coffee &amp; Crafts</b>	<b>5</b>
<b>Men's Den</b>	<b>5</b>
<b>Ladies Afternoon Tea &amp; Chat</b>	<b>5</b>
<b>OVERALL</b>	<b>53*</b>

\*Incorporates multiple answers; \*\*%based on answered overall numbers

**The most commonly attended of the other Wellbeing Centre activities was Armchair Yoga with 17 (32%) of all activities attended by the 29 respondents who attended one or more of the other Wellbeing Centre sessions.**

## **CONCLUSIONS**

1. In 2025, 100% of respondents considered the support received to be beneficial.
2. 100% of respondents would recommend the service to others.
3. The frequency of sessions was most commonly either on a monthly basis (30%) or ad-hoc (30%).
4. The complementary therapy most commonly received was massage (44%) and the second most commonly received was reflexology (42%).
5. The most common symptoms treated were pain/muscle tension (29%) and fatigue (19%).
6. Pain/ Muscle tension was the most common symptom treated by massage accounting for 18/57 (32%) of the symptoms treated by massage. It was also the symptom most commonly treated by Reflexology, accounting for 14/52 (27%).
7. The most common way that the respondents had heard of the service was via the Wellbeing Centre, with 49% of respondents recording that they had heard about the service in this way.
8. Armchair Yoga was the most commonly attended of the other Wellbeing Centre activities, accounting for 32% of all the other Wellbeing Centre activities recorded.
9. Written comments are nearly all very complimentary.
10. This exercise can definitely support the maintenance and development of the services offered to patients and their relatives.

## **RECOMMENDATIONS**

1. The St Raphael's Complementary Therapy Feedback survey form should remain available to all patients and relatives attending Complementary Therapy sessions.
2. To ensure results of this survey are considered by the Complementary Therapy Services staff.
3. To correct the question 2 typo – removing the word 'carer' and replacing it with the word 'male.'
4. To carry out this report on a six monthly basis.
5. To consider the feedback concerning the massage table.

**ACTIONS TAKEN CONSEQUENTIAL TO FEEDBACK:**

**Comments from Complementary Therapy Lead:**

I'm deeply encouraged by the feedback in this report. It clearly reflects the value our service brings to patients and carers. It's evident that therapies like massage, aromatherapy, reflexology and reiki, play a key role in relieving pain, easing tension, and supporting emotional wellbeing, especially in the context of palliative care.

The report highlights how integral complementary therapies are to the wider palliative care offering at St Raphael's. It also highlights that our therapies are not only about comfort but they offer meaningful therapeutic benefit.

The gratitude and trust expressed by those we treat are a testament to the skill, compassion, and dedication of our small team. I also welcome the constructive suggestions, particularly regarding increasing access and equipment, which we will take into account as we continue to strengthen the service.

Thank you to everyone who contributed to this feedback. It reaffirms the importance of holistic care at the heart of hospice work.