



IBD BENCHMARKING TOOL 2019/2020 RESULTS OVERVIEW

MAIDSTONE HOSPITAL AND TUNBRIDGE WELLS HOSPITAL

www.ibduk.org

This report shows results from the IBD Benchmarking Tool 2019/2020, a new way to assess how well services across the UK are providing care against the IBD Standards 2019. It includes information from a self-assessment completed by the IBD Team and from an IBD Patient Survey completed by 71 patients who use this service. This report has been produced by IBD UK, a partnership of patient and professional organisations working together for everyone affected by IBD.

Key



IBD Patient Survey 2019



IBD Service Self-Assessment 2019/2020



The Service in Numbers

Covers a population of

590,000

Supports

2,365

adult IBD patients

Of which

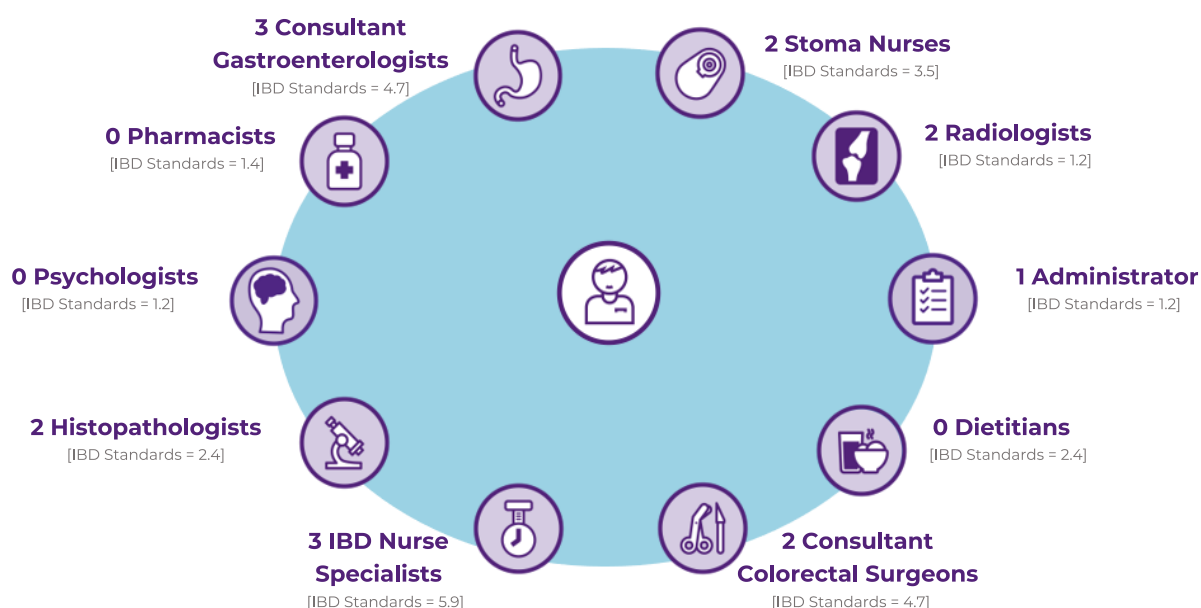
190

were diagnosed in the past 12 months



The IBD Team

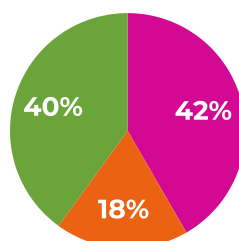
The IBD Standards define the ideal make-up of the IBD team in terms of full-time roles. Shown below are the actual numbers for this IBD team, with ideal numbers based on population size in brackets beneath.



Quality of Care

Overall, how would you rate the quality of your Crohn's or Colitis care over the last 12 months? [60 responses for this service]

Rated as "Excellent" or "Very good" by 40% of patients



Rated as "Fair" or "Poor" by 42% of patients

Rated as "Good" by 18% of patients

These results have been made publicly available to support clinicians, patients and commissioners to improve quality of care for IBD patients. Thank you to everyone who responded to the IBD Patient Survey 2019. The next IBD Patient Survey will run in 2021.



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Patient Journey Overview

Key



IBD Patient Survey 2019



IBD Service Self-Assessment 2019/2020



Pre-diagnosis

All* patients with IBD are
seen within 4 weeks from
their first referral



[Achieved by 38% of services]

Not yet achieved

Newly Diagnosed



31% of newly
diagnosed patients are
offered written information
on their condition

[16 responses for this service]
[All UK survey responses: 64%]



24% of patients were given
clear information about next steps
and who to contact while waiting
for their diagnosis to be confirmed

[17 responses for this service]
[All UK survey responses: 41%]

New diagnoses and the
care plan that has been
agreed are communicated
to GPs within 1 week



[Achieved by 59% of services]

Not yet achieved



Flare Management

All* IBD patients contacting the
IBD advice line get a response
by the end of the next
working day



[Achieved by 88% of services]

Achieved

Guidance about steroid use is
communicated to primary care
and steroid use recorded



Achieved

[Achieved by 45% of services]



All* IBD patients have access to
review by the IBD team within a
maximum of 5 working days

Achieved

[Achieved by 88% of services]

Data is routinely collected
and audited on patients
receiving more than
1 course of steroids a year



Achieved

[Achieved by 41% of services]

All* inpatients with IBD are seen
by a consultant gastroenterologist
and/or colorectal surgeon
on a specialist ward within
24 hours of admission



Not yet achieved

[Achieved by 73% of services]



Achieved

All* elective IBD
surgery takes place
within 18 weeks

[Achieved by 64% of services]

Surgery and Inpatient Care



*All = More than 90% of patients



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Ongoing Care and Monitoring



70% of patients have contact with an IBD nurse specialist

[71 responses for this service]
[All UK survey responses: 84%]

37% of patients have regular reviews regardless of their health

[71 responses for this service]
[All UK survey responses: 64%]



All* IBD patients have a personalised care plan based on a holistic needs assessment
[Achieved by 58% of services]



Not yet achieved



28% of patients believe their care is well-coordinated between their GP and gastroenterologist

[68 responses for this service]
[All UK survey responses: 41%]

20% of patients discuss wider life and priorities, as part of planning their care

[70 responses for this service]
[All UK survey responses: 30%]



The IBD Service

All* patients have access to non-acute endoscopy and imaging within 4 weeks, and within 24 hours for patients who are acutely unwell or require admission to hospital

[Achieved by 76% of services]



Achieved

IBD patients are directly involved in service development

[Achieved by 71% of services]



Not yet achieved



10% of patients have been given the opportunity to feedback on their care in the past 12 months

[69 responses for this service]
[All UK survey responses: 21%]



Not yet achieved

Protocols are in place to support transition to adult services for young people with IBD

[Achieved by 37% of services]

All* patients with confirmed IBD are recorded in an electronic clinical management system

[Achieved by 26% of services]



Not yet achieved

*All = More than 90% of patients