



IBD BENCHMARKING TOOL 2019/2020 RESULTS OVERVIEW

NORFOLK AND NORWICH UNIVERSITY HOSPITAL
(PAEDIATRIC SERVICE)

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. Unfortunately, no information can be included from the IBD Patient Survey due to insufficient numbers of patients responding 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.



IBD Patient Survey 2019

IBD Service Self-Assessment 2019/2020



The Service in Numbers

Covers a population of

1,500,000

Supports

118

paediatric IBD
patients

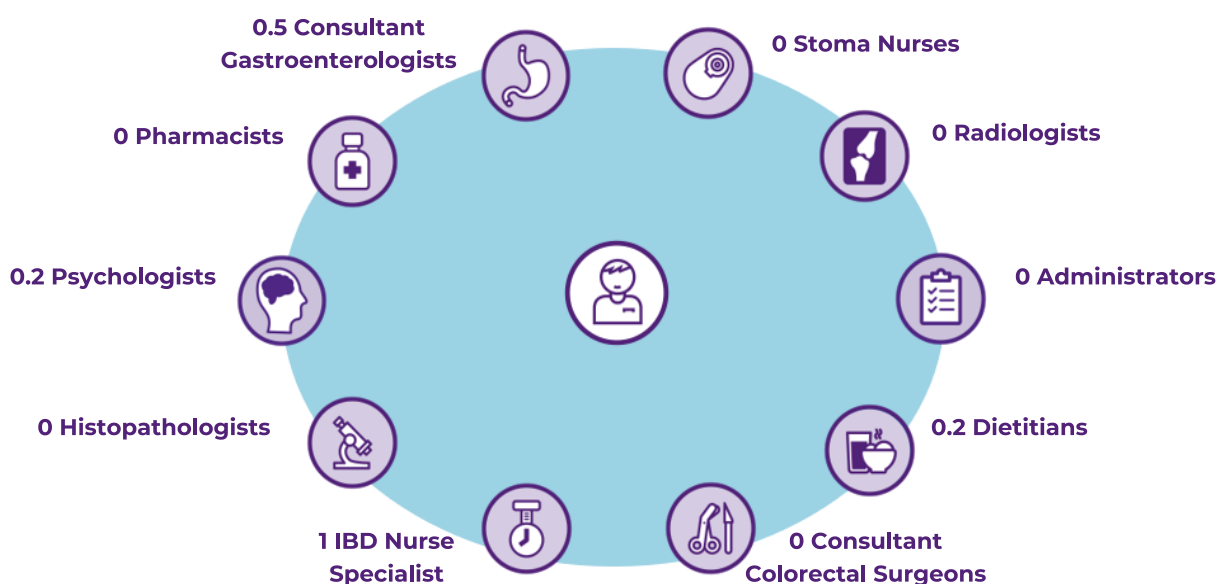
Of which

15

were diagnosed in the
past 12 months



The IBD Team



Quality of Care

Overall, how would you rate the quality of your Crohn's or Colitis care over the last 12 months?

Unfortunately, no information can be included here due to insufficient numbers of patients (less than 5) responding to the IBD Patient Survey for this service.

We are pleased to take part in this important process. We will review our results to design a quality improvement plan towards meeting the IBD Standards. Thank you to everyone who completed the IBD Patient Survey: we are keen to hear more from you to help us plan our service.



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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 75% of services]



Achieved

Newly Diagnosed



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

[Insufficient data: less than 5 responses]
[All UK survey responses: 96%]



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

[Insufficient data: less than 5 responses]
[All UK survey responses: 64%]

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

[Achieved by 59% of services]



Achieved



Flare Management

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

[Achieved by 86% of services]



Achieved



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

Achieved

[Achieved by 59% of services]



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

Achieved

[Achieved by 94% of services]

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

[Achieved by 12% of services]



Not yet achieved

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

[Achieved by 86% of services]



Achieved



All* elective IBD surgery takes place within 18 weeks

Achieved

[Achieved by 91% of services]

Surgery and Inpatient Care



*All = More than 90% of patients



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Patient Journey Overview

Key



IBD Patient Survey 2019



IBD Service Self-Assessment 2019/2020



Ongoing Care and Monitoring



% of patients have
contact with an IBD nurse
specialist

[Insufficient data: less than 5 responses]
[All UK survey responses: 97%]

% of patients have
regular reviews regardless
of their health

[Insufficient data: less than 5 responses]
[All UK survey responses: 84%]



All* IBD patients have a
personalised care plan based on
a holistic needs assessment
[Achieved by 60% of services]



Not yet achieved



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

[Insufficient data: less than 5 responses]
[All UK survey responses: 47%]

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

[Insufficient data: less than 5 responses]
[All UK survey responses: 47%]



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



Not yet achieved

[Achieved by 63% of services]

IBD patients are directly
involved in service
development



[Achieved by 20% of services]

Not yet achieved



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

[Insufficient data: less than 5 responses]
[All UK survey responses: 30%]



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

Achieved

[Achieved by 78% of services]

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



[Achieved by 74% of services]

Achieved

*All = More than 90% of patients