



IBD BENCHMARKING TOOL 2019/2020 RESULTS OVERVIEW

PRINCESS ROYAL UNIVERSITY HOSPITAL,
ORPINGTON

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 51 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

350,000

Supports

3,500

adult IBD patients

Of which

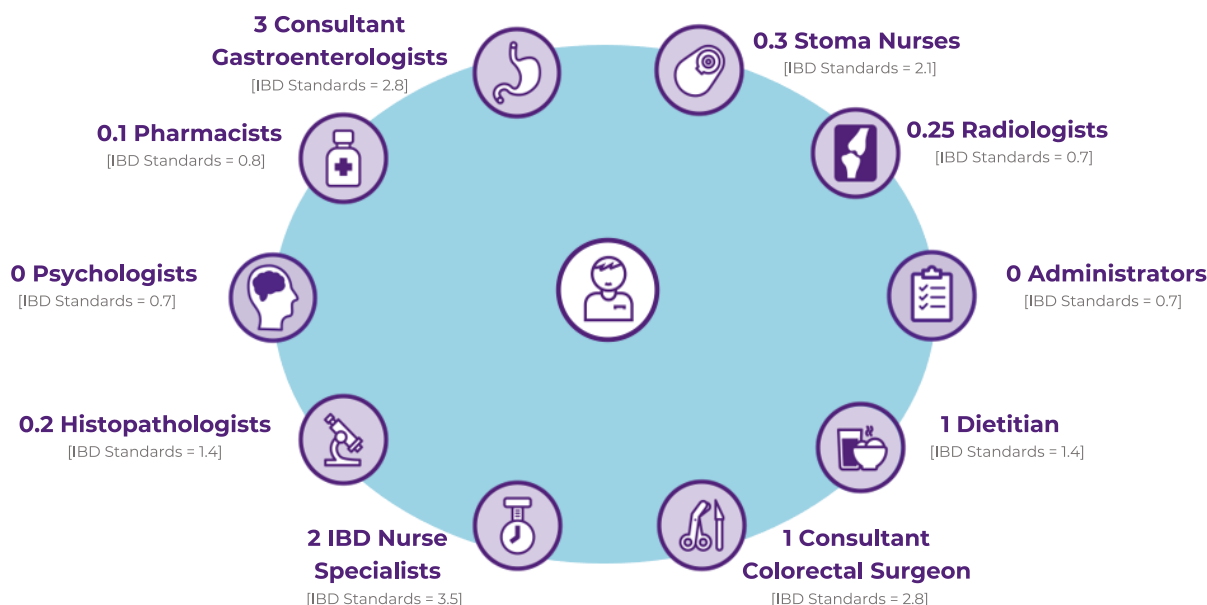
350

were diagnosed in the
past 12 months



The IBD Team

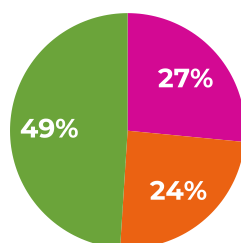
The IBD Standards define the ideal make-up of the IBD team in terms of full-time roles. Shown below are the actual numbers for this IBD team, with ideal numbers based on population size in brackets beneath.



Quality of Care

Overall, how would you rate the quality of your Crohn's or Colitis care over the last 12 months? [49 responses for this service]

Rated as "Excellent"
or "Very good" by 49%
of patients



Rated as "Fair"
or "Poor" by 27%
of patients

Rated as "Good" by 24% of patients

This important organisational and patient survey highlighted the different ways we could improve the care for patients with IBD in our service. The findings will be used to support collaboration between clinicians, GPs, hospital management and patient focus group to develop a programme to improve care processes and outcomes.



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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



56% of newly
diagnosed patients are
offered written information
on their condition

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



22% of patients were given
clear information about next steps
and who to contact while waiting
for their diagnosis to be confirmed

[9 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

Not yet 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 by 41% 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 73% of services]

Not yet achieved



All* elective IBD
surgery takes place
within 18 weeks

Not yet achieved

[Achieved by 64% of services]

Surgery and Inpatient Care



*All = More than 90% of patients



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IBD Service Self-Assessment 2019/2020



Ongoing Care and Monitoring



88% of patients have contact with an IBD nurse specialist

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

75% of patients have regular reviews regardless of their health

[51 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]



Achieved



41% of patients believe their care is well-coordinated between their GP and gastroenterologist

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

29% of patients discuss wider life and priorities, as part of planning their care

[51 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]



Not yet achieved

IBD patients are directly involved in service development

[Achieved by 71% of services]



Not yet achieved



8% of patients have been given the opportunity to feedback on their care in the past 12 months

[50 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