



IBD BENCHMARKING TOOL 2019/2020 RESULTS OVERVIEW

QUEEN'S MEDICAL CENTRE AND NOTTINGHAM CITY
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 89 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

1,000,000

Supports

5,000

adult IBD patients

Of which

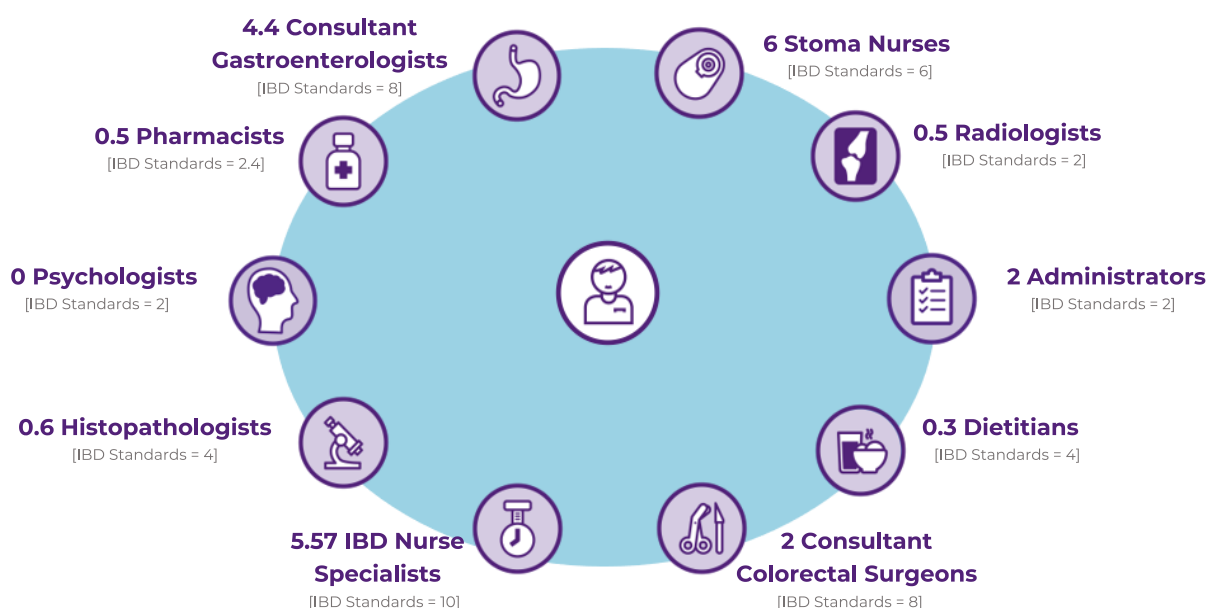
250

were diagnosed in the
past 12 months



The IBD Team

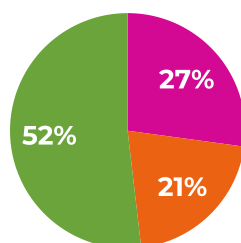
The IBD Standards define the ideal make-up of the IBD team in terms of full-time roles. Shown below are the actual numbers for this IBD team, with ideal numbers based on population size in brackets beneath.



Quality of Care

Overall, how would you rate the quality of your Crohn's or Colitis care over the last 12 months? [81 responses for this service]

Rated as "Excellent"
or "Very good" by 52%
of patients



Rated as "Good" by 21% of patients

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

We will set up joint IBD clinics and undertake transformational work in creating an IBD patient portal that will allow more patient self-management. We will increase the use of the IBD Registry in clinic making the service more efficient. We will set-up a patient panel to ensure progress is streamlined to patient needs.



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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



58% of newly
diagnosed patients are
offered written information
on their condition

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



46% of patients were given
clear information about next steps
and who to contact while waiting
for their diagnosis to be confirmed

[13 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 by 41% of services]

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]

Achieved



All* elective IBD
surgery takes place
within 18 weeks

Achieved

[Achieved by 64% of services]

Surgery and Inpatient Care



*All = More than 90% of patients



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Ongoing Care and Monitoring



84% of patients have
contact with an IBD nurse
specialist

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

60% of patients have
regular reviews regardless
of their health

[88 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



45% of patients believe
their care is well-coordinated
between their GP and
gastroenterologist

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

35% of patients discuss
wider life and priorities, as
part of planning their care

[86 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



41% of patients have
been given the opportunity
to feedback on their care in
the past 12 months

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



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