IBD BENCHMARKING TOOL 2019/2020 RESULTS OVERVIEW

SOUTHEND UNIVERSITY 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 100 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

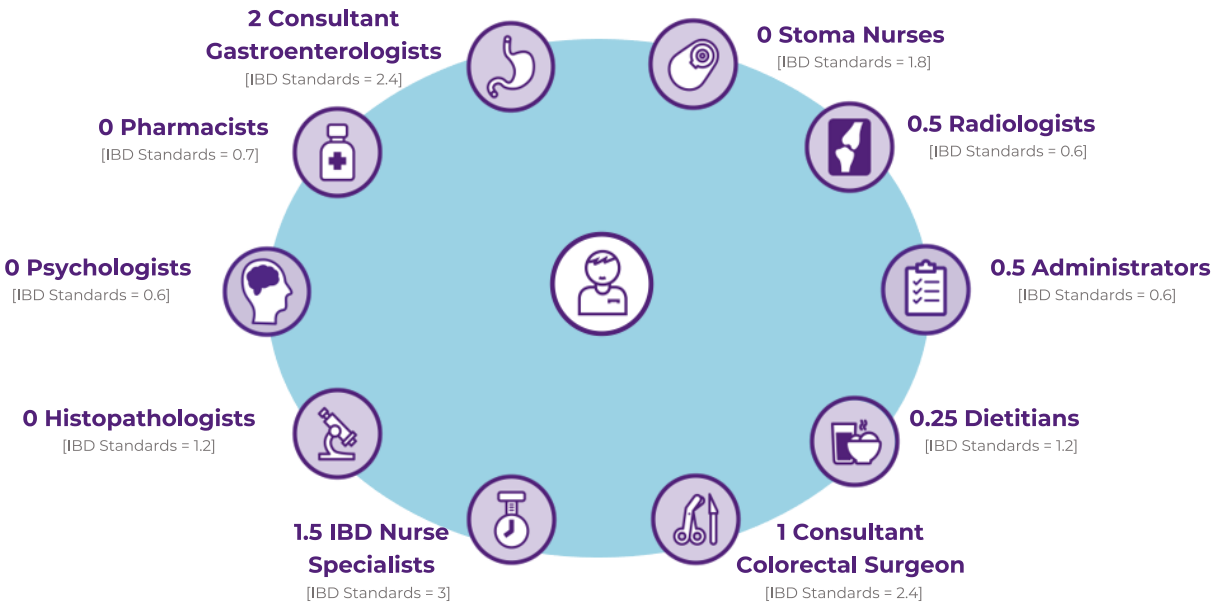
Covers a population of **300,000**

Supports **1,500** adult IBD patients

Of which **50** were diagnosed in the past 12 months

The IBD Team

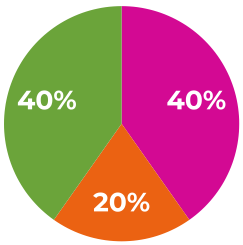
The IBD Standards define the ideal make-up of the IBD team in terms of full-time roles. Shown below are the actual numbers for this IBD team, with ideal numbers based on population size in brackets beneath.



Quality of Care

Overall, how would you rate the quality of your Crohn's or Colitis care over the last 12 months? [87 responses for this service]

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



Rated as "Fair" or "Poor" by 40% of patients

Rated as "Good" by 20% of patients

We have introduced patient panel meetings and organised GP education and are planning to improve access for patients to the service, including a rapid access clinic, and quicker treatment initiation; seek to increase IBD nurse and pharmacist roles; establish a pathway for dietetic input and support more personalised care planning.

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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

44% of patients were given clear information about next steps and who to contact while waiting for their diagnosis to be confirmed

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

Newly Diagnosed

88% of newly diagnosed patients are offered written information on their condition

[17 responses for this service]
[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 88% of services]

Achieved

Not yet achieved

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

[Achieved by 45% of services]

Not yet achieved

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

[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

Surgery and Inpatient Care

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

Achieved

All* elective IBD surgery takes place within 18 weeks

[Achieved by 64% of services]

*All = More than 90% of patients

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Ongoing Care and Monitoring



83% of patients have contact with an IBD nurse specialist

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

49% of patients have regular reviews regardless of their health

[99 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



33% of patients believe their care is well-coordinated between their GP and gastroenterologist

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

21% of patients discuss wider life and priorities, as part of planning their care

[94 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

Achieved

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

[Achieved by 37% of services]



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

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

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