



IBD BENCHMARKING 2023 RESULTS OVERVIEW - ADULT SERVICE

CHARING CROSS, HAMMERSMITH AND ST MARY'S
HOSPITALS

www.ibduk.org

This report shows results from the IBD UK benchmarking in 2023, which includes the IBD Patient Survey and Service Survey. Service Survey data appears only for those IBD services that took part, and Patient Survey data appears only where more than five patients from this IBD service completed the IBD Patient Survey. This report has been produced by IBD UK, a partnership of patient and professional organisations working together for everyone affected by IBD. This report was published in March 2024.

Key



The Service in Numbers

Covers a population of

2000000

Supports

6000

adult IBD patients

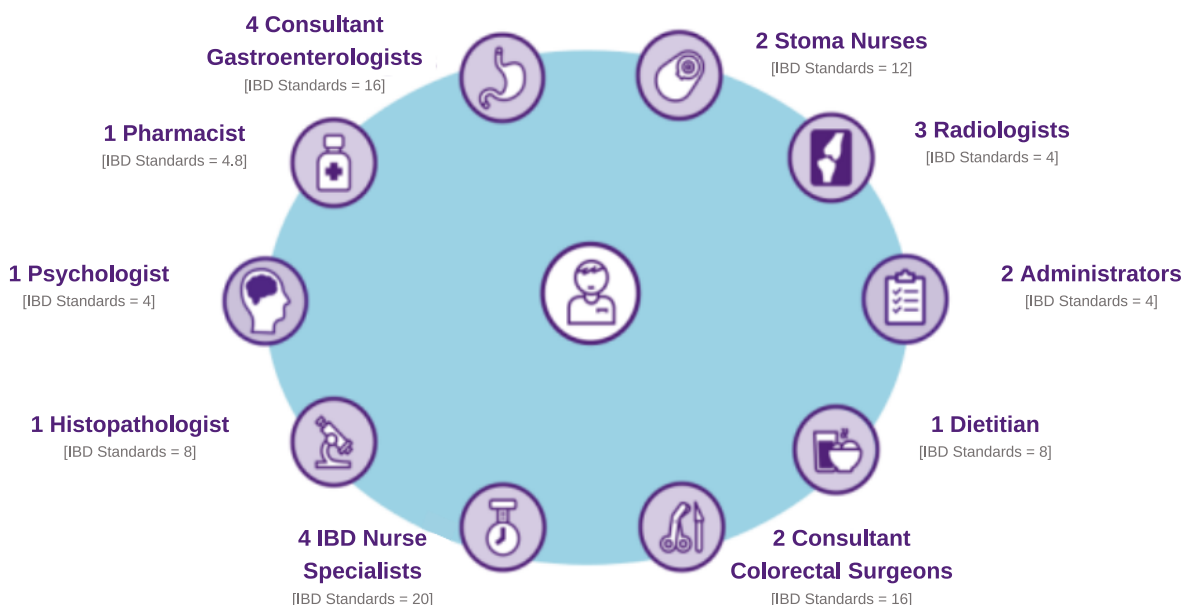
Of which

350

were diagnosed in the
past 12 months

The IBD Team

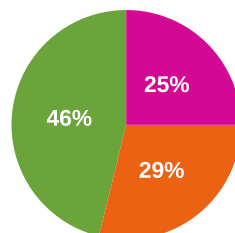
The IBD standards define the ideal make-up of the IBD team in terms of full-time roles. Shown below are the reported numbers for this team, and ideal numbers based on the reported population size.



Quality of Care

Overall, how would you rate the quality of your Crohn's or Colitis care over the last 12 months? [52 responses for this service]

Rated as "Excellent" or "Very good" by 46% of patients



Rated as "Fair" or "Poor" by 25% of patients

Rated as "Good" by 29% 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 2023.



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Patient Journey Overview

Key

IBD Patient Survey 2023

IBD Service Survey 2023



Pre-diagnosis

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



[Achieved by 48% of services]

Not yet achieved



34% of patients attended A&E
before their diagnosis

[58 responses for this service]
[All UK survey responses: 35%]



All newly diagnosed
patients are offered
written information on
their condition

Achieved

[Achieved by 91% of services]

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



Achieved

[Achieved by 70% of services]



Flare Management



89% of patients contacting the
IBD advice line get a
response within 2 working
days

[36 responses for this service]
[All UK survey responses: 77%]



Achieved

A process exists for
communication of a
management plan for the
optimization of IBD care within
5 working days of a flare

[Achieved by 85% of services]



0% of patients were given
clear information before
their operations

[Insufficient data: less than 5 responses]
[All UK survey responses: 82%]

Surgical outcomes are regularly
audited for elective IBD surgery



[Achieved by 50% of services]

Achieved

All inpatients with IBD are seen
by a gastroenterologist within 24
hours of emergency admission



[Achieved by 60% of services]

Achieved



All elective IBD surgery takes
place within 18 weeks

Achieved

[Achieved by 70% of services]

Surgery and Inpatient Care





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IBD Patient Survey 2023

IBD Service Survey 2023



Ongoing Care and Monitoring



85% of patients have contact with an IBD nurse specialist

[53 responses for this service]
[All UK survey responses: 88%]

62% of patients have regular reviews even when their condition is stable

[53 responses for this service]
[All UK survey responses: 44%]



All IBD patients are offered a written personalised care plan

[Achieved by 26% of services]



Achieved



40% of patients believe their care is well-coordinated between their GP and gastroenterologist

[58 responses for this service]
[All UK survey responses: 43%]

24% of patients discuss wider life and priorities, as part of planning their care

[58 responses for this service]
[All UK survey responses: 25%]



The IBD Service

All patients have access to outpatient colonoscopy or flexible sigmoidoscopy within 4 weeks

[Achieved by 31% of services]



Not yet achieved

IBD patients are directly involved in service development

[Achieved by 24% of services]



Not yet achieved



43% of patients have been given the opportunity to feedback on their care in the past 12 months

[56 responses for this service]
[All UK survey responses: 18%]



Achieved

IBD service has a senior leadership team in place

[Achieved by 82% of services]

IBD patients receive copies of clinic letters routinely

[Achieved by 24% of services]



Achieved