



# IBD BENCHMARKING 2023 RESULTS OVERVIEW - ADULT SERVICE

QUEEN ELIZABETH, NEW VICTORIA AND  
GARTNAVEL HOSPITALS, GLASGOW

[www.ibduk.org](http://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

**500000**

Supports

**5000**

adult IBD patients

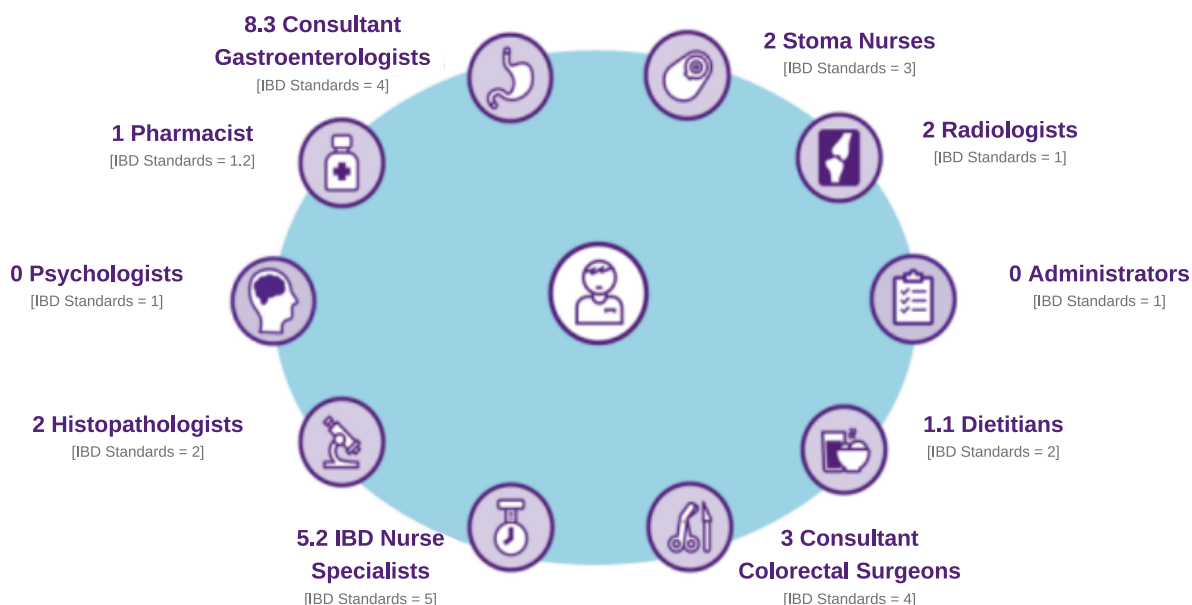
Of which

**125**

were diagnosed in the  
past 12 months

## The IBD Team

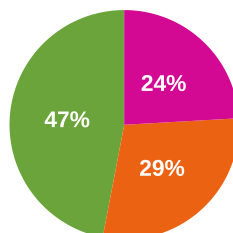
The IBD standards define the ideal make-up of the IBD team in terms of full-time roles. Shown below are the reported numbers for this team, and ideal numbers based on the reported population size.



## Quality of Care

Overall, how would you rate the quality of your Crohn's or Colitis care over the last 12 months? [83 responses for this service]

Rated as "Excellent"  
or "Very good" by 47%  
of patients



Rated as "Fair"  
or "Poor" by 24%  
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



Not yet achieved

[Achieved by 48% of services]

### Newly Diagnosed



All newly diagnosed  
patients are offered  
written information on  
their condition

Achieved

[Achieved by 91% of services]



**33%** of patients attended A&E  
before their diagnosis

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

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



**88%** of patients contacting the  
IBD advice line get a  
response within 2 working  
days

[72 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]



**100%** of patients were given  
clear information before  
their operations

[6 responses for this service]  
[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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## Patient Journey Overview

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IBD Patient Survey 2023



IBD Service Survey 2023



## Ongoing Care and Monitoring



**88%** of patients have  
contact with an IBD nurse  
specialist

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

**64%** of patients have  
regular reviews even when  
their condition is stable

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



**All IBD patients are offered a  
written personalised care plan**

[Achieved by 26% of services]



Not yet achieved



**48%** of patients believe  
their care is well-coordinated  
between their GP and  
gastroenterologist

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

**28%** of patients discuss  
wider life and priorities, as  
part of planning their care

[95 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]



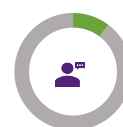
Not yet achieved



Achieved

**IBD service has a senior  
leadership team in place**

[Achieved by 82% of services]



**10%** 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: 18%]

**IBD patients receive copies of  
clinic letters routinely**

[Achieved by 24% of services]



Not yet achieved