IBD BENCHMARKING 2023
RESULTS OVERVIEW - ADULT SERVICE

SOUTHEND UNIVERSITY HOSPITAL 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
- IBD Patient Survey 2023
- IBD Service Survey 2023

The Service in Numbers

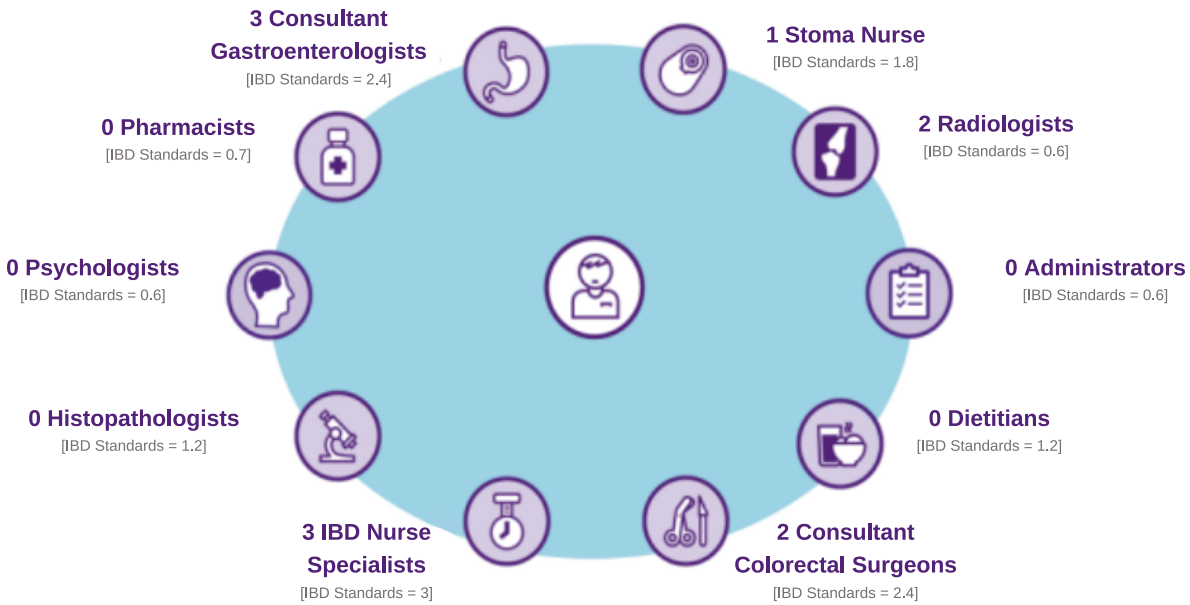
Covers a population of **300000**

Supports **3000** adult IBD patients

Of which **200** were diagnosed in the past 12 months

The IBD Team

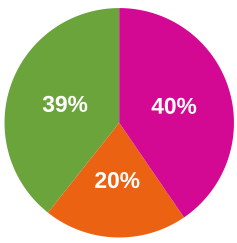
The IBD standards define the ideal make-up of the IBD team in terms of full-time roles. Shown below are the reported numbers for this team, and ideal numbers based on the reported population size.



Quality of Care

Overall, how would you rate the quality of your Crohn's or Colitis care over the last 12 months? [89 responses for this service]

Rated as "Excellent" or "Very good" by 39% of patients



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

Rated as "Good" by 20% 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]

Achieved

49% of patients attended A&E before their diagnosis

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

Newly Diagnosed

Achieved

All newly diagnosed patients are offered written information on their condition

[Achieved by 91% of services]

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

[Achieved by 70% of services]

Achieved

Flare Management

67% of patients contacting the IBD advice line get a response within 2 working days

[43 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]

% 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]

Not yet achieved

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

[Achieved by 60% of services]

Not yet achieved

Achieved

All elective IBD surgery takes place within 18 weeks

[Achieved by 70% of services]

Surgery and Inpatient Care

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Ongoing Care and Monitoring

91% of patients have contact with an IBD nurse specialist

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

26% of patients have regular reviews even when their condition is stable

[89 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

46% of patients believe their care is well-coordinated between their GP and gastroenterologist

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

22% of patients discuss wider life and priorities, as part of planning their care

[96 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]

Achieved

31% of patients have been given the opportunity to feedback on their care in the past 12 months

[89 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