



IBD BENCHMARKING 2023 RESULTS OVERVIEW - ADULT SERVICE

UNIVERSITY HOSPITAL OF WALES AND
UNIVERSITY HOSPITAL LLANDOUGH

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

472400

Supports

5000

adult IBD patients

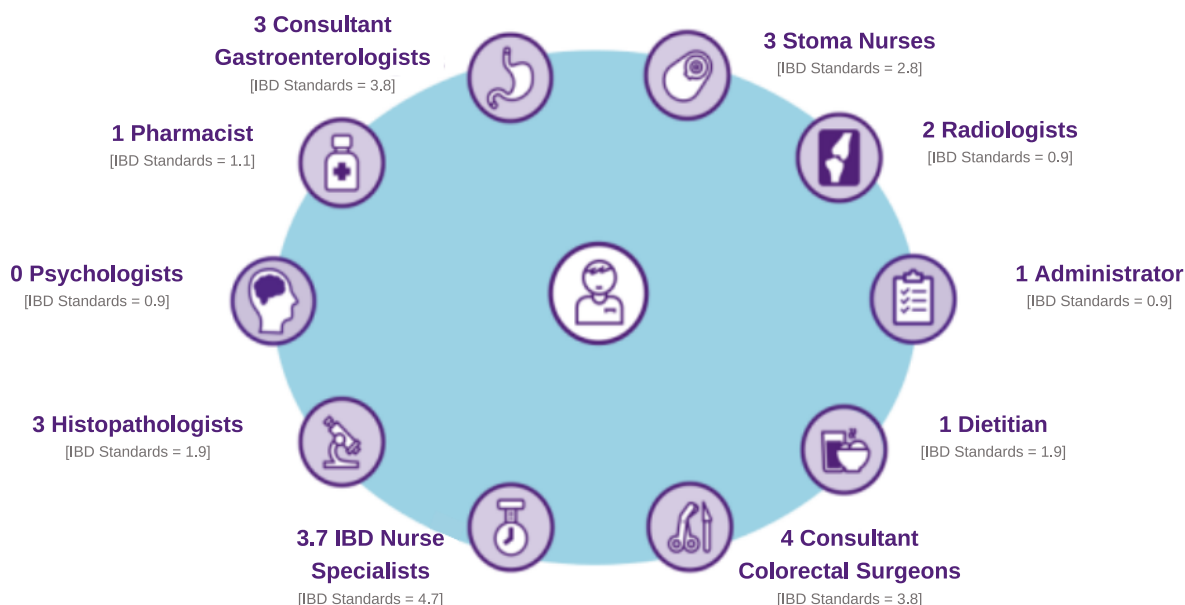
Of which

453

were diagnosed in the
past 12 months

The IBD Team

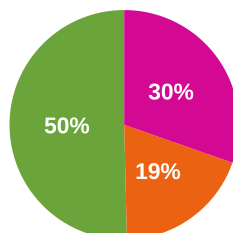
The IBD standards define the ideal make-up of the IBD team in terms of full-time roles. Shown below are the reported numbers for this team, and ideal numbers based on the reported population size.



Quality of Care

Overall, how would you rate the quality of your Crohn's or Colitis care over the last 12 months? [135 responses for this service]

Rated as "Excellent"
or "Very good" by 50%
of patients



Rated as "Fair"
or "Poor" by 30%
of patients

Rated as "Good" by 19% 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



29% of patients attended A&E
before their diagnosis

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



All newly diagnosed
patients are offered
written information on
their condition

Not yet achieved

[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



93% of patients contacting the
IBD advice line get a
response within 2 working
days

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



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

Not yet achieved

[Achieved by 85% of services]



70% of patients were given
clear information before
their operations

[10 responses for this service]
[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]

Achieved



All elective IBD surgery takes
place within 18 weeks

Not yet 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



94% of patients have
contact with an IBD nurse
specialist

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

53% of patients have
regular reviews even when
their condition is stable

[143 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



54% of patients believe
their care is well-coordinated
between their GP and
gastroenterologist

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

32% of patients discuss
wider life and priorities, as
part of planning their care

[146 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



27% of patients have
been given the opportunity
to feedback on their care in
the past 12 months

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



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

Achieved

[Achieved by 82% of services]

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

[Achieved by 24% of services]



Not yet achieved