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 28 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.

The Service in Numbers

- Covers a population of 250,000
- Supports 1,400 adult IBD patients
- Of which 30 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.

- 6 Consultant Gastroenterologists (IBD Standards = 2)
- 4 Stoma Nurses (IBD Standards = 1.5)
- 0.5 Pharmacists (IBD Standards = 0.6)
- 0.2 Radiologists (IBD Standards = 0.5)
- 0 Psychologists (IBD Standards = 0.5)
- 0 Administrators (IBD Standards = 0.5)
- 0 Histopathologists (IBD Standards = 1)
- 1.2 IBD Nurse Specialists (IBD Standards = 2.5)
- 3 Consultant Colorectal Surgeons (IBD Standards = 2)
- 0.5 Dietitians (IBD Standards = 1)

Quality of Care

Overall, how would you rate the quality of your Crohn’s or Colitis care over the last 12 months? [27 responses for this service]

- Rated as "Excellent" or "Very good" by 33% of patients
- Rated as "Good" by 26% of patients
- Rated as "Fair" or "Poor" by 41% of patients

We acknowledge there is room for improvement according to the report. On reflection, we have been copying all patients in the outpatients’ clinic letters along with IBD MDT outcomes. An action plan 2020-2021 will be to appraise our patients’ satisfaction with our IBD services and establish an audit plan to comply with UK IBD Standards.
**Patient Journey Overview**

**Pre-diagnosis**

- **All** patients with IBD are seen within 4 weeks from their first referral (Achieved by 38% of services)
- Not yet achieved

**Newly Diagnosed**

- **40%** of newly diagnosed patients are offered written information on their condition
  - [10 responses for this service]
  - [All UK survey responses: 64%]

- **30%** of patients were given clear information about next steps and who to contact while waiting for their diagnosis to be confirmed
  - [10 responses for this service]
  - [All UK survey responses: 41%]

**New diagnoses and the care plan that has been agreed are communicated to GPs within 1 week** (Achieved by 59% of services)

**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)

- **All** IBD patients have access to review by the IBD team within a maximum of 5 working days (Achieved by 88% of services)

- **Guidance about steroid use is communicated to primary care and steroid use recorded** (Achieved by 45% of services)

- **Data is routinely collected and audited on patients receiving more than 1 course of steroids a year** (Achieved by 41% of services)

**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)

- **All** elective IBD surgery takes place within 18 weeks (Achieved by 64% of services)

*All = More than 90% of patients*
**Patient Journey Overview**

- **96%** of patients have contact with an IBD nurse specialist
  - [28 responses for this service]
  - [All UK survey responses: 84%]

- **59%** of patients have regular reviews regardless of their health
  - [27 responses for this service]
  - [All UK survey responses: 64%]

- **44%** of patients believe their care is well-coordinated between their GP and gastroenterologist
  - [25 responses for this service]
  - [All UK survey responses: 41%]

- **19%** of patients discuss wider life and priorities, as part of planning their care
  - [27 responses for this service]
  - [All UK survey responses: 30%]

**Ongoing Care and Monitoring**

- **All** IBD patients have a personalised care plan based on a holistic needs assessment
  - [Achieved by 58% of services]

**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]

- Protocols are in place to support transition to adult services for young people with IBD
  - [Achieved]

- IBD patients are directly involved in service development
  - [Achieved by 71% of services]

- **26%** of patients have been given the opportunity to feedback on their care in the past 12 months
  - [27 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]

*All = More than 90% of patients*