



# IBD BENCHMARKING TOOL 2019/2020 RESULTS OVERVIEW

GRANTHAM AND DISTRICT HOSPITAL AND LINCOLN COUNTY HOSPITAL



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

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 77 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.

Key



IBD Patient Survey 2019



IBD Service Self-Assessment 2019/2020



## The Service in Numbers

Covers a population of

**715,000**

Supports

**1,368**

adult IBD patients

Of which

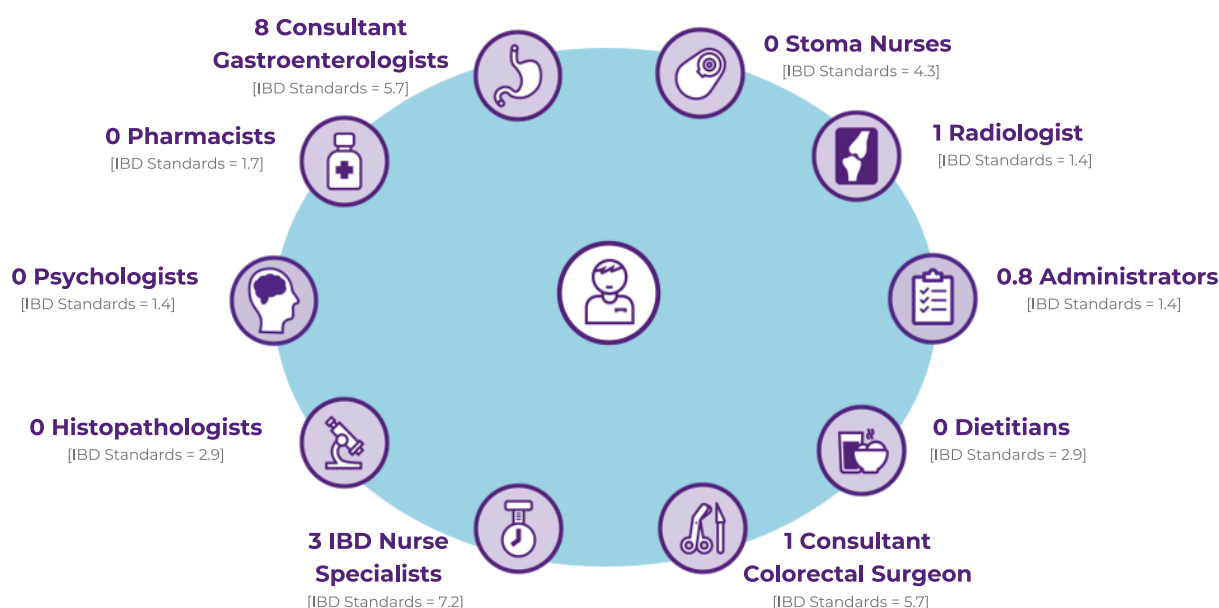
**50**

were diagnosed in the past 12 months



## The IBD Team

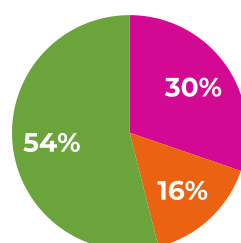
The IBD Standards define the ideal make-up of the IBD team in terms of full-time roles. Shown below are the actual numbers for this IBD team, with ideal numbers based on population size in brackets beneath.



## Quality of Care

Overall, how would you rate the quality of your Crohn's or Colitis care over the last 12 months? [76 responses for this service]

Rated as "Excellent" or "Very good" by 54% of patients



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

Rated as "Good" by 16% 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 2019. The next IBD Patient Survey will run in 2021.



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## Patient Journey Overview

Key



IBD Patient Survey 2019



IBD Service Self-Assessment 2019/2020



### 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



**58%** of newly  
diagnosed patients are  
offered written information  
on their condition

[19 responses for this service]  
[All UK survey responses: 64%]



**29%** of patients were given  
clear information about next steps  
and who to contact while waiting  
for their diagnosis to be confirmed

[17 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]

Achieved



## 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]

Achieved



Guidance about steroid use is  
communicated to primary care  
and steroid use recorded

Not yet achieved

[Achieved by 45% of services]



All\* IBD patients have access to  
review by the IBD team within a  
maximum of 5 working days

Achieved

[Achieved by 88% of services]

Data is routinely collected  
and audited on patients  
receiving more than  
1 course of steroids a year



[Achieved by 41% of services]

Not yet achieved

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]

Not yet achieved



All\* elective IBD  
surgery takes place  
within 18 weeks

Not yet achieved

[Achieved by 64% of services]

## Surgery and Inpatient Care



\*All = More than 90% of patients



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## Ongoing Care and Monitoring



**81%** of patients have  
contact with an IBD nurse  
specialist

[77 responses for this service]  
[All UK survey responses: 84%]

**72%** of patients have  
regular reviews regardless  
of their health

[76 responses for this service]  
[All UK survey responses: 64%]



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



Not yet achieved



**49%** of patients believe  
their care is well-coordinated  
between their GP and  
gastroenterologist

[74 responses for this service]  
[All UK survey responses: 41%]

**36%** of patients discuss  
wider life and priorities, as  
part of planning their care

[76 responses for this service]  
[All UK survey responses: 30%]



## 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



Not yet achieved

[Achieved by 76% of services]

IBD patients are directly  
involved in service  
development



[Achieved by 71% of services]

Not yet achieved



**18%** of patients have  
been given the opportunity  
to feedback on their care in  
the past 12 months

[74 responses for this service]  
[All UK survey responses: 21%]



Not yet achieved

Protocols are in place to  
support transition to adult  
services for young people  
with IBD

[Achieved by 37% of services]

All\* patients with confirmed  
IBD are recorded in an  
electronic clinical  
management system



[Achieved by 26% of services]

Not yet achieved

\*All = More than 90% of patients