



IBD BENCHMARKING TOOL 2019/2020 RESULTS OVERVIEW

NORFOLK AND NORWICH UNIVERSITY HOSPITAL

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 108 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

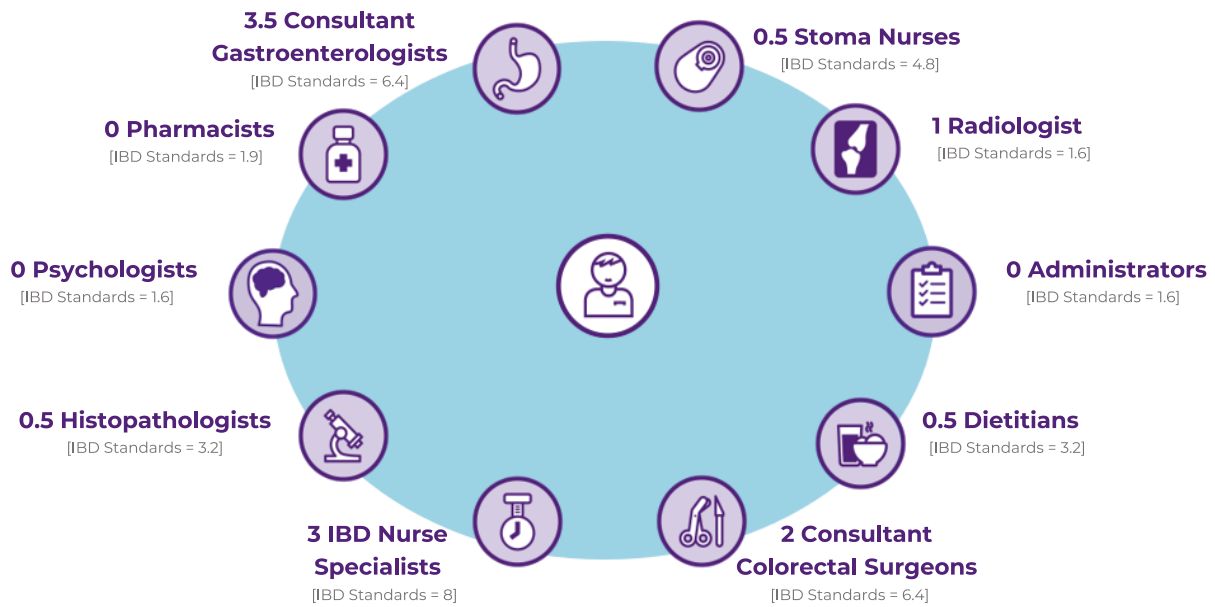
Covers a population of **800,000**

Supports **3,000** adult IBD patients

Of which **100** were diagnosed in the past 12 months

The IBD Team

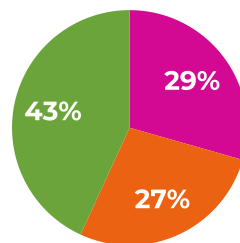
The IBD Standards define the ideal make-up of the IBD team in terms of full-time roles. Shown below are the actual numbers for this IBD team, with ideal numbers based on population size in brackets beneath.



Quality of Care

Overall, how would you rate the quality of your Crohn's or Colitis care over the last 12 months? [102 responses for this service]

Rated as "Excellent" or "Very good" by **43%** of patients



Rated as "Fair" or "Poor" by **29%** of patients

Rated as "Good" by **27%** of patients

We have read with interest the report, noting the overall positive response in terms of Quality of Care. We also note the standards which are not yet achieved and will be looking at these in more detail to ascertain why and to develop an Action Plan going forwards.



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]

Achieved

Newly Diagnosed



60% of newly diagnosed patients are offered written information on their condition

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



43% of patients were given clear information about next steps and who to contact while waiting for their diagnosis to be confirmed

[21 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



Not yet achieved

[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]

Not yet 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

Achieved

[Achieved by 64% of services]

Surgery and Inpatient Care





Patient Journey Overview

Key



IBD Patient Survey 2019



IBD Service Self-Assessment 2019/2020



Ongoing Care and Monitoring



77% of patients have contact with an IBD nurse specialist

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

68% of patients have regular reviews regardless of their health

[106 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



51% of patients believe their care is well-coordinated between their GP and gastroenterologist

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

19% of patients discuss wider life and priorities, as part of planning their care

[106 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

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



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

Achieved

[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