



# IBD BENCHMARKING TOOL 2019/2020 RESULTS OVERVIEW

## PRINCESS ROYAL AND ROYAL SHREWSBURY HOSPITALS

[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 70 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

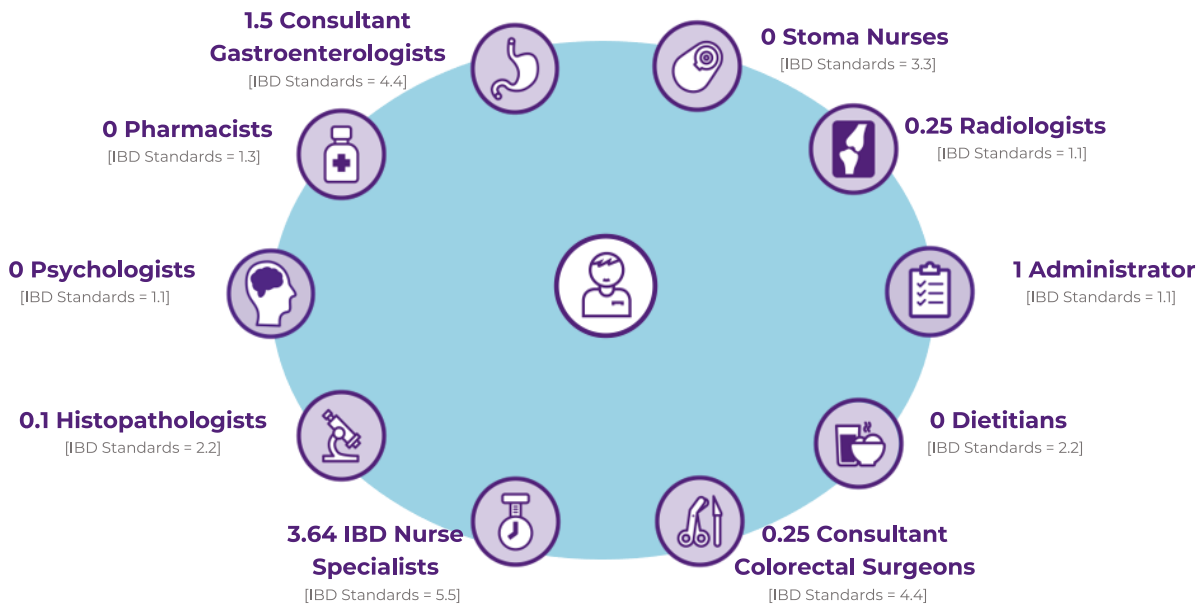
Covers a population of **550,000**

Supports **3,000** adult IBD patients

Of which **60** were diagnosed in the past 12 months

## The IBD Team

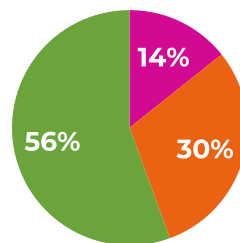
The IBD Standards define the ideal make-up of the IBD team in terms of full-time roles. Shown below are the actual numbers for this IBD team, with ideal numbers based on population size in brackets beneath.



## Quality of Care

Overall, how would you rate the quality of your Crohn's or Colitis care over the last 12 months? [63 responses for this service]

Rated as "Excellent" or "Very good" by **56%** of patients



Rated as "Fair" or "Poor" by **14%** of patients

Rated as "Good" by **30%** of patients

We will review our results and will meet with all those involved in managing people with IBD and develop a quality improvement plan towards meeting the IBD Standards. We want to thank everyone who responded to the IBD Patient Survey. The next IBD Patient Survey will run in 2021.



### 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



**81%** of newly diagnosed patients are offered written information on their condition

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



**35%** 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]

Not yet 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

Not yet 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]

Achieved



All\* elective IBD surgery takes place within 18 weeks

Achieved

[Achieved by 64% of services]

#### Surgery and Inpatient Care





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IBD Service Self-Assessment 2019/2020



## Ongoing Care and Monitoring



**93%** of patients have contact with an IBD nurse specialist

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

**62%** of patients have regular reviews regardless of their health

[69 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



**41%** of patients believe their care is well-coordinated between their GP and gastroenterologist

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

**33%** of patients discuss wider life and priorities, as part of planning their care

[69 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

[Achieved by 76% of services]



Achieved

IBD patients are directly involved in service development

[Achieved by 71% of services]



Not yet achieved

**17%** of patients have been given the opportunity to feedback on their care in the past 12 months

[63 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