



IBD BENCHMARKING TOOL 2019/2020 RESULTS OVERVIEW

ROYAL LONDON 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 98 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

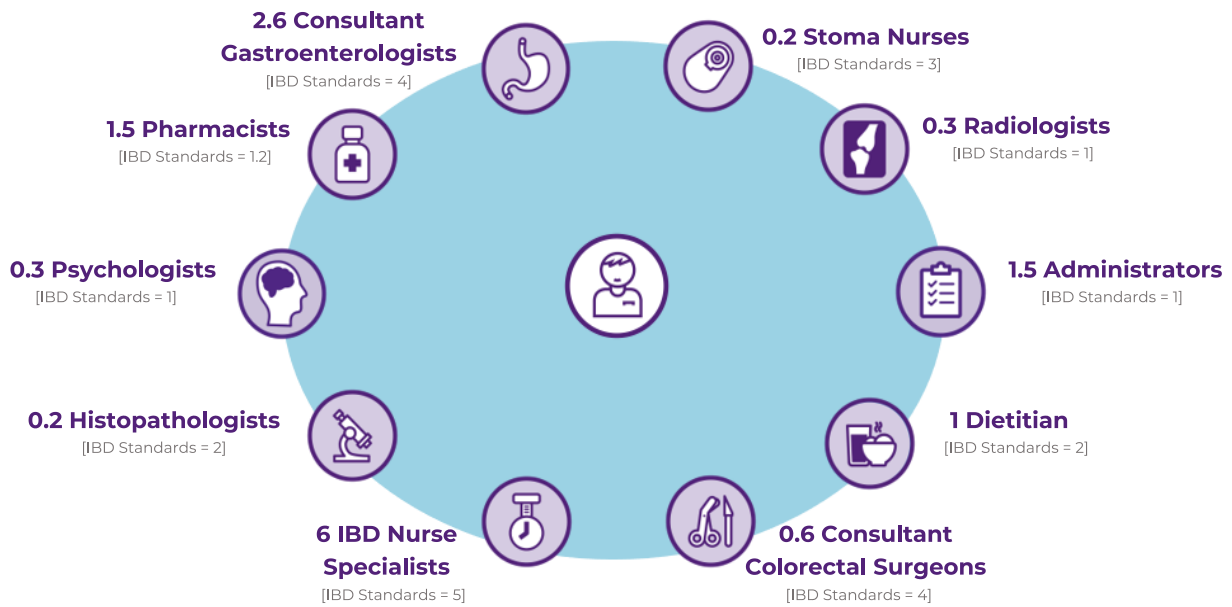
Covers a population of **500,000**

Supports **4,000** adult IBD patients

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

The IBD Team

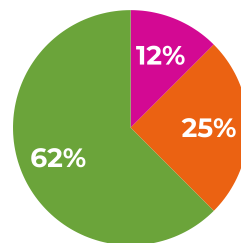
The IBD Standards define the ideal make-up of the IBD team in terms of full-time roles. Shown below are the actual numbers for this IBD team, with ideal numbers based on population size in brackets beneath.



Quality of Care

Overall, how would you rate the quality of your Crohn's or Colitis care over the last 12 months? [96 responses for this service]

Rated as "Excellent" or "Very good" by **62%** of patients



Rated as "Fair" or "Poor" by **12%** of patients

Rated as "Good" by **25%** of patients

We are delighted with the positive patient feedback on our overall service, the telephone helpline, access to specialist inpatient/outpatient review, our governance structure and patient involvement. Our service improvement projects will now include (i) enhanced communication with primary care (ii) timely new-patient diagnosis (iii) improved access to surgery



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



83% of newly diagnosed patients are offered written information on their condition

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



33% of patients were given clear information about next steps and who to contact while waiting for their diagnosis to be confirmed

[12 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

[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]

Achieved



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

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]

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

Not yet 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



85% of patients have contact with an IBD nurse specialist

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

86% of patients have regular reviews regardless of their health

[98 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



34% of patients believe their care is well-coordinated between their GP and gastroenterologist

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

44% of patients discuss wider life and priorities, as part of planning their care

[93 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]

Achieved



Achieved

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

[Achieved by 37% of services]



33% of patients have been given the opportunity to feedback on their care in the past 12 months

[88 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]

Not yet achieved