



# IBD BENCHMARKING TOOL 2019/2020 RESULTS OVERVIEW

WANSBECK GENERAL, NORTH TYNESIDE GENERAL  
AND HEXHAM GENERAL 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 36 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

**3,000**

adult IBD patients

Of which

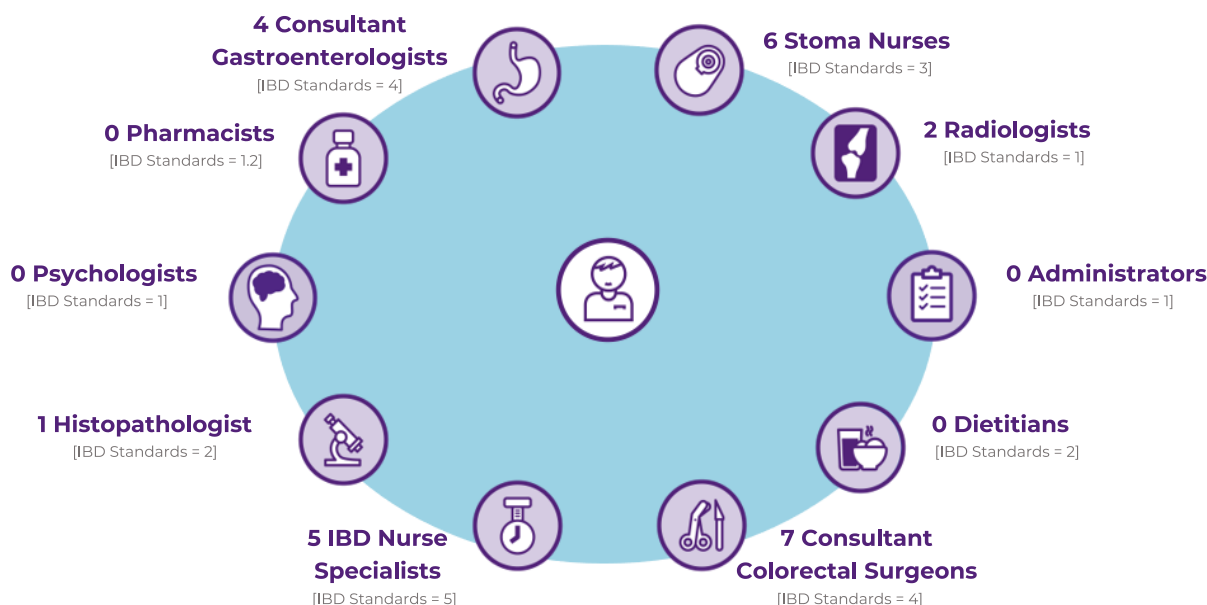
**108**

were diagnosed in the  
past 12 months



## The IBD Team

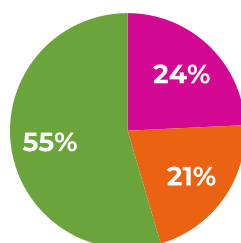
The IBD Standards define the ideal make-up of the IBD team in terms of full-time roles. Shown below are the actual numbers for this IBD team, with ideal numbers based on population size in brackets beneath.



## Quality of Care

Overall, how would you rate the quality of your Crohn's or Colitis care over the last 12 months? [33 responses for this service]

Rated as "Excellent"  
or "Very good" by 55%  
of patients



Rated as "Fair"  
or "Poor" by 24%  
of patients

Rated as "Good" by 21% of patients

We are working together to continually improve our service to deliver a high standard of quality care. Thanks to everyone who has responded. Results highlight our need to obtain higher numbers of patient feedback to more accurately reflect strengths/weaknesses. We look forward to the next IBD Patient Survey 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]



Achieved

### Newly Diagnosed



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

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



**67%** of patients were given  
clear information about next steps  
and who to contact while waiting  
for their diagnosis to be confirmed

[6 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

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]



Achieved



Not yet achieved

All\* elective IBD  
surgery takes place  
within 18 weeks

[Achieved by 64% of services]

## Surgery and Inpatient Care



\*All = More than 90% of patients



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## Ongoing Care and Monitoring



**97%** of patients have contact with an IBD nurse specialist

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

**64%** of patients have regular reviews regardless of their health

[36 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]



Achieved



**43%** of patients believe their care is well-coordinated between their GP and gastroenterologist

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

**29%** of patients discuss wider life and priorities, as part of planning their care

[34 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



**8%** of patients have been given the opportunity to feedback on their care in the past 12 months

[36 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]



Achieved

\*All = More than 90% of patients