

Core messages

What are the IBD Standards?

- The IBD Standards define key areas healthcare services should deliver on to ensure high-quality care for everyone in the UK living with Crohn's or Colitis – the two main forms of Inflammatory Bowel Disease (IBD)
- The IBD Standards are a framework of statements that say what high-quality, personalised care should look like at every point of the patient journey – from first symptoms, to treatment and ongoing care – and how IBD services need to be organised
- The stages covered by the IBD Standards are: pre-diagnosis, newly diagnosed, flare management, surgery, inpatient care, ongoing care and monitoring
- Over 14,000 people with Crohn's and Colitis across the UK completed the IBD Patient Survey. 176 adult and paediatric IBD services (63%) completed the Service Survey

Who developed the IBD Standards?

- The IBD Standards were produced in 2019 by patients and healthcare professionals working together
- IBD UK comprises 17 patient and professional organisations, including patients and leading experts in IBD representing all relevant professional disciplines and aspects of IBD care. Crohn's & Colitis UK Chair and act as Secretariat for IBD UK
- IBD UK worked together with over 150 healthcare professionals and over 700 patients to develop the IBD Standards
- IBD UK believes that a partnership approach is fundamental for IBD services across the UK to meet the Standards – everybody needs to be involved to make a difference
- The IBD Standards are due for a review, starting Autumn 2024

How does the IBD Benchmarking work, and how will it help services to improve?

- IBD Benchmarking assesses how well services across the UK are performing against the IBD Standards, highlighting excellent care and helping services to plan improvements
- IBD Benchmarking is based on Service Surveys completed by individual IBD services and the results of the IBD Patient Survey completed by patients using each service
- The combination of patient views and comparison against the IBD Standards provides a powerful and unique opportunity to push up standards of care for everyone with IBD

Why IBD Benchmarking and the IBD Standards are important

- IBD UK believes that everyone with Crohn's and Colitis should receive safe, consistent, high-quality, personalised care at every stage of the patient journey, whatever their age and wherever they live in the UK

- The IBD Benchmarking Tool aims to support IBD services to address variations in the quality and consistency of care people with Crohn's and Colitis currently receive in the UK

What next

- IBD UK encourages you to involve patients in your Quality Improvement plans
- Take a look at the Quality Improvement toolkit on the IBD UK website at [**ibduk.org/resources-for-IBD-services**](https://ibduk.org/resources-for-IBD-services), featuring templates, case studies and videos
- IBD UK recommend both quick wins and pursuing longer-term goals in Quality Improvement. For example, services can improve access to patient information and signposting to patient organisations relatively quickly and easily, while business cases for additional team roles will take longer to implement. Sharing resources and ideas can also save time and effort, whether through the IBD UK website and toolkit or through buddying with another service or regional networking

Key messages for patients

- The IBD Benchmarking aims to support improvements to hospitals so everyone with Crohn's and Colitis receives safe, consistent, high-quality, personalised care at every stage of your journey, whatever your age, whatever your circumstances, and wherever you live in the UK
- The IBD Patient Survey conducted as part of the IBD Benchmarking aims to ensure that your views are central, and that your experiences help your hospital improve on the things that matter to you
- Patient involvement in the IBD Patient Survey and improvements to IBD services help ensure everyone living with IBD receives high-quality care across the UK – your input helps to raise the profile and increase understanding of IBD and benefits far more people than just those in your hospital

Call to action:

- IBD UK encourages you to discuss the results of the IBD Patient Survey and Benchmarking with your doctor, nurse and other members of the team that care for you, so that they can make the changes that will improve the care they provide

Key messages for healthcare professionals

- The IBD Benchmarking aims to support hospitals and IBD teams to deliver best practice health care and quality improvements where needed
- The IBD Standards define what should be put in place in IBD services at all stages of the patient journey and how the IBD service should be organised. The stages covered by the Standards are: pre-diagnosis, newly diagnosed, flare management, surgery, inpatient care, ongoing care and monitoring

Call to action:

- IBD UK is calling on IBD teams to review their IBD Benchmarking results and develop a Quality Improvement action plan with patient involvement to address areas where they can improve, to ensure their IBD patients receive the highest-quality care

Key messages for hospital management (CEO, COO, Medical Director, Quality Improvement Lead etc.)

- The IBD Benchmarking assesses how well services across the UK are performing against the IBD Standards, highlighting excellent care and supporting ongoing Quality Improvement programmes
- The IBD Standards define what should be put in place in IBD services at all stages of the patient journey and how the IBD service should be organised. The stages covered by the Standards are: pre-diagnosis, newly diagnosed, flare management, surgery, inpatient care, ongoing care and monitoring
- Services are encouraged to make use of the Quality Improvement toolkit on the IBD UK website at ***ibduk.org/resources-for-IBD-services***, featuring templates, case studies and videos

Call to action:

- IBD UK encourages you and your senior colleagues, especially your Quality Improvement Lead and Medical Director, to support your IBD service in analysing their results, understanding the patient experience and developing Quality Improvement Plans, to ensure your IBD patients receive the highest-quality care

Key messages for Government, policy-makers, and NHS bodies

- The IBD Benchmarking assesses how well services across the UK are performing against the IBD Standards, highlighting excellent care and helping services to plan improvements
- The IBD Standards were developed in 2019 by IBD UK – a partnership of patient and professional organisations working together for everyone affected by IBD
- IBD UK comprises 17 patient and professional organisations, including patients, leading experts in IBD representing all relevant professional disciplines and aspects of IBD care. Crohn's & Colitis UK Chair and act as Secretariat for IBD UK
- IBD UK worked together with over 150 healthcare professionals and over 700 patients to develop the IBD Standards

Call to action:

- IBD UK encourages policy-makers and decision-makers within the NHS to provide appropriate support, resources, and funding to hospitals working to improve their IBD services to meet the IBD Standards, improving care and outcomes to make a difference to patients and ensure greatest value for the NHS