

**Team working with patients, service users, carers, families and communities
Award**

St Mark's Hospital Patient-Centred Inflammatory Bowel Disease (IBD) Care Model at London Northwest Healthcare NHS Trust - the team involved patients and the public in a programme to improve outpatient monitoring for patients with Inflammatory Bowel Disease (IBD) by addressing the mismatch between 'need' and 'access' to services.





St Mark's Patient-centred IBD Pathways

Co-designed by patients for patients



NURSE-LED TELEPHONE CLINICS

EXPLAIN YOUR SYMPTOMS PLEASE

FOR WELL PATIENTS IN REMISSION

STREAMLINE AND MAKE IT EASIER FOR PATIENTS

PDSA Cycles

TIMELY ADVICE, MADE MORE ACCESSIBLE

LET'S REDUCE WAITING TIMES

RAPID ACCESS CLINICS

FOR URGENT SPECIALIST ASSESSMENT

IBD ADVICE LINE

for queries & advice

REDUCE ANXIETY eg DAYS OFF WORK & PARKING WORRIES

COMMUNITY CARE & INFORMATION

LEARNED CHECKLIST

FACE TO FACE CLINICS

for routine care & complex patients

PATIENT EMPOWERMENT

WANTED BY MANY PATIENTS

FLARE CARDS:



NHS
London North West
University Healthcare
NHS Trust

IBD Advice Line: 020 8235 4115
IBD Email: LNWU-IBDNurse@nhs.net
<http://www.stmarkshospital.nhs.uk/>

Putting patients at the **HEART** of everything we do

Supported by **NHS**
National Institute for Health Research

NIHR CLAHRC
Northwest London