

Organisation:

Dundee HSCP - Dundee Primary Care Drug Redesign Project

Key Rights Applied:

All

Background & Context:

Dundee Primary Care Drug Redesign Project is a service redesign project based on a Shared Care model for MAT 7 (All people have the option of MAT shared with Primary Care) and have applied a human rights lens as an opportunity to look at different ways of working. The project includes setting up a dedicated group of professionals to provide care and support from a range of organisations. Patient care and Human Rights provided a commonality, a way to help navigate and assess a patient pathway and to review roles and responsibilities.

Use of the Charter Toolkit:

The Toolkit was the catalyst and it has helped to develop ideas as well as generating enthusiasm among the teams for review. In terms of the practical element it was perhaps limited and required development of other mechanics to do it.

Results to date:

- The team (nurses and key workers) and project team are finding it enlightening. It is a beneficial way to review pathways and approaches together, with the uniting thread of Human Rights.
- The Human Rights lens has also been beneficial in team cohesion and promoting better decision making as it draws the team together to think about common goals.
- Patients have been at the heart of this project and Human Rights gives a mechanism to test it, e.g. the Human Rights approach has been helpful with a mapping exercise, which has demonstrated the transfer pathway is patient centric.
- Conversely, some gaps have been identified so more is needed around supporting patients' mental health and this is an area that will be focussed on.
- AAAQ framework has been employed to assess the project.

Lessons Learned:

- Reviewing work using the AAAQ Framework is a useful and uniting lens and has lead to agreement on priorities.

Recommendations for Others:

- Starter Checklist which includes AAAQ (Availability, Accessibility, Acceptability and Quality) was a useful starting point.