



# LUTON PCT PEER REVIEW: RACE EQUALITY, ACCESSIBILITY OF SERVICES AND COMMUNITY ENGAGEMENT

8-9 September 2008

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## Summary Paper

Peer reviews are used within the Race for Health programme as a learning tool, providing an opportunity for PCTs to demonstrate their progress and gain constructive challenge and advice, at the same time as offering peers the chance to learn from the experience of their colleagues from the host PCT and within the review team.

This paper provides some background information on the forthcoming peer review hosted by Luton PCT, so that Race for Health programme leads can identify the most suitable people within their PCTs to join the peer review team.

### Focus

The Race for Health programme aims to be flexible and adaptable to meet the needs of individual PCTs, especially for new joiners to the Race for Health programme. As such, the focus of Luton PCT's peer review will be on providing the Trust with **developmental guidance and support**, with less of a focus on actual reviewing of its systems. The aim will therefore be to support the PCT in a number of its new developments where it has been identified that early input would be helpful.

.Our current programme of peer reviews aim to be grounded in the PCT's overall approach in the three areas that RfH aims to make a difference in, (commissioning, service improvements and workforce) with a specific relevant 'theme' running through these areas. Luton's peer review will specifically focus **on commissioning and service improvement**.

The theme of the Luton PCT's peer review will be **resident engagement**, both in **accessing local health provision** and **contributing to the way the PCT commissions and delivers health services**. There will be opportunities for members of the peer group to visit services meet with key players and review key documents in commissioning, service delivery and patient and public involvement.

## Key questions

The key questions for the review will be as follows:

1. How can the PCT pro-actively ensure that local **health services are fully accessible** to all sections of the community (e.g. social marketing)?
2. How can the PCT ensure the **integration of local health services** to more effectively meet the needs of the diverse local community?
3. What are the best ways for the PCT to **involve local people** in the way it commissions and delivers ethical and appropriate health services?
4. How can the PCT **develop the role of its Diversity Committee** to more effectively contribute to the commissioning and delivery of services?
5. In what ways can the equality and diversity agenda help to firmly **embed the teaching element** into Luton PCT's working practices?

The peer review team will look towards answering these questions by exploring three of Luton PCT's key developmental areas:

1. **The Kingsway Centre** – members of the peer group would visit the newly opened Primary Care centre which is being delivered by a third-sector provider. The group would offer suggestions based on their experience of ethical and appropriate delivery, pro-active social marketing, integration with local GPs and outpatient services and working with the community.
2. **Equality Proofing approach to commissioning** – members of the peer group would impact assess Luton PCT's three-year strategy which would

feed into its Refresh. The peer group would meet with the community leaders forum (an assembled group of activists in the community) to explore processes of community engagement in the commissioning process. The results of this would feed into the refresh document for the SHA and would inform the integration of impact assessment into the strategy.

3. **Moving Diversity Committee into a scrutiny model** – members of the peer group would explore the pro's and cons of shaping a new scrutiny role for the Diversity Committee, which would involve helping to shape the committee's constitution, roles and responsibilities and terms of reference. The group would also explore ways in which the equalities and diversity agenda can help to define the PCT's teaching component.

The outcomes of the peer review would inform a detailed **action plan** for Luton PCT and would feed into key documentation and help to shape their processes.

## Who should attend?

Luton tPCT invites peer reviewers with an interest, or experience in the issues to be explored in the review. Ideally, the peer review team will have around 6 - 9 members. In particular, the tPCT is keen to work with a team with relevant knowledge and experience and therefore encourage expressions of interest from:

- PCT Chairs/Management Team representation
- A PCT Non-Executive Director
- Commissioners,
- Public Health and health promotion specialists (social marketing)
- GP practitioners
- Third sector providers
- A Programme lead

Each member of the peer review team makes a significant contribution to the peer review programme and the final outcome for the PCT. As such, we would ask that when people sign up, they have a nominated person ready to step into their place if necessary, as cancellations can impact upon the success of the peer review.

## Practical details

A programme and background paper for the review will be circulated to members of the team in due course. However, some preliminary details are as follows:

- The review will begin at **1pm on Monday 8th September and will finish at 4pm on Tuesday 9th September 2008.**

- There will be an introductory session on participating in a peer review, followed by the afternoon working session and an informal dinner in the evening. The programme will begin again at 9am the following morning.
- **Accommodation** will be arranged for review team members at a local hotel. The cost of accommodation will be covered by Race for Health.
- The team will work in both plenary and smaller groups during the main review day, with **facilitation and support** from learning programme advisors Shared Intelligence.

## How to book a place

For more information, and to register your interest contact Genorie Thomas at [genorie.thomas@sharedintelligence.net](mailto:genorie.thomas@sharedintelligence.net) or on 020 7756 7610.