**Clare Enston Biography**

Clare works in NHS England & NHS Improvement’s insight and feedback team, listening to patients and staff to drive improvements in patient experience and outcomes. The team commissions and runs the GP Patient Survey, the Cancer Patient Experience Survey and the Staff Survey; oversees patient-reported outcomes measures (PROMs) programme as well as the implementation and development of the friends and family test. Clare worked in both customer service and civil service sectors before joining the Yorkshire and the Humber Strategic Health Authority, where she had a regional role in designing and delivering improvement through health informatics.