**Rachel Lovesy biography**

**Biography**: Rachel is an experienced Head of Patient Experience & Engagement based at Northampton General Hospital where she has been in post for 8 years. In addition to this, she supports the 500 members strong, Heads of Patient Experience (HoPE) Network run by NHS England & Improvement as one of 14 national leaders. Rachel’s key role is to ensure the voice of the patient is heard within the hospital and directly drives improvement. She is passionate about coproduction and promoting the sharing of power between NHS staff and patients.