**Lucy Watson**

**Chair**

**The Patients Association**

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Lucy is passionate about listening to and learning from patient and carer experience

to improve the quality and safety of health and social care. Lucy was previously an

experienced NHS Director at board level leading on quality, patient safety and

governance. She worked as a nurse commissioner driving improvements in the

delivery of high-quality care for patients including improvements in complaints

management, learning from complaints and involving patients as active partners in

their care. Lucy was delighted to take on the role of Chair of the Patients Association

and the opportunity this provides to champion the voice of patients and drive

change at a national and local level for better patient experience and continue to

focus on involving patients in their healthcare. She is currently working as an

independent healthcare advisor for quality and safety and safeguarding.