

CRISTINA SERRAO

LIVED EXPERIENCE AMBASSADOR
NHS ENGLAND AND IMPROVEMENT

Cristina joined the NHS in 2018 as London's first MSK Patient Director but has over 20 years of experience working within the local Govt and has corporate experience as an IT consultant, as both a project manager and in change management. She champions both the promotion of patient leadership and the active involvement of lived experience in all aspects of the planning, design and delivery of care through coproduced clinical pathways. She has health and care experience at local, regional and national level.

Currently she is the Lived Experience Ambassador for Experience of Care, NHS England and Improvement. She has been working on various areas of COVID response and is co-leading the patient/carer work stream of the Beneficial Changes Network.

Cristina always radiates enthusiasm for her patient and community work, her patient involvement is extensive and she is involved with various patient and public groups with a strong passion for justice and health inequalities to be faced head on. On a personal level she has experience of self-management of both physical and mental health as a result of her own chronic health conditions. Cristina is always willing to answer questions regarding her physical & mental health, as well as her disabilities.