*Julie trained as a nurse in London and specialised in District Nursing before a long career in NHS Management.  She has worked for acute, community and mental health trusts as well as for a PCT and for CCGs. Julie held executive positions as Director of Nursing and Chief Operating Officer with acute trusts and as Director of Performance & Commissioning and Director of Quality for CCGs.  Six years ago Julie established her own consultancy company and has been working as an independent consultant ever since. During this time she has worked on NHS contracts for provider, commissioner and private organisations who have been awarded NHS contracts, working at Executive level as well as doing project, improvement and recovery work.*

*An experienced NHS leader and executive coach Julie is a Non-Executive Director of East of England Ambulance NHS Trust and is Vice Chair of The Patients Association. Julie has always been interested in the handling of complaints and more importantly the way the NHS could work more empathetically and sensitively with complainants.*