



Catherine Howe

Executive Director of Services and Support

Cancer Research UK

Candidate Statement

I am an experienced technology leader with a background in democratic innovation and public participation. I am passionate about the need to create outcomes with people and make sure that patients – and all service users have a voice in the design and delivery of services.

I am currently Director of Design, Delivery and Change at CRUK where I lead the team delivering technology enabled change as well as being responsible for our technology strategy. My team and I are championing and delivering digital transformation as we delivery user centred, design led solutions to the Charity.

I have over 20 years experience having worked in a large corporate doing technology transformation and prior to that as CEX of a small technology business which delivered products and services across the public sector. I was one of the design leads on the original NHS Citizen programme which gave me detailed insight into the patient involvement within the NHS as well as the experience you are looking for in terms of high level influencing experience with system leaders in the health context, building on the work I have done in influencing democratic change across local government.

I am currently a trustee of both the Democratic Society and the Centre of Public Scrutiny, both of which are dedicated to improving the quality and impact of the democratic process and ensuring that citizens are able to participate actively and openly.

I feel my skills across both the digital and engagement domains offer a useful cross over between National Voices' ambitions for system change and the need to understand the digital and tech landscape. I believe I bring insight into the levers of change that technology and digital transformation can offer us in order to . My commercial experience is also

relevant – as someone who has run and grown and SME I am very well aware of the pressures that small organisations face as they grow.

Involving people is hard and simple at the same time – it involves system and cultural change but it also involves simply inviting people to participate from the start of a process not just taking a best guess at what they might want. Technology is never a magic bullet but the practices of good design can support and amplify the voice of patients and all services users. Patient involvement needs designing into the system at all levels and this is where technology and technologists can help and accelerate system change and create a future where person centred care is the norm.