



## Speaker Biography

### Session Details

Date	Thursday 1 October 2015
Time	11:15am – 12:00pm
Title	Hearing the voice of every patient to ensure excellent care

## Frances Cox

*Head of Client Services, iWantGreatCare*

Frances Cox leads the account management team at iWantGreatCare and has been personally responsible for implementing patient, staff and clinician feedback programmes across the UK and Europe.

She personally manages iWGC's relationship with the All-Wales Palliative Care Service and oversees the team that manages clients across all primary and secondary care settings.



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### **NAHH Annual Conference 2015**

The choice to die at home – a reality or an aspiration? Does hospice at home hold the key?

**Thursday 1<sup>st</sup> – Friday 2<sup>nd</sup> October 2015**

The Met Hotel, Leeds