NHS Blood and Transplant – Lay Member - Biography

Margaret Harrison

Margaret has over 30 years' experience in business, largely with BT plc. She joined BT as a statistician and progressed to senior positions in systems, operations and capital investment management. For the latter 7 years Margaret held key leadership roles in customer service where she worked to deliver better end to end processes and ensure improved customer experience.

Since leaving BT, Margaret has been appointed as a Trustee and Honorary Treasurer with Heart of England Mencap. She has also joined the Board of the National Association for Patient Participation as a Trustee. Margaret hopes to bring some of the learning from her business career to the role of Lay Member.