



Norfolk and Suffolk Health and Care Awards 2026

Inspirational Leader Award

Chloe Newman

Suffolk User Forum: Healthy Together Team

Chloe Newman is an inspirational leader whose strategic vision has transformed support for people with Severe Mental Illness (SMI) across Suffolk. Leading the Healthy Together Team, she oversees a service supporting 3,785 individuals, addressing the stark inequality that people with SMI experience a 15–20-year reduced life expectancy. Chloe designed a pioneering, co-produced, peer-led model that integrates mental and physical health care, closing a critical gap in traditional services.

Her service provides personalised follow-up after annual physical health checks, helping individuals achieve goals such as improving diet, increasing physical activity, quitting smoking and accessing dental care. Chloe also championed an accessible animation explaining the health check process, successfully reducing anxiety and increasing engagement, with recognition at both regional and national levels.

Chloe's leadership is grounded in authenticity and lived experience. She has built a psychologically safe, inclusive team culture where personal experience of mental health challenges is valued as a professional strength. This approach fosters trust, enabling meaningful engagement with service users, particularly those from deprived communities, who make up 64% of referrals.

The impact of her work is significant and measurable. Each year, the team supports around 270 referrals, with 92% achieving their health goals within six months across more than 70 care pathways. Feedback highlights the compassion, dignity and trust her team provides. Chloe's leadership has reshaped services, delivered lasting improvements in health outcomes, and created a compassionate, scalable model of care for those most in need.