



Press Release

Immediate Release

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### **Cygnet Psychologist Wins Innovator of the Year Award**

An Assistant Psychologist from Wolverhampton has won the Innovator of the Year Award at Cygnet Health Care's Annual Psychology Awards.

The awards celebrate outstanding contributions, innovation and dedication across Cygnet's psychology teams and were presented by Matt Gill, Director of Psychology for the North Region, and Erica De Lange, Director of Psychology for the South Region. Both praised the exceptional work delivered by psychology teams across the organisation throughout 2025.

The Innovator of the Year Award recognises individuals who lead the way in developing innovative approaches that improve services, empower service users to be at the centre of their care, engage communities and reduce stigma.

Chloe Feltham, Assistant Psychologist at Cygnet Sedgley House was recognised for leading a quality improvement (QI) project focused on improving communication with patients about their discharge needs and plans.

The aim of the project was to increase service user awareness of their treatment needs from 60% to 80% within six months. To achieve this, the team introduced a Visual Discharge Plan (VDP), embedded consistent treatment and discharge discussions into ward rounds and one-to-one sessions, and ran engagement and awareness days for both staff and service users.

Reflecting on her award, Chloe said: "I feel incredibly honoured to receive the Innovator of the Year award, a recognition that stems from our recent QI project focusing on putting our service users at the heart of everything we do.

"Winning this award really recognises the value of the work we are doing. This work was only possible because of the dedicated professionals I work with, and I am so grateful to my team for helping to bring these innovations to the forefront of our care."

Erica De Lange, Director of Psychology for Cygnet Health Care's South Region, added: "Reading the nominations showcasing excellent clinical practice, compassion and innovation is a powerful reminder of the dedication and talent within our psychology teams. Congratulations to Chloe and to all of our 2025 winners, and thank you to every colleague who was nominated by their peers.

Chloe's work demonstrates how meaningful co-production and effective communication can deliver real improvements in patient experience and outcomes."