



Transforming PRIMARY & CARE

UP CLOSE WITH

DR SZE KAI PING,
FAMILY PHYSICIAN,
GEYLANG POLYCLINIC,
ON WHAT DRIVES HIM
IN HIS PRACTICE

IN AND AROUND

THE SINGAPORE PRIMARY
CARE CONFERENCE 2023,
HEALTHIER SG GENERAL
PRACTITIONER TOWN HALL,
AND MORE



TRANSLATING DATA INTO PRACTICE

With the current emphasis on population health, research will play an increasingly critical role in NHGP's ongoing efforts to drive improvements in the delivery of care and patient outcomes.





PRIMARY CARE RESEARCH TO IMPROVE PATIENT OUTCOMES

Quality primary care aims to address the healthcare needs of individuals throughout their lives. To achieve this, we need to understand the local population context and establish what works for our patients in order to successfully implement new models of care and strengthen existing practices.

Our care delivery has to rely on robust and relevant evidence-based research, which provides an impetus for the provision and further development of healthcare services. Analysing the data from research will help us identify health trends in a timely manner and make informed decisions to enable the full potential of primary care.

In our cover story, 'Advancing Primary Care through Research', we delve into the integral role of primary care research, why it matters, and how the research work undertaken by the National Healthcare Group Polyclinics (NHGP) generates vital evidence and context-based data to inform interventions that can be integrated into clinical care to address complex health needs. The data takes into consideration factors such as disease prevalence, as well as cultural and societal nuances that can affect care effectiveness, including patient participation and the self-management of chronic conditions. These studies on relevant health issues faced by the population — ranging from frailty to wound management — have enabled NHGP to gain better insights and facilitate the provision of comprehensive, person-centred and relationship-based care and support.

To hear more from the perspective of a primary care researcher, turn to *Up Close With* featuring Dr Sze Kai Ping, Family Physician, Geylang Polyclinic. Dr Sze shares about his commitment and belief in building meaningful doctor-patient relationships which led him to embark on his research journey. He explains how NHGP's Cardiology Specialty Advisory Group is streamlining processes for patients to receive optimal care through evidence-based guidelines.

The knowledge we acquire from research goes a long way in transforming primary care and towards achieving our vision of a Healthier SG. We will remain fully committed to making every effort count for better patient care.

The Editorial Team

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ADVANCING PRIMARY CARE THROUGH RESEARCH

With the emphasis on population health under Healthier SG, we are building a primary care-centred healthcare system, and research will play an increasingly critical role in driving improvements in the delivery of care and patient outcomes.

If a robust primary care sector is the bedrock of a sustainable healthcare system, then research is the cement that bolsters its foundational role.

Given Singapore's ageing population and the myriad problems associated with ageing such as multi-morbidity as well as the increasing prevalence of chronic diseases, complex care needs are expected to rise over the years. Research — in providing vital evidence and context-based data — can be a key enabler to reducing disease burden, improving quality of life and overcoming widespread health threats and challenges to individuals, healthcare industries and society.

"Primary care research that addresses the population's health needs, gaps in care delivery, integration of health care services and transition of care is central to the successful transformation of care delivery," says Ms Chen Yee Chui, Director of Primary Care Nursing Development, Nursing

Services at the National Healthcare Group Polyclinics (NHGP). "This is because research is able to build the evidence required to establish the facts and data needed for the effective delivery of quality primary care and better policy-making."



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Ms Chen Yee Chui

Director of Primary Care Nursing Development, Nursing Services, NHGP

Expounding further on the subject, Associate Professor Tang Wern Ee, Family Physician, Senior Consultant and Director of NHGP’s Clinical Research Unit, explains that primary care in each country is very context-driven. For example, in the planning of care delivery in the framework of Singapore’s health system, consideration should be given to the prevalence, disease trajectory and response to treatment of various conditions in the local population which may differ from that in other countries. More local primary care studies are needed to provide evidence to guide best practices in primary care.

Given the breadth of primary care, NHGP conducts research across a range of domains, with the main objectives of improving care delivery to patients in primary care and to facilitate primary care transformation in the unique cultural and socio-economic context of Singapore. Research that NHGP staff have undertaken include epidemiological studies identifying the prevalence of disease conditions and populations at risk; observational studies investigating the factors that influence patient participation in

preventive care and self-management of chronic conditions; interventional studies investigating the effectiveness of treatment modalities; and the evaluation of healthcare services at NHGP. The wide breadth of research is aimed at addressing the gaps in the medical literature as well as that between available medical evidence and practice.

INTEGRATING RESEARCH INTO CLINICAL CARE

Identifying Health Issues in Older Adults

In order to make a sustained and significant impact on patient care, it is important to systematically identify the key problems first so that healthcare providers can prioritise strategies to address these problems. Conducting research in the area of health issues faced by older adults in Singapore will assist NHGP in comprehending the health issues faced by patients and

their families, and in determining the priority areas for care delivery in the polyclinics, which in turn enhances the healthcare system in Singapore.

With an increasingly ageing population, there has been a growing prominence of the well-being of older adults, particularly with regard to frailty and multi-morbidity. Ms Jacqueline De Roza, an Advanced Practice Nurse at Geylang Polyclinic, conducted a study¹ in Geylang, Toa Payoh, Hougang and Woodlands Polyclinics looking at fear of falling in older adults, and found that 27.5% of patients were pre-frail, 23.9% were mildly frail and 19.2% were moderately frail. She also found that more frail older adults had multi-morbidity (having three or more chronic ailments) as compared to those who were pre-frail or not frail. In addition, there was a strong association between the fear of falling and frailty, showing that the latter was a significant risk factor affecting fear of falling in the elderly.

This study found that more than half of older adults with no history of falls also reported a high fear of falling. “The results

suggest that interventions for fear of falling need to be relevant and customised to heighten the self-efficacy levels and psychological well-being of those with high fear of falling,” she says. With physical activity being one of these interventions, another study² by Ms De Roza examined the differences in the physical activity level of older adults in Singapore based on perceived safety and barriers to exercise during the COVID-19 pandemic. This study found that barriers included difficulties exercising with masks, family concerns and exercise centre closures.

Besides contributing to the body of evidence of the demographic and clinical factors that influence the fear of falling, the studies addressed the association between various risk factors, frailty and fear of falling, and highlighted the importance of developing effective intervention programmes that target increasing physical activity in older adults.



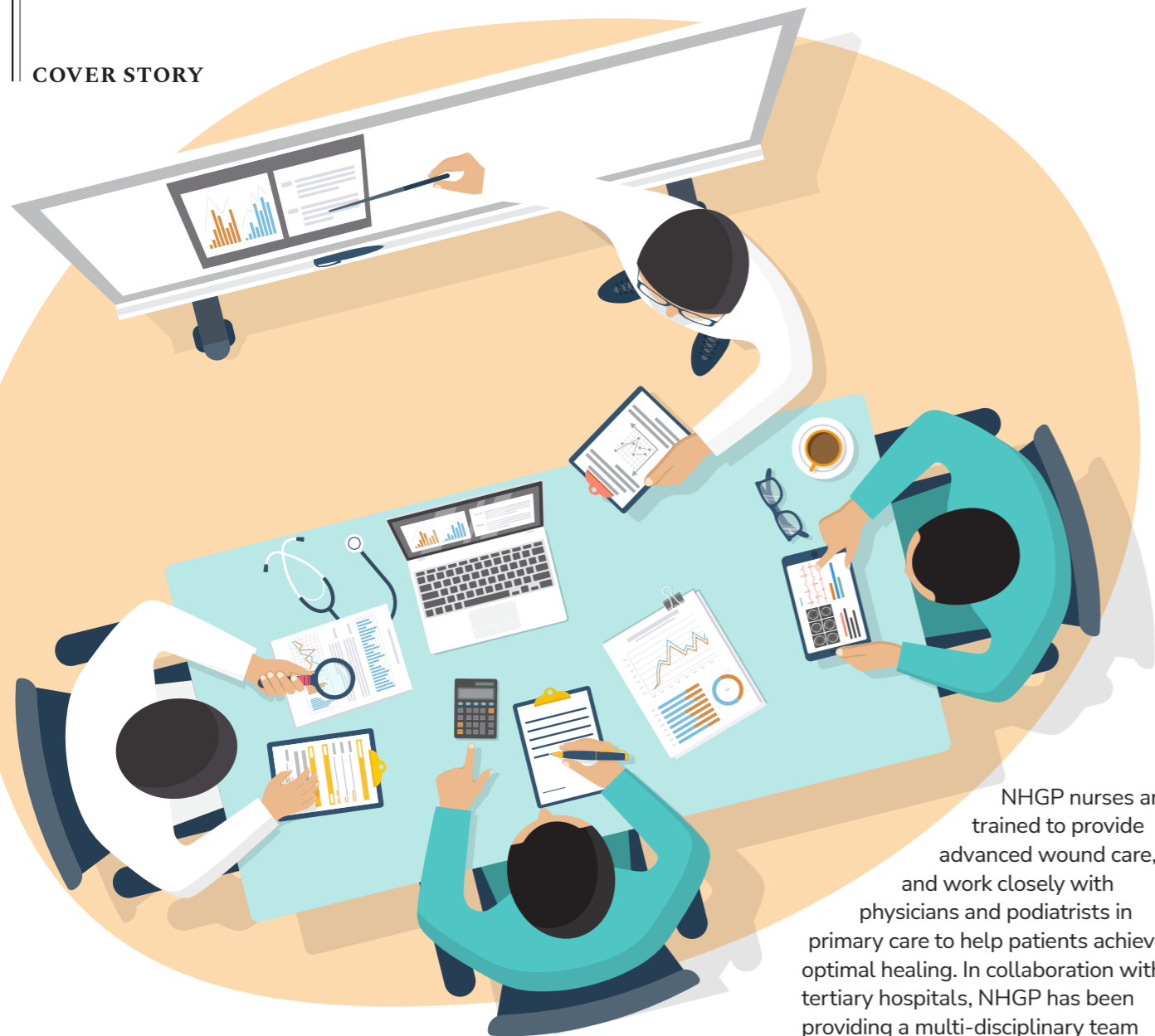
Supporting the Caregivers

Caregiver burden is another important issue related to frailty and the increasing complexity of multi-morbidity that Ms Chan Cheuk Ying, Advanced Practice Nurse at Woodlands Polyclinic, NHGP, studied. She points out that while healthcare professionals are striving to provide more holistic patient-centred care, supporting

the caregivers in looking after the elderly with multiple chronic conditions is just as important in the process of care delivery.

Ms Chan’s focus is part of a larger study on ‘Factors associated with family caregiver burden among frail older persons with multi-morbidity’ by Ding et al. (2022). In her study³ analysis, Ms Chan explored the





NHGP nurses are trained to provide advanced wound care, and work closely with physicians and podiatrists in primary care to help patients achieve optimal healing. In collaboration with tertiary hospitals, NHGP has been providing a multi-disciplinary team care approach to enable the early detection, effective prevention and treatment of diabetic foot wounds. Findings from past research by NHGP have been leveraged to assist NHGP's wound care team with the review and improvement of wound care protocols.

The global epidemic of diabetes mellitus means that complications such as diabetes-related foot diseases have risen. People with diabetes have a 19% to 34% lifetime risk of developing conditions like diabetic foot ulcers, which can lead to poor healing wounds, recurrence, and in severe cases, amputation.

Ms Julia Zhu, Senior Nurse Clinician (Wound Care) at Nursing Services, NHGP, points out that diabetic foot ulcers are common, complex and costly. This necessitates the need for research on how to prevent or delay

the condition. She notes that self-care is the cornerstone to resolving this. However, patients' adherence to self-care recommendations remains low and the occurrence and recurrence of diabetic foot ulcers remain high. "As the multi-faceted factors impeding care for this condition are unclear, understanding patients' experiences, beliefs and perceptions about their illness, self-care, and health-seeking behaviours⁴ is crucial in identifying implications for improved self-management of their health," she explains.

According to Ms Zhu, chronic wounds are associated with a significant clinical, economic and health-related quality of life (HRQoL) burden not only to individuals, but also to the healthcare system and society. Early identification of patients' wound conditions and other concerns as well as a timely referral to multi-disciplinary care teams are essential to improving care outcomes and HRQoL. In several studies, she investigated the factors that affected HRQoL in patients with chronic wounds such as venous leg ulcers and arterial ulcers⁵. Results showed that patients suffering from arterial ulcers were most affected compared to other wound aetiologies, because arterial ulcers develop from damage to the arteries due to lack of blood flow to tissue and can take months or years to heal.

Other research by Ms Zhu also investigated the impact of lower extremity amputation on primary care patients with diabetes, and how Tele-Wound monitoring services were used to empower patients to be more involved in their own wound care⁶. These study findings, she says, can be used to enhance patient care and develop health service research to support patients' self-management and achieve the desired outcomes.

RESEARCH TRAINING FOR PRIMARY CARE RESEARCHERS

As NHGP continues to drive advancements and key learnings

through research, it concurrently supports its healthcare professionals in developing and strengthening their research skills. "NHGP seeks to promote a culture of lifelong learning, research and innovation," A/Prof Tang shares. "We look out for and encourage staff to develop an interest in research and involve them in research projects at the clinics. For those who are keen to hone their research skills and have potential for a research career pathway, we encourage them to apply to research talent development programmes, such as the NHG-LKCMedicine Clinician-Scientist Preparatory Programme and Clinician-Scientist

Fellowship." Ms Chen adds, "These initiatives empower aspiring primary care researchers with the necessary knowledge and skills that are tailored to their learning needs and varying experience in their field."

Such concerted support contributes to NHGP's overall efforts in transforming primary care for the better, says A/Prof Tang. "Through primary care research, we will be in a better position to come up with effective interventions, enhance NHGP's screening and health promotion initiatives, and adopt and adjust best practices in meeting the diverse and evolving needs of our patients."

- 1 Factors influencing fear of falling in community-dwelling older adults in Singapore: A cross-sectional study
- 2 Impact of perceived safety and barriers on physical activity levels in community-dwelling older adults during the COVID-19 pandemic in Singapore: A cross-sectional mixed methods study
- 3 Factors associated with family caregiver burden among frail older persons with multi-morbidity
- 4 "When nothing happens, nobody is afraid!" beliefs and perceptions around self-care and health-seeking behaviours: Voices of patients living with diabetic lower extremity amputation in primary care
- 5 Health-related quality of life and chronic wound characteristics among patients with chronic wounds treated in primary care: A cross-sectional study in Singapore
- 6 Description and utilization of telewound monitoring services in primary care patients with acute wounds in Singapore: A retrospective study

REVERSING DIABETES

Research is one way in which NHGP aims to better understand the challenges that patients face in their social environment and support them in taking greater ownership of their health outcomes.

Locally, one in three individuals is at risk of developing diabetes in their lifetime. It is estimated that by 2050, about one million Singaporeans will be living with this chronic condition¹. In line with nationwide efforts to combat diabetes, National Healthcare Group's (NHG) Diabetes Reversal Programme aims to help individuals living with diabetes control their blood sugar levels through behavioural changes without medication or surgery. Co-funded by the Tanoto Foundation and the NHG Fund, the programme will boost diabetes research in primary care and the community.

This research programme comprises several projects which the research team – which includes the programme's lead investigator Associate Professor Tang Wern Ee, Family Physician, Senior Consultant and Director of Clinical Research Unit, and Ms Pauline Xie, Principal Dietitian, both from NHGP; Associate Professor Lim Su Chi, Clinician Scientist and Senior

Consultant from Khoo Teck Puat Hospital; and Dr Cheng San Chye, Assistant Director, HOMER from the NHG Health Outcomes and Medical Education Research (HOMER) team – have started rolling out in primary care to support efforts to achieve diabetes remission in patients with early diabetes.

The team is studying the barriers and facilitators to behavioural changes in patients with diabetes and to develop interventions that facilitate the adoption of health-promoting behaviours. The team is also conducting a clinical trial investigating the effectiveness of an intensive weight management programme in achieving diabetes remission in obese patients with early diabetes.



¹ <https://www.moh.gov.sg/news-highlights/details/diabetes-the-war-continues>

“Through primary care research, we will be in a better position to come up with effective interventions, enhance NHGP's screening and health promotion initiatives, and adopt and adjust best practices in meeting the diverse and evolving needs of our patients.”

Associate Professor Tang Wern Ee

Family Physician, Senior Consultant and Director, Clinical Research Unit, NHGP

impact of psychosocial factors on caregiver burden and looked at how caregiving competence, positive aspects in caregiving and social support can alleviate this burden. The study reported that caregivers who had lower perceived caregiving competence, and lower positive aspects in caregiving and social support had a higher caregiving burden score. These findings provide a more in-depth understanding of the factors affecting caregiver

burden, which can assist NHGP's multi-disciplinary care team with anticipating caregiving needs and identifying potential caregiver stress early so that timely intervention and support may be rendered.

Advancing Wound Care

Nurses in NHGP are not only actively engaged in providing wound care. They are also conducting studies on wound management aimed at improving health outcomes in this area.

BUILDING HEALTH THROUGH TEAMWORK & RESEARCH

Dr Sze Kai Ping, Family Physician at Geylang Polyclinic, shares what drives him to put his heart and soul into his practice.

A firm believer of strong doctor-patient relationships, Dr Sze Kai Ping strives to enhance patient care through workflow improvements and research. The FY2021 award recipient of the NHG-LKCMedicine Clinician-Scientist Preparatory Programme (CSPP), Dr Sze's research looks at how digital tools impact doctor-patient relationships in primary care.



How long have you been a Family Physician, and what inspired you to join the field?

I ventured into the primary care field six years ago and have been practising as a Family Physician for nearly three years. The diverse scope of my work presents me with the possibility of diagnosing and treating a range of conditions, such as asthma, gout and atypical cases, in a single day. It brings me immense satisfaction to witness the recovery or improvement of chronic ailments during a patient's subsequent visits.

For me, the essence of Family Medicine transcends individualised care. It involves entire families, spanning multiple generations. Beyond the scientific aspect, Family Medicine requires an artful approach, instilling hope and self-empowerment, bolstering confidence, and providing comfort and solace to patients and their families.

My decision to specialise in Family Medicine was driven by a confluence of medicine, surgery and evidence-based research in this academic domain, while my personal interest in cardiology stems from the high prevalence of cardiovascular diseases in our local population. Being able to integrate my knowledge and collaborate with esteemed cardiologists for patient care is gratifying.



What does the National Healthcare Group Polyclinics' (NHGP) Cardiology Specialty Advisory Group do, and how does it address issues associated with heart health?

Being part of the Cardiology Specialty Advisory Group (SAG), comprising Family Physicians, nurses, pharmacists, dietitians, psychologists and medical social workers, we work collaboratively to come up with clinical practice guidelines.

Cardiovascular disease represents the leading cause of mortality in Singapore, with atrial fibrillation (AF), referring to irregular and rapid heartbeat, constituting a growing concern due to the associated risk of stroke. The persistently low rate of anticoagulation (anti-blood clotting) treatment among local patients diagnosed with AF who are at risk of

significant thromboembolism (the formation of blood clot in deep veins) is worrying.

The SAG's newly developed Tele-AF workflow allows patients to be started on novel anticoagulants in a timely manner through direct correspondence with cardiologists and to undergo direct access to 2D Echocardiograms that can be reviewed in the primary care setting. We are also addressing the wait times for specialist appointments in our collaborations with other National Healthcare Group (NHG) institutions, where we aim to streamline the process for patients to receive optimal care.

As a SAG advisor, I guide my clinic doctors through the Tele-AF workflow when they encounter patients with newly diagnosed AF. In January this year, I also published two NHGP clinical practice guidelines on Chronic Venous Insufficiency and Deep Vein Thrombosis, with support from my SAG peers, NHGP's Clinical Services team, as well as the vascular surgeons and internal medicine specialists from Tan Tock Seng Hospital and Khoo Teck Puat Hospital. These guidelines provide the care team with evidence-based clinical guidance for patients.



What are some challenges faced when it comes to delivering quality care in the primary care setting?

We often have limited time with each patient and need time for shared decision-making. I believe in developing a longitudinal doctor-patient relationship rooted in mutual trust so that I can prioritise my patients' issues and provide contextual recommendations. Patients with multi-morbidity also need a biopsychosocial model of approach as the diseases cannot be managed in isolation. At NHGP, our Teamlets — each comprising two Family Physicians, a care manager, and a care coordinator — discuss complex cases to address various issues. There are also ongoing efforts to vertically integrate IT infrastructure with our community resources and partners.



What aspects of your work as a Family Physician do you find rewarding?

There is a deep sense of purpose that comes with making a positive impact on patients' lives and improving their health and well-being. Developing close relationships with my patients is essential in providing holistic care that is tailored to their specific needs. In addition, the bonds I have built with my fellow Teamlet members allow us to provide coordinated care and treatment for our patients.



Dr Sze Kai Ping
Family Physician,
Geylang Polyclinic

As a core tutor at NHGP, I have the opportunity to teach Family Medicine residents and NUS undergraduate students during their postings. This allows me to share my expertise with the next generation of healthcare professionals.



As a primary care researcher and CSPP award recipient, what motivated you to do research?

Engaging in research presents a remarkable opportunity for me to enhance my proficiency as a translator of clinical evidence and an advocate for patient safety and clinical care. The CSPP not only offers comprehensive exposure to quantitative research techniques, but also provides participants with the flexibility to attend online courses aimed at refining skills such as coding and thematic analysis. Furthermore, the programme allows me to network with researchers from varying medical fields for future collaboration prospects. I am grateful to have a great research mentor, Dr Tan Shu Yun, a Clinical Researcher in the Clinical Research Unit at NHGP, whose exceptional support and guidance have been invaluable.

“I believe in developing a longitudinal doctor-patient relationship rooted in mutual trust so that I can prioritise my patients' issues and provide contextual recommendations.”



Could you share more about your research project and what you hope to achieve from it?

At present, no studies have delved into the experiences of primary care doctors and patients across all age groups on their use of digital tools within the local context. My exploratory study endeavours to bridge this knowledge gap by examining various tools, such as remote monitoring, tele-medicine, smartphone applications and clinical decision support tools. The discoveries gleaned have the potential to identify best practices and facilitate the formulation of NHGP policies that supports the tools' usage in care delivery.

CONGRATULATIONS TO OUR NHGP STAFF

A total of 111 staff from NHGP received the National Awards (COVID-19) in recognition of their exceptional contributions to Singapore's battle against the COVID-19 pandemic. Among these, 19 staff were awarded the Public Administration Medal. NHGP was also awarded the President's Certificate of Commendation (COVID-19) in view of the public healthcare institution's critical role in combating the pandemic.

THE PUBLIC ADMINISTRATION MEDAL (SILVER) (COVID-19)

A/Prof Chong Phui-Nah	Chief Executive Officer
Dr Ng Ming Yann, Karen	Deputy Chief Executive Officer
Dr Mok Ying Jang	Chief Operating Officer
Ms Lim Voon Hooi	Chief Nurse

THE PUBLIC ADMINISTRATION MEDAL (BRONZE) (COVID-19)

Ms Chen Yee Chui	Director, Primary Care Nursing Development
Dr Gowri Doraisamy	Family Physician, Senior Consultant Director, Primary Care Transformation
Dr Lim Chee Kong	Family Physician, Senior Consultant Director, Clinical Services
Dr Sim Chin Sing Evan	Family Physician, Principal Staff Geylang Polyclinic
Dr Teo Hui Ying Valerie	Family Physician, Consultant Head, Kallang Polyclinic
Dr Chong Ern-Ji Jonathan	Family Physician, Associate Consultant Head, Hougang Polyclinic
Dr Kong Jing Wen	Family Physician, Consultant Head, Woodlands Polyclinic
Dr Lim Ziliang	Family Physician, Consultant Head, Yishun Polyclinic
Dr Tan Khai Wei	Family Physician, Associate Consultant Head, Toa Payoh Polyclinic
Dr Ting Sing Shing Jonathan	Family Physician, Consultant Head, Geylang Polyclinic
Dr Chong Wern Siew Christopher	Family Physician, Consultant Head, Ang Mo Kio Polyclinic
Dr Lee Biing Ming Simon	Family Physician, Consultant Chief Clinical Informatics Officer Chief Data Officer
Dr Seah Ee-Jin Darren	Family Physician, Senior Consultant Director, Family Medicine Development Regional Director, Central Health
Dr Tan Mui Ling Donna	Family Physician, Associate Consultant Deputy Director, Clinical Services
Dr Tung Yew Cheong	Family Physician, Senior Consultant Deputy Group Chief Quality Officer, NHG Director, Quality & Patient Safety, NHGP

PRESIDENT'S CERTIFICATE OF COMMENDATION (COVID-19)

National Healthcare Group Polyclinics

Designations/appointments are based on the date of awards announcement as of 31 December 2022.

CN-PCN QUARTERLY MEETING CUM LUNAR NEW YEAR CELEBRATION



28 January 2023 marked the Central-North Primary Care Network's (CN-PCN) first quarterly meeting of the year, which was also the first face-to-face session since the lifting of COVID-19 restrictions. Graced by Associate Professor Chong Phui-Nah, Chief Executive Officer, NHGP and Primary Care, the event was attended by 92 CN-PCN General Practitioners (GP) and leadership representatives from the National Healthcare Group (NHG) and NHGP in addition to the CN-PCN team. Apart from listening to a Continuing Medical Education (CME) talk on cardio-metabolic outcomes in the management of Type 2 diabetes mellitus, attendees heard from Dr Gowri Doraisamy, Director, Primary Care Transformation, on the appointment of six GP Sub-Leads; and Dr Irwin Chung, Director, Primary Care Academy, on a primer created to support GPs and their clinic assistants for Healthier SG.

INAUGURAL RUN OF NHG PRIMER WORKSHOPS

On 10 and 11 February 2023, the Primary Care Academy held the inaugural run of the NHG Primer workshops to equip General Practitioners (GPs) in the Central-North region with skill sets to provide holistic care. The 21 participants, which included the GPs' Clinic Assistants as well, learnt how to support and manage the initiatives and clinical requirements of Healthier SG (HSG). They gave feedback that the workshops — which included round robin stations to role-play and discuss case scenarios on chronic care, smoking cessation, exercise prescription, dietary interventions, and health screening and vaccinations — were helpful in preparing them for HSG.



INAUGURAL SINGAPORE PRIMARY CARE CONFERENCE 2023

Co-organised by NHGP, the College of Family Physicians Singapore, National University Polyclinics and SingHealth Polyclinics, the very first Singapore Primary Care Conference (SPCC) 2023 took place at Raffles City Convention Centre on 3 and 4 March 2023. Themed 'Strength in Unity: New Frontiers in Primary Care', the hybrid conference was opened by Guest-of-Honour, Professor Chee Yam Cheng, President, Singapore Medical Council, and Chairman, National General Practitioner Advisory Panel. It brought together over 700 participants from the healthcare industry to upskill and share best practices to help create a robust and sustainable healthcare system.

The event featured four plenary sessions, five symposiums, pre-conference workshops and a polyclinic learning visit, where General Practitioners gained insights into the multi-disciplinary team-based approach adopted by polyclinics to provide care to patients. Healthcare experts from Singapore and overseas — Dr Andrew Bazemore, Senior Vice President of Research and Policy, American Board of Family Medicine, and Co-Director, Center for Professionalism & Value in Healthcare, United States — shared their knowledge on care models of the future, innovation and technology in primary care, and the latest clinical updates on common conditions encountered in the primary care setting. A key component of the conference was the research competition showcasing the research work done by primary care healthcare professionals. Ms Dana Koh, Staff Nurse, Geylang Polyclinic, NHGP, clinched the Best Poster award. Her abstract was also among the top 12 out of 118 abstracts submitted.



Associate Professor Chong Phui-Nah, Chief Executive Officer, NHGP and Primary Care, chaired the plenary on 'New Frontiers of Family Medicine: Transforming for Population Health' with Dr Andrew Bazemore.



Ms Dana Koh presenting her poster during the research competition at SPCC 2023.

TOA PAYOH INTEGRATED DEVELOPMENT

NHGP was part of the Toa Payoh Integrated Development public exhibition held on 25 and 26 February 2023. Comprising sports, healthcare, library and park facilities, the integrated development aims to meet residents' needs and encourage community bonding. The redeveloped Toa Payoh Polyclinic — co-located at its new site within the new integrated development — is part of the Ministry of Health's (MOH) plan to invest in primary care and enable Singaporeans to receive care closer to home. The upgraded polyclinic will continue to provide holistic care to all from young families to the elderly.





HEALTHIER SG GENERAL PRACTITIONERS' TOWN HALL



Organised by the Ministry of Health and Agency for Integrated Care at Grand Copthorne Waterfront Hotel on 18 February 2023, the Healthier SG (HSG) General Practitioner (GP) Town Hall drew more than 600 GPs who were keen to find out more about the different aspects of HSG. Augmenting the National Healthcare Group's (NHG) Primary Care Office and place-based community engagement teams, the Primary Care Academy was present to share about its NHG Primer trainings and workshops that have been developed to equip GPs with the necessary know-how for HSG.



VISIT BY DR JONTY HEAVERSEDGE



Dr Jonty Heaversedge, Chief Medical Director and Chief Clinical Informatics Officer, NHS South East London Integrated Care System, was hosted by NHGP at Kallang Polyclinic on 14 February 2023. In a tour conducted by Dr Valerie Teo, Head of Kallang Polyclinic, the visitors learned about NHGP's Teamlet Care Model and viewed the ongoing exhibition on Frailty Prevention at the Health Studio. To facilitate knowledge sharing, Dr Karen Ng, Deputy Chief Executive Officer, NHGP, led a discussion on the primary care network journey in London and shared primary care perspectives from NHGP.



BRUNEI HEALTH MINISTER VISITS KALLANG POLYCLINIC

On 9 February 2023, NHGP hosted Dato Paduka Dr Haji Md Isham bin Jaafar, Minister of Health, Brunei Darussalam, and his delegation at Kallang Polyclinic. Associate Professor Chong Phui-Nah, Chief Executive Officer, NHGP and Primary Care, and Dr Valerie Teo, Head of Kallang Polyclinic, shared about NHGP's preventive health initiatives and health screening programmes, such as breast and cervical cancer screening. The delegation was also briefed on the clinic's health-promoting features such as its Health Studio, self-help Body Mass Index (BMI) machines and self-help blood pressure kiosks, easily accessible stairways encouraging patients' usage, and the prominently featured NFC and QR codes that provide information on preventive health when scanned.



MHA HOME TEAM MEDICAL SERVICES DIVISION'S LEARNING VISIT

Senior officers from the Ministry of Home Affairs (MHA) Home Team Medical Services Division made a learning visit to Kallang Polyclinic on 16 January 2023, where Dr Irwin Chung, Director, Primary Care Academy; Dr Valerie Teo, Head, Kallang Polyclinic; Mr Matthew Wong, Assistant Director, Facilities Development & Planning Office; and Ms Nisha Menon, Assistant Nurse Clinician, Nursing Services, were present to welcome them. The delegation learned about the clinic's operations, infrastructure design, pandemic readiness and smart features.

