

Transforming PRIMARY & CARE

UP CLOSE WITH

NHGP CARE COACH MR NATHANIEL OEN
ON UNDERSTANDING PATIENTS'
LIFESTYLES, MINDSETS
AND SOCIAL WELLNESS

IN AND AROUND

NATIONAL DAY AND NURSES'
MERIT AWARD 2023 RECIPIENTS,
HEALTHIER SG CARE TEAM TRAINING,
SKILLS FOR GOOD FESTIVAL 2023,
AND MORE



BALANCING HEALTH AND SOCIAL CARE NEEDS

In order for positive health outcomes to be sustained, a range of social, economic, psychological and emotional factors need to be addressed.
Learn how NHGP is doing this.



TRANSFORMING HEALTH AND SOCIAL CARE

Transformation in an ever-evolving healthcare landscape is driven by a confluence of factors, one of them being the inextricable link between health services and social care. To enhance the health and well-being of patients for the long term, an inclusive approach that ensures patients receive the right care for their complex needs is gaining recognition and prominence.

This issue's cover story, 'Integrating Health and Social Care for a Holistic Approach', shines a spotlight on this shifting paradigm by showing how the National Healthcare Group Polyclinics (NHGP) places critical importance on psychosocial and behavioural factors that impact patients' overall health. Social determinants of health such as social isolation, caregiver stress and financial challenges can exacerbate chronic diseases, resulting in unscheduled visits to the polyclinic and Emergency Department. Since 2020, NHGP's RELATE (RELationship-based HeAlth and Social InTEgration) programme has been tackling these challenges by integrating health and social services for early intervention and better coordination of care. This addresses not just the patients' medical needs, but also their social and emotional well-being.

A key aspect of the RELATE programme is the NHGP Care Coach, who serves as a health buddy and health-social integrator. We find out more about this role in *Up Close With*, featuring Care Coach Mr Nathaniel Oen. In the article, he highlights the significance of supporting patients and their loved ones throughout their healthcare journey. Through rapport building, providing individualised solutions and connecting them with community partners, he motivates patients to make positive behavioural changes which in turn boosts their confidence and ability to manage stress and practise self-care.

In this issue, we would like to express our appreciation to Associate Professor (A/Prof) Chong Phui-Nah, Chief Executive Officer (CEO), NHGP and Primary Care, who completed her term on 30 September 2023 after leading NHGP for nine years. Succeeding her is Dr Karen Ng, Deputy CEO of NHGP, who was appointed CEO of NHGP, effective 1 October 2023. As we thank A/Prof Chong for her exemplary leadership and congratulate Dr Ng on her new role, we are confident that NHGP will continue its efforts to innovate and advance primary care.

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ISSUE 21.2023

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Transforming Primary Care is a quarterly publication by the National Healthcare Group Polyclinics.

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NHGP's Teamlet Care Model complements the RELATE programme's efforts in identifying patients' complications early for proactive intervention.

INTEGRATING HEALTH AND SOCIAL CARE FOR A HOLISTIC APPROACH

Primary care extends beyond disease prevention and treatment. In order to attain and sustain positive health outcomes, a range of social, economic, psychological and emotional factors have to be taken into consideration and addressed. NHGP's RELATE (RELationship-based HeAlth and Social InTEgration) programme does just that, supporting and empowering patients in achieving desired outcomes and healthier lives.

Over a period of six months, 82-year-old Mr Chen (*pseudonym used to protect patient identity*) was brought by his son to Yishun Polyclinic regularly to seek treatment for injuries with poor wound healing and infection. The care team attending to him recognised that the elderly man had dementia and multiple other poorly-controlled chronic conditions, and was not coping well.

Upon further assessment, Mr Chen was found to be struggling with several challenges, including disharmony at home. His wife also had dementia and there were frequent quarrels and physical altercations between the

two, resulting in his injuries. His son, who was their main caregiver, was experiencing severe caregiver stress. Additionally, Mr Chen had other poorly-controlled conditions such as high blood pressure, high cholesterol, osteoarthritis, chronic obstructive pulmonary disease and high fall risk.

Discussions between NHGP's RELATE team and community partners led to the formulation of a shared biopsychosocial care plan for Mr Chen and his family, integrating the issues identified and care he received in the polyclinic with interventions from the community. Over many months, interventions like fall risk and

conflict management for the family and caregiver stress management were instituted, enabling Mr Chen to continue to comply with his follow-ups at the polyclinic and care plans despite the psychosocial barriers. This led to a significant improvement in Mr Chen's health.



“ NHGP adopts a multi-disciplinary approach that integrates patients’ health and social care under the RELATE programme to improve their well-being. This is in addition to our underlying Teamlet Care Model that places patients at the centre of care, with the care team providing comprehensive, coordinated and continuous care.

Dr Valerie Teo

Family Physician, Consultant, Head of Kallang Polyclinic and Programme Lead of RELATE

Mr Chen’s experience is one of many cases that demonstrate how assessing and addressing social determinants of health play just as significant a role in the management of disease as medication and treatment regimes. This is especially the case for people who live with complex chronic diseases that require more attention or those who have complex geriatric or mental health conditions.

IMPLEMENTING INTERVENTIONS IN HEALTH AND SOCIAL CARE

There is a growing recognition of a pressing need to enhance the health of patients with psychosocial and behavioural issues. This underpins an important shift in the healthcare landscape and the move towards targeted team-based care efforts that consider the patients’ social needs and risk factors. Unmet psychosocial and behavioural issues — such as social isolation, caregiver stress, family conflict and difficulty with mobility, as well as financial issues — may result in a higher prevalence of chronic diseases and higher mortality risk¹. This group is also more likely to default on scheduled appointments for chronic care management, leading to an increased need for specialist care and a greater likelihood of unscheduled polyclinic visits and Emergency Department (ED) visits for crisis care.

Having recognised this, NHGP is enhancing care for individuals with complex needs by integrating health and social services through its RELATE programme. As the first line of care in the community and the first point of contact with patients, NHGP looks

after patients’ medical needs and connects them with community agencies to address and resolve identified non-medical needs. This ensures that patients can continue to be safely managed in the primary care setting and within the community.

First piloted at Ang Mo Kio Polyclinic in September 2020, RELATE now runs in all NHG polyclinics. The programme has since benefitted about 400 patients with its systematic assessment for unmet psychosocial needs in at-risk patients, contributing to significantly improved health outcomes. Six months after these patients were enrolled in RELATE, nearly half of them saw a reduction in polyclinic visits, and compliance to medication also improved by 10 per cent. Over two-thirds of the RELATE patients who had diabetes mellitus — including those whose condition was poorly-controlled at the start of the programme — registered an improvement in their HbA1c level. Additionally, one in five patients were saved from the need to make Emergency Department and Specialist Outpatient Clinics visits.



Care Coach Ms Goh Zi Hui following up with a patient to address various complex needs.

According to Dr Valerie Teo, Family Physician, Consultant, Head of Kallang Polyclinic and Programme Lead of RELATE, the programme aims to achieve better health outcomes for patients and reduce their overall healthcare utilisation through proactively addressing health and social needs. Patients referred to RELATE typically experience social or care complexities such as self-care difficulties and frequent defaulting of appointments; face environmental challenges and risk factors such as frailty, cognitive impairment, and nutritional deficiencies; or require complex medication regimes on top of the complex medical conditions they already face.

“We recognise that health and social challenges often co-exist in patients with complex conditions,” says Dr Teo. “As such, NHGP adopts a multi-disciplinary approach that integrates patients’ health and social care under the RELATE programme to improve their well-being. This is in addition to the underlying Teamlet

Care Model that places patients at the centre of care, with the care team providing comprehensive, coordinated and continuous care.”

Introduced in 2015, NHGP’s Teamlet Care Model is grounded on a close and meaningful relationship between the patient and his or her healthcare team. NHGP’s teamlets comprise two Family Physicians, one Care Manager, and one Care Coordinator to actively identify patients’ complications for the early management and prevention of disease. This complements RELATE’s efforts on effective social prescribing — linking patients to community partners to alleviate non-medical issues — which allows patients more capacity to focus on their health and clinical issues.

HEALTH-SOCIAL INTEGRATOR AND BUDDY

A key component of RELATE is the continuing care coordination and follow-up provided by the NHGP Care Coach, who acts as a health buddy and health-social integrator for the patients throughout their healthcare journey. The Care Coach’s integral role comes into play right from the beginning, when they highlight urgent medical and psychosocial issues in a timely manner by performing a comprehensive assessment to better understand a patient’s needs and challenges. From this, the Care Coach will follow up closely with the patient under a shared care plan, developed specifically for the patient, through a network of community healthcare partners around NHGP.



Ms Yeo Loo See, Deputy Director of Nursing Services at NHGP, explains that the Care Coaches offer support, encouragement, guidance and resources where needed throughout the programme. For instance, the Care Coach ensures that medication compliance is observed for patients with complex social needs such as those who are socially isolated or lonely, and assist to connect patients and their families to community partners. “As the single point of contact between the patient, caregiver and the multi-disciplinary team, the Care Coach empowers patients to see through their care plans, as well as help them and their families to navigate between NHG Polyclinics and community partners and hospitals,” says Ms Yeo.

Through sustained communication and rapport-building, Care Coaches motivate patients with chronic conditions to persist with lifestyle changes for improved health in a sustainable manner. Ms Yeo elaborates, “NHGP’s Care Coaches are trained not just in chronic disease management, but also in

competencies that help behavioural change such as motivational interviewing skills. They understand and will focus on ‘what matters most’ to these patients in their life. In doing so, the Care Coach is able to provide the necessary support and empower patients with skills that are needed to care for their health in the long term.” The Care Coach will continue to support the patients till their situation improves or stabilises, Dr Teo adds.

The RELATE programme and its multi-disciplinary approach provides comprehensive, coordinated and continuous health-social integrated care — which is key to improving the health outcomes of patients with complex medical and psychosocial conditions. In identifying and addressing unmet psychosocial needs early through the Care Coach, RELATE is able to improve clinical outcomes through chronic disease control and enhanced medication and follow-up compliance. The programme will also reduce patients’ need to return to the polyclinic for unscheduled visits, a worsened condition, or complications arising from their conditions that would require further medical interventions.

1 References include:

- Caroline G Heller, Preventive Medicine 153 (2021), The association between social needs and chronic conditions in a large, urban primary care population.
- Megan B. Cole, Health Service Res. 2020 Unmet social needs among low-income adults in the United States: Associations with health care access and quality.
- Kevin P. Fiori Am J Public Health. 2020 Unmet Social Needs and No-Show Visits in Primary Care in a US North-eastern Urban Health System, 2018–2019.
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(This page and opposite page, bottom right) NHGP’s RELATE team members gathered to celebrate RELATE receiving the National Healthcare Group (NHG) Team Recognition Award (TRA) Gold at the NHG Awards Ceremony 2022.

BETTER HEALTH WITH A PATIENT-CENTRED APPROACH

For NHGP Care Coach Mr Nathaniel Oen, the effective management of medical conditions requires more than mere comprehension of medications and treatments — it requires becoming both health buddy and health-social integrator to his patients throughout their healthcare journey.

In his role, Mr Nathaniel Oen builds rapport and trust with each of his patients in order to understand their needs, motivations and wants on a deeper level, supporting them in taking the necessary steps to achieve their health goals. He shares more about the work he does and what makes it meaningful for him.

What do you do as a Care Coach?

Care Coaches are non-clinical staff who are specially trained to empower chronic condition patients to take charge of their health. We help patients make lifestyle changes, follow up with their care plans and link them to programmes in the community. We are trained in communication skills for patient empowerment and motivation, care of chronic conditions and understanding of community resources. Our unique set of skills complements the multidisciplinary care that is already present in the polyclinics.

How do you identify the specific needs of your patients?

As a Care Coach, I am involved in the RELATE or RELationship-based HeAlth & Social INtegration programme, and see patients with complex issues including psychosocial stressors that limit their ability to care for their

health. Through conducting a comprehensive assessment, we holistically assess multiple domains of a patient's current circumstances and give them space to share their challenges. It is through our conversations that I get to understand these challenges, that may range from financial issues, caregiver stress and social isolation, to simply a lack of motivation.

Tell us about the collaborative nature of your work.

Once the patients' needs are identified, I work with various partners within and outside of NHGP and connect them with the patients to initiate individualised support and solutions aimed at alleviating their issues. We also check in regularly with patients to enquire about their well-being and whether there have been improvements. I am also involved in programmes such as PACT (Patient Activation through Conversations) and GEM (Group Education and eMpowerment), which seek to empower and motivate behavioural change in patients with poorly-controlled diabetes.

“The most important thing is to acknowledge each patient's circumstances and how these affect them. Having empathy and showing that I recognise what is important to them could be the first step to building rapport, rather than focusing on solving their issues straight away.

Please share what led you to become a Care Coach and what drew you to the role.

I was previously a HALT-CKD (Holistic Approach to Lowering and Tracking Chronic Kidney Disease) coordinator before I became a Care Coach. I was drawn to the Care Coach role as it aims to alleviate patients' psychosocial stressors and meaningfully support them in achieving optimal wellness through institutional and community aid, or simply a listening ear.

Singapore is known for its robust healthcare system, and there is now greater recognition that patients who cannot meet basic needs are likely unable to embark on behavioural changes to improve their health. This is where programmes like RELATE and roles like Care Coaches are making an impact. By first learning more about patients' circumstances, perspectives and difficulties as a Care Coach, I am able to tailor interventions more optimally. My work underscores that a patient's health is not a simple set of health parameters, but rather a holistic view of medical, social and psychological wellness.

What type of patients do you usually encounter?

Patients referred to the RELATE programme tend to be under a great deal of stress. Quite often, their health may be worsening and they require urgent medical attention. However, they are unable to act upon medical advice given to them due to other issues that they perceive as being more pressing.

Can you cite an example in which you supported a patient/family in their health journey?

One recent case involved a mother-daughter pair. The mother had poorly-controlled diabetes mellitus and was starting to exhibit some memory issues after her husband passed away. In addition, she had a history of falls and was not eating well, especially when her daughter was at work. Patient records also indicated that despite accompanying her mother to medical appointments, the daughter appeared indifferent. Exploration with the mother and daughter identified tensions between the two — for instance, there were times the mother did not allow her daughter to administer her insulin.

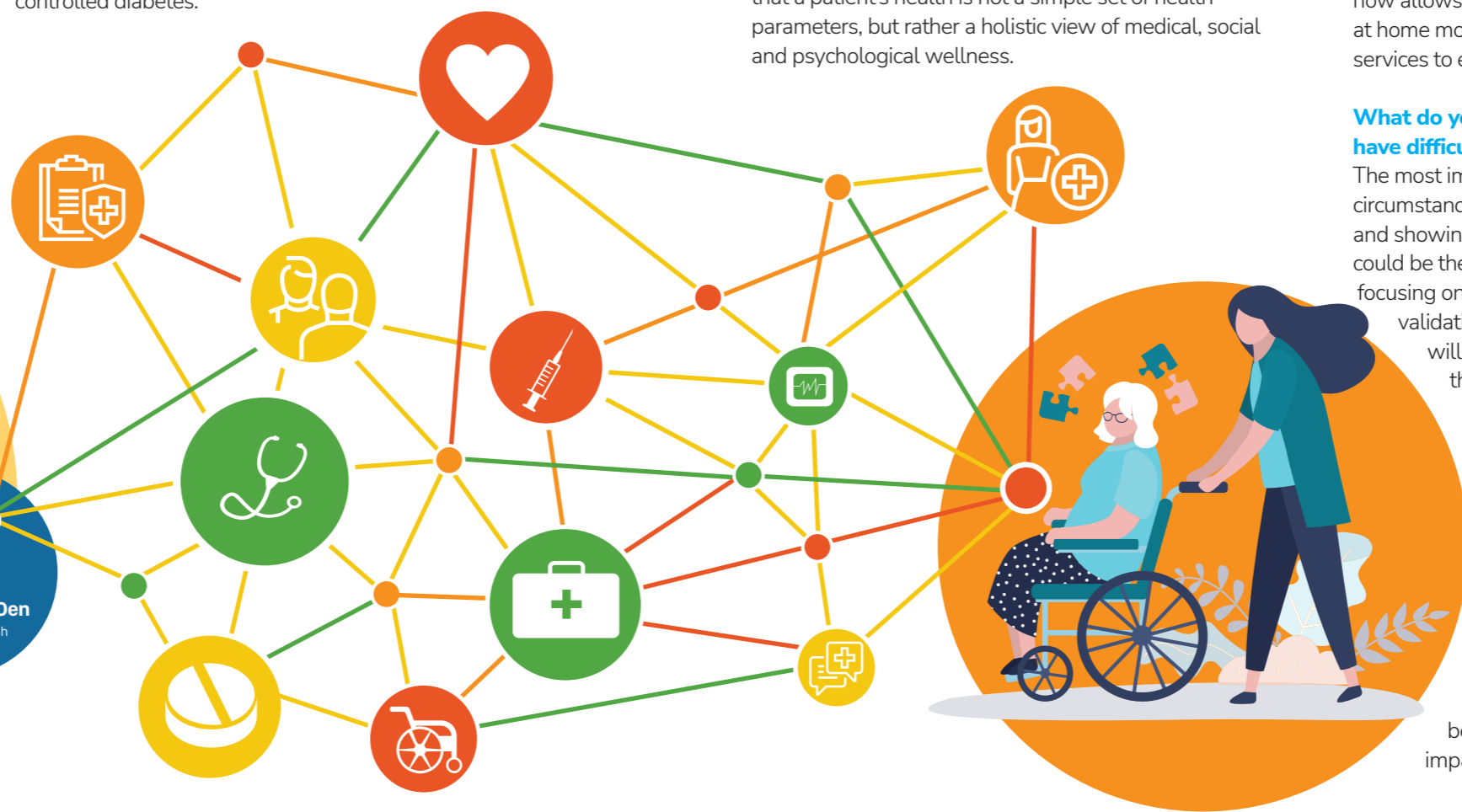
Through regular check-ins with the daughter and connecting them to Asian Women's Welfare Association (AWWA), the pair's situation improved. With the help of community partners, the patient received a rollator to help with ambulation and lower the risk of falls, and had meals delivered to her to help with nutrition. With reduced caregiving burden, the daughter has reported coping better along with an improved relationship with her mother, who now allows her to administer her insulin. As the mother stays at home most of the time, we are also looking at befriender services to engage the family to increase social interaction.

What do you do to motivate or encourage patients who have difficulty navigating their health journey?

The most important thing is to acknowledge each patient's circumstances and how these affect them. Having empathy and showing that I recognise what is important to them could be the first step to building rapport, rather than focusing on solving their issues straight away. Through validating patients' experiences, they become more willing to reflect on their current state and develop the desire to improve. Motivational interviewing, positive reframing and tenets from solution-focused brief therapy — which involves working collaboratively with patients to generate solutions that fit their needs — are some methods I use to empower and motivate patients.

What is an inspiring or memorable experience in your work?

Seeing patients achieve a more optimal state of health by making lifestyle modifications and behavioural changes, and knowing that I made an impact, is the most rewarding experience.



APPOINTMENT OF NEW CHIEF EXECUTIVE OFFICER, NATIONAL HEALTHCARE GROUP POLYCLINICS

We would like to announce the leadership succession in NHGP as of 1 October 2023.

National Healthcare Group Polyclinics (NHGP) recently underwent a change in leadership. **Associate Professor (A/Prof) Chong Phui-Nah** completed her term as Chief Executive Officer (CEO), National Healthcare Group Polyclinics (NHGP) and Primary Care on 30 September 2023 after leading NHGP for nine years. On 1 October 2023, A/Prof Chong joined the National Healthcare Group Board of Advisors as Senior Advisor to mentor current and future clinician leaders, and guide the Primary Care Academy and Family Medicine Academy. She will continue her current role as Senior Consultant, Family Physician, NHGP, and Chairperson of the NHG Women and Children's Health Steering Committee. A/Prof Chong has also been appointed Senior Fellow to the MOH Office for Healthcare Transformation to lend her expertise in primary care transformation work.

Dr Karen Ng, Deputy CEO of NHGP (2022-2023), has been appointed CEO of NHGP effective 1 October 2023.



Thank you
A/Prof Chong Phui-Nah, completed her term as Chief Executive Officer (CEO), National Healthcare Group Polyclinics (NHGP) and Primary Care on 30 September 2023

A/Prof Chong Phui-Nah was appointed CEO of NHGP on 1 October 2014, with an expanded role in Primary Care from 2018. She started NHGP on the Primary Care Transformation journey in 2015, which saw the development and implementation of NHGP's Teamlet Care Model. Moving from reactive care to proactive care — from doctor-centric care to team-based care, anchored by a strong relationship between patients and teamlets — this model has led to improved clinical outcomes for patients. Not only has

it been adopted across the different polyclinic clusters, this model of care resulted in NHGP being awarded the Excellence Champions Medal for 'A Redesign of Chronic Care Delivery' at the Ministry of Health's (MOH) National Healthcare Innovation and Productivity (NHIP) Awards 2019.

Driven by the belief that a strong primary care ecosystem includes

General Practitioners (GPs), A/Prof Chong's collaborative work with GPs started as far back as 2008. Through strategic partnerships and initiatives over the years, NHGP shared its chronic disease patient load, clinical guidelines and support services with GPs, and provided training to GPs and Clinic Assistants through the Primary Care Academy (PCA). A/Prof Chong worked with National Healthcare Group (NHG) to jointly set up Family Medicine Clinics (FMCs) with GP partners and eventually handed them over successfully to GPs. Her past working experience with GPs put her in good stead to set up the Central-North Primary Care Network in 2018.

As part of the public sector healthcare re-clustering exercise in 2017, A/Prof Chong oversaw the handover of four polyclinics in the west as well as the new Pioneer Polyclinic to National University Polyclinics, and the taking over of Geylang Polyclinic from SingHealth Polyclinics. She has led the building and establishment



A/Prof Chong Phui-Nah (centre) at the Central-North Primary Care Network's first quarterly meeting of 2023, and also the first face-to-face session since COVID-19 restrictions were lifted.

of several polyclinics, including the re-development of Ang Mo Kio and Yishun Polyclinics, and the opening of Kallang Polyclinic. During the COVID-19 pandemic, A/Prof Chong provided guidance and support for the set-up of several medical posts within various migrant workers' dormitories, Swab Isolation Facilities and mobile swabbing teams.

In recognition of A/Prof Chong's contributions towards public healthcare and her excellent leadership, she was conferred the Public Administration Medal (Silver) in the National Day Awards 2023.



Dr Karen Ng, Deputy CEO of NHGP (2022-2023), has been appointed CEO of NHGP effective 1 October 2023.

Dr Karen Ng served as Deputy CEO of NHGP from 1 July 2022 to 30 September 2023. Prior to that, she was Director, and then Chief, of NHGP's Clinical Services since 2017. During her tenure in Clinical Services, she played a pivotal role in driving clinical strategies to support primary care transformation and hospital care integration efforts within NHGP, across the NHG cluster and at national level. In driving these efforts, she leveraged her experience from her earlier roles as Head of Ang Mo Kio Polyclinic and NHGP's Regional Director overseeing the polyclinics in Central and Northern Singapore.

In her role as Regional Director, Dr Ng was responsible for the setting up of Family Medicine Clinics (FMC) and drove the care integration with hospitals to ensure seamless touchpoints for patients



Dr Karen Ng (fourth from left) at the public exhibition held in February 2023 on the Toa Payoh Integrated Development, which will include the redeveloped Toa Payoh Polyclinic.

transitioning between primary and tertiary care, and vice versa. Dr Ng led NHGP's efforts on Healthier SG implementation. She was instrumental in developing strategies on patient enrolment and provided guidance to staff on IT integration and operational matters for the effective roll-out of Healthier SG.

A firm believer of partnering patients for better health outcomes, Dr Ng is an active proponent of the patient-centred Teamlet Care Model, where a multi-disciplinary team develops a shared care plan together with the patient, fostering a long-term relationship between the care team and the patient. This complements the Healthier SG initiative where each resident is encouraged to enrol and develop a shared care plan with their family doctor.

Recognising that health and social challenges often co-exist in patients with complex conditions, Dr Ng spearheaded NHGP initiatives to integrate health and social needs for patients, with an emphasis on community partnerships. These social prescription initiatives empowered patients to make positive lifestyle and behaviour changes, thereby reducing overall healthcare utilisation and the likelihood of patients returning for polyclinic visits.

During COVID-19, Dr Ng was instrumental in working closely with MOH and NHG to contribute towards the national strategies to manage the pandemic within the community. She put in place robust infection control processes and practices for medical, nursing, dental and allied health services and set up COVID-19 vaccination clinics across all NHG Polyclinics to provide vaccination to the population.

Being a strong advocate of IT-enabled innovation, Dr Ng initiated Tele-Health services such as TeleDOT, Tele-Dietetics; and guided the implementation of Tele-Consultations and Primary Tech-Enhanced Care (PTEC) initiatives to bring care closer to patients and empower them to take charge of their health. NHGP's early foray into Tele-Health enabled it to scale up Tele-Consultations, provided by doctors, nurses and allied health professionals, during the circuit breaker. Post-COVID-19, Tele-Health services are now widely accepted as a mode of care delivery among NHGP patients, complementing physical visits to the polyclinic.

For her leadership in battling the pandemic, Dr Ng received the Public Administration Medal (Silver) National Awards (COVID-19).

We would like to thank A/Prof Chong for her exemplary leadership and contributions to NHGP over the past nine years, and congratulate Dr Ng on her appointment!



CONGRATULATIONS TO OUR NHGP STAFF

18 staff from NHGP were recognised at the National Day Awards 2023.

THE PUBLIC ADMINISTRATION MEDAL (SILVER)	
Associate Professor Chong Phui-Nah	Chief Executive Officer, NHGP and Primary Care
THE COMMENDATION MEDAL	
Ms De Roza Jacqueline Giovanna	Assistant Director of Nursing, Geylang Polyclinic
THE EFFICIENCY MEDAL	
Ms Chia Sze Yee Sandy	Assistant Manager, Human Resource
Ms Chiam Siew Cheng Shirlena	Senior Manager, Dental Services
Ms Kau Chung Ping	Principal Medical Social Worker, Ang Mo Kio Polyclinic
Mdm Lai Hwee Ling Janice	Senior Executive Assistant, Operations
Ms Liang Zhengyun Kimberly	Supervisor, Yishun Polyclinic
Mr Loh Jee Meng Jonathan	Senior Manager, Finance
Ms Nam Yen Teng Daphne	Executive, Contact Centre
Ms Oh Bee Yen Jean	Assistant Director, Finance
Mdm Santhi D/O Govindan	Nurse Manager I, Kallang Polyclinic
Mr Won Tin Chiang	Principal Dietitian, Toa Payoh Polyclinic
Ms Wong Mei Yin	Senior Manager, Primary Care Transformation
THE LONG SERVICE MEDAL	
Dr Karen Ng Ming Yann	Deputy Chief Executive Officer, NHGP
Mdm Hasnah Bte Bulat	Supervisor, Woodlands Polyclinic
Mdm Katrina Pereira D/O Antony Pereira	Staff Nurse I, Woodlands Polyclinic
Dr Tan Yong Hui Colin	Family Physician, Senior Consultant, Regional Director (Yishun Health & Woodlands Health), Ang Mo Kio Polyclinic
Mdm Vasanthi D/O Ganesan	Senior Staff Nurse II, Hougang Polyclinic

Designations / appointments are based on the date of awards announcement as of 9 August 2023.



NURSES' MERIT AWARD 2023

On 19 July 2023, Ms Liza Huang Min, Nurse Manager at Toa Payoh Polyclinic; and Ms Winnie Poh Siew Huay, Nurse Clinician at Kallang Polyclinic, were presented with the Nurses' Merit Award (NMA) 2023 by Minister for Health Ong Ye Kung. Since 1976, the NMA has been conferred on nurses whose exceptional performance has contributed to the high standards of the nursing profession.



Ms Liza Huang Min (left photo, centre) and Ms Winnie Poh Siew Huay (right photo, centre) with Minister Ong at the ceremony.



HMDP VISIT BY PROFESSOR PAUL LITTLE



Under the Health Manpower Development Plan (HMDP) Visiting Experts Scheme, NHGP's Clinical Research Unit (CRU) welcomed Professor Paul Little, Professor of Primary Care Research at the University of Southampton, to Ang Mo Kio Polyclinic on 5 May 2023. In addition to being elected as a National Institute of Health Research (NIHR) Senior Investigator (now Emeritus) to the Academy of Medical Sciences in the UK, he currently leads four NIHR Programme Grants. The visit saw CRU sharing about NHGP's research journey and projects, while Prof Little highlighted findings and applications from his studies on delayed prescribing of antibiotics and the effectiveness of an online behavioural support for weight management.



HEALTHIER SG CARE TEAM TRAINING

NHGP's care teams play a crucial role in engaging and facilitating evidence-based preventive health screenings for patients. To prepare for the nationwide launch of Healthier SG in July 2023, NHGP's Care Managers and Care Coordinators underwent a series of preparatory end-user training sessions on enhancements to the Next Generation Electronic Medical Record (NGEMR) system. The training ensured that the care teams were better equipped to provide support in areas such as the actualisation of tele-consultation appointments, work queues and bookings.



'MAKE IT SIEW DAI': PRE-DIABETES PROGRAMME

NHGP's Health Promotion and Preventive Care team worked together with TTSH Community Health Team (TTSH-CHT) to co-create 'Make it Siew Dai', a pre-diabetes community intervention programme. Through the programme – which included two virtual sessions as well as a further set of two in-person sessions organised together with TOUCH Community Services – close to 60 participants were able to enhance their practical knowledge on preventive lifestyle modifications to delay the onset of diabetes.





INAUGURAL PATIENT ADVISORY COUNCIL COMPLETES TWO-YEAR TERM

The inaugural Patient Advisory Council (PAC) at Kallang Polyclinic marked the completion of its two-year term on 22 July 2023. In addition to sharing meaningful insights and suggestions that improved care delivery and the patient experience at NHG polyclinics, the PAC members were also presented with opportunities to learn more about healthcare and how to use technology to manage their own health. Dr Valerie Teo, Head of Kallang Polyclinic and Chairman of PAC, expressed gratitude to the PAC members for their participation and contributions.



BRUNEI MINISTRY OF HEALTH REPRESENTATIVES VISIT KALLANG POLYCLINIC



On 27 June 2023, Kallang Polyclinic hosted Dr Hajah Rafidah Binti Hj Gharif (Head of Delegation), Primary Health Care Consultant and Acting Director of Health Services, together with her team. The learning journey – which saw Dr Karen Ng, Deputy Chief Executive Officer of NHGP; and Dr Valerie Teo, Head of Kallang Polyclinic, sharing about the provision of preventive health services and NHGP's Teamlet Care Model – provided a platform for the Brunei delegates to understand more about Singapore's primary care services.



SKILLS FOR GOOD FESTIVAL 2023

The Primary Care Academy participated in the annual Skills for Good Festival from 28 to 29 July 2023. Organised by Central Singapore Community Development Council and themed 'Green, Digital and Care economies', the event was attended by 3,000 families. Participants gained skills and knowledge from industry experts in eldercare organisations, government entities and job recruiters. NHGP promoted upcoming community workshops and talks and advocated 'My Healthy Plate', a meal planning guide, to residents. Mr Won Tin Chiang, Principal Dietitian, Toa Payoh Polyclinic, also gave a talk on wallet-friendly grocery shopping and nutritious meal planning at home.

