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MEDIA RELEASE

NHGP Begins Building Pioneer Family Healthcare Centre - Your Community Polyclinic

29 May 2015, Friday — Residents staying in Pioneer and Jurong West and Extension regions can look forward to having a new public primary care facility within its community in 2017. The National Healthcare Group Polyclinics (NHGP) held the groundbreaking ceremony of its 10th polyclinic, known as **Pioneer Family Healthcare Centre**, with Dr Amy Khor, Senior Minister of State, Ministry of Health and Ministry of Manpower as the Guest of Honour. The primary care facility is part of the Ministry of Health's Healthcare 2020 Masterplan to expand the national healthcare capacity to meet the needs of Singapore's growing and rapidly ageing population by delivering more accessible, affordable, integrated and quality care to all.

Pioneer Family Healthcare Centre

The **Pioneer Family Healthcare Centre** is named to more aptly reflect that the facility will support the population health needs and enhance the health of individuals and families in the community. It is named in consultation with the grassroots leadership and the Ministry of Health.

"Polyclinics have been trusted by generations of Singaporeans to provide care that is accessible, affordable, comprehensive and of good quality and we need to continuously reinvent ourselves to do more to deliver greater value in health to patients and their families. We are excited to be given the opportunity to plan and build **Pioneer Family Healthcare Centre** and to advance our goal of population health," said Adj Associate







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Professor Chong Phui-Nah, Chief Executive Officer, National Healthcare Group Polyclinics (NHGP).

Currently, Jurong West does not have a polyclinic. Its residents, including the young and the old, have to travel to Jurong Polyclinic in Jurong East which is 3.5km away, to access polyclinic services. The **Pioneer Family Healthcare Centre**, which is located in Jurong West and next to Jurong West Primary School, is aimed at catering for the future expansion of the population in Jurong.

Based on projection due to a growing and greying population, the **Pioneer Family Healthcare Centre**, may see about 272,300 attendances when it starts its operations in 2017. By 2030, the clinic may possibly serve 385,000 yearly attendances.

Professor Philip Choo, Group Chief Executive Officer, National Healthcare Group, said: "The transformation of primary care will be vital as we move from illness to wellness care. Primary care will form the bedrock of healthcare in Singapore by helping patients with illness live well. We will continue to build strong relationships with GPs and community partners. The addition of the **Pioneer Family Healthcare Centre** will help us further our goal."

Integrated and Coordinated Care

The new primary care facility will be a future-ready healthcare centre and is being developed to support the population health needs. NHGP is looking into improving on the chronic care model and bettering the care for patients. NHGP is also looking into the concept of empanelling patients by having them cared for by regular healthcare teams led by Family Physicians. A patient will be cared for by a specific healthcare team comprising Family Physicians, care managers, care coordinators and allied healthcare professionals who will support their care when needed. This allows strong relationships between patients and their healthcare teams to be built and is key to achieving better







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health outcomes as well as satisfaction for both patients and their healthcare providers, and also facilitates better coordinated care for patients.

"Our care teams will take into account knowledge of patients' medical and psychosocial background to better engage patients around their care plans. With the benefit of stronger relationships between patients and their care teams, there can be more effective disease prevention, health promotion and patient empowerment," explains Dr David Tan, Deputy Head of Jurong Polyclinic and Designate Head of the **Pioneer Family Healthcare Centre**.

Patient-Centric Facility

The new healthcare centre is designed with various key attributes focusing on the needs of the community in Jurong West. This includes being close to public transport services. It is located 150 metres away from Pioneer MRT station, and is nestled among HDB housing estates. It will incorporate universal barrier-free designs for the elderly, physically-challenged and young families. Alphanumeric naming convention with universal pictograms will be used to facilitate easy wayfinding through the 7-storey, 7,750sqm building.

The healthcare centre is also designed to be a health-promoting classroom where health educational and promotional activities for the community can take place. NHGP is engaging its community stakeholders in the Pioneer Constituency to bring about education and understanding in taking care of one's health. The new healthcare centre will feature health-themed artworks to facilitate learning about health. Community engagement is a key theme in the new polyclinic's design. There will be communal spaces, a café and green and open rooftop spaces offering a healing environment for patients and their caregivers to rest and interact.

Services are also grouped together for coordinated patient care. The new healthcare centre is designed to provide comprehensive care for chronic patients as well as acute







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cases and services, including medical consultations, pharmacy, radiology, laboratory, nursing services, and allied health services.

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About National Healthcare Group Polyclinics

National Healthcare Group Polyclinics (NHGP) forms the primary healthcare arm of the National Healthcare Group (NHG). Its nine polyclinics serve a significant proportion of the population in the central, northern and western parts of Singapore.

NHGP provides a comprehensive range of health services for the family, functioning as a one-stop health centre providing treatment for acute medical conditions, management of chronic diseases, women & child health services and dental care. The focus of NHGP's care is on health promotion and disease prevention, early and accurate diagnosis, disease management through physician led team-based care as well as enhancing the capability of Family Medicine through research and teaching.

Through the Family Medicine Academy and the NHG Family Medicine Residency Programme, NHGP plays an integral role in the delivery of primary care training at medical undergraduate and post-graduate levels.

NHGP has also been awarded the prestigious Joint Commission International (JCI) accreditation under the Primary Care Standards.

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