Advancing Family Medicine,
Transforming Primary Healthcare
About Us

The National Healthcare Group Polyclinics is a leading health-promoting institution that helps to advance Family Medicine and transform primary healthcare in Singapore.

The 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 works closely with each Regional Health System (RHS) to support population health goals as well as the public healthcare delivery system in Singapore.

NHGP is a leading health-promoting institution that helps to advance Family Medicine and transform primary healthcare in Singapore. We function as a one-stop centre providing treatment for acute medical conditions, management of chronic diseases, women and children 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, NHGP plays an integral role in the delivery of primary care training for medical undergraduates who spend time in their first year being trained by physicians within primary care. NHGP also plays a key role in post-graduate training by running the NHG-AHPL* Family Medicine Residency Programme, which equips doctors with post-graduate qualifications in Family Medicine.

*National Healthcare Group-Alexandra Health Pte Ltd Family Medicine Residency Programme

NHGP family physicians, such as Dr Tang Wern Ee, Family Physician, Consultant, play a key role in training the future generation of doctors on primary care delivery through the Family Medicine Academy.

Through physician-led team-based care, NHGP staff are involved in the coordinated management of patients’ chronic diseases.
Key Services

As a primary care provider, we offer a comprehensive range of health services for the family by providing treatment for acute medical conditions, management of chronic diseases, women and children services, dental care, diagnostic and pharmacy services.

With our team of dedicated doctors, nurses, dentists and allied health professionals, we deliver medical care that is person-centred, holistic and easily accessible within the community.

**Medical**

We provide consultation services for chronic conditions including diabetes and hypertension as well as sudden acute problems ranging from fractures to asthma attacks. Our doctors are also able to perform minor day surgery procedures at selected polyclinics.

**Allied Health**

Our nine polyclinics house an extensive allied health team of dietitians, medical social workers, psychologists, physiotherapists and podiatrists who work together to serve the diverse needs of patients. These services include planning the dietary needs of patients with chronic conditions, linking patients with community social services, as well as rehabilitating patients through exercise and other treatment regimens.

**Dental**

Our dental team provides basic dental services like scaling, polishing, simple fillings and extractions. In addition, the team is well-trained to carry out procedures such as crowns and bridges, wisdom tooth extractions, root canal therapy and dentures.

**Nursing**

Nurses play an important role within the care team. Our Advanced Practice Nurses (APNs) are clinically trained to manage patients with complex health problems together with other members of the multidisciplinary team in a primary care setting. Our Care Managers coordinate ongoing long-term care for patients diagnosed with chronic conditions.

**Diagnostics**

A team of well-trained and efficient radiographers, laboratory technicians and staff from the National Healthcare Group Diagnostics support our clinics with a comprehensive array of laboratory services. The team is equipped with digital technology and medical equipment to provide fast and accurate online X-rays, mammography and ultrasound services to support our clinical diagnoses, ensuring a high standard of care for our patients. Our laboratories are also accredited with ISO 15189 certification.

**Pharmacy**

The National Healthcare Group Pharmacy’s team of staff works closely with NHGPs clinical team to ensure that our patients receive safe and effective drug therapy. The pharmacy team processes prescriptions for our patients and delivers services such as medication counselling and medication reconciliation to ensure optimal clinical outcomes. The team also runs specific ambulatory care clinics such as the Anti-coagulation Counselling Clinic (ACC), Diabetes Mellitus (DM) Clinic, Medication Therapy Management Clinic and Smoking Cessation Clinic.
At NHGP, various teams of healthcare professionals provide customised services to manage the specific needs of our patients.

**Customised Services**

**Women and Children Services**

Our nurses are well-trained to provide health services for women and children. These include antenatal and postnatal care, and screening services. NHGP is part of the National Childhood Immunisation Programme and our polyclinics provide immunisation services to children. Our nurses also offer developmental assessment services and monitor the growth of children from birth to four years of age at regular intervals.

**Health and Mind Clinic**

This clinic provides a multidisciplinary team approach in managing the care of patients’ mental and emotional health. By availing this service within the community, patients can have access to mental health services without the need to go to specialist outpatient clinics at the hospitals. The patients can be treated close to where they live with holistic care from a team of family physicians, psychologists, nurses and medical social workers.

**Health Screening**

At NHGP, we advocate a proactive approach to health promotion and disease prevention by conducting regular and early health screenings, especially for individuals with known risk factors for chronic diseases. By increasing health awareness and sharing knowledge with our patients, we empower them to take charge of their own health.

**Financial Counselling**

NHGP is well-positioned to serve a large segment of the community. Our financial counselling services help support patients who need aid for their healthcare expenses, so that no patient in need will be denied treatment.

**Vaccination Clinic**

Our Vaccination Clinic offers counselling before and after travel, and a broad range of vaccinations for food handlers, travellers, and Haj pilgrims. The full list of vaccinations available at NHGP can be found at www.nhgp.com.sg.

**Musculoskeletal Clinic**

This clinic manages patients with musculoskeletal conditions or sports-related injuries within our polyclinic, bringing such care closer to their homes. For patients who require a combination of treatment at the hospitals and our clinics, a close relationship is kept between the hospital and our clinic to ensure continuity of care when they eventually return. The Musculoskeletal Clinic also provides X-ray and physiotherapy services so that patients are prescribed a rehabilitation plan which caters to their specific needs.
Research and Publications

Research is an integral part of NHGP’s work to further knowledge and build research capabilities among our staff. A mindset of continuous improvement from a patient’s care team can help better the health outcomes of our patients.

In 2012, NHGP started the inaugural Singapore Primary Care Research Scientific Competition to encourage research within the Primary Care sector. Our clinicians regularly have their studies published in a wide variety of journals. Our staff have also won awards in the oral and poster categories of the Singapore Primary Care Research Scientific Competition, the NHG-KTPH* Clinician Leadership in Research Programme and the Asia Pacific Primary Care Conference Research Championship.

Collaboration and the Community

NHGP recognises the importance of collaborating with the community as we are part of the larger system and environment of care.

We play a role in supporting patients and their families, and are committed to improving the health outcomes of our patients with our partners. We create access to appropriate care for our patients by engaging and strengthening the intersectoral partnerships with community and regional hospitals, community care providers, primary healthcare institutions, general practitioners and the Family Medicine Clinics, and grassroots organisations. Through these collaborations, we can reach out to our patients and the wider community with integrated care arrangements, community talks and health screenings. These partnerships allow us to address their functional, psychological and social needs in a holistic manner.

*National Healthcare Group-Khoo Teck Puat Hospital Clinician Leadership in Research Programme.
NHGP at a Glance

AGE GROUP

- 0 - 14 years: 14%
- 15 - 29 years: 19%
- 30 - 44 years: 7%
- 45 - 59 years: 24%
- 60 - 74 years: 16%
- 75 years and above: 20%

PATIENT ETHNICITY

- Chinese: 67%
- Malay: 17%
- Indian: 10%
- Others: 6%

PATIENT GENDER PROFILE

- Female: 50%
- Male: 50%

TOP 10 PRIMARY DIAGNOSES

1. Acute Upper Respiratory Infection, Unspecified: 221 (13%)
2. Essential (Primary) Hypertension: 125 (7%)
3. Type 2 Diabetes Mellitus Without Complication: 98 (6%)
4. Hyperlipidaemia, Unspecified: 77 (5%)
5. Other Ill-Defined and Unspecified Causes of Mortality: 60 (4%)
6. Other Specified Noninfective Gastroenteritis and Colitis: 50 (3%)
7. Disorder of Skin and Subcutaneous Tissue, Unspecified: 41 (2%)
8. Dislocation, Sprain and Strain of Unspecified Body Region: 38 (2%)
9. Arthritis, Unspecified, Site Unspecified: 31 (2%)
10. Unspecified Dorsalgia, Site Unspecified: 29 (2%)

(Data as of March 2014.)