NHGP partners YMCA and Central Singapore CDC to promote health
National Healthcare Group (NHG) and National Healthcare Group Polyclinics (NHGP) provided free health screenings and talks at the two-day “Silver Fiesta 2013” at Toa Payoh HDB Hub on 14 and 15 November 2013.
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Volunteers help look out for those at risk of falls
Some 20 volunteers under the NHGP Falls Ambassador Volunteer Programme are reaching out to about 100 patients each day at Toa Payoh and Hougang Polyclinics. In addition to supporting elderly in the clinics, the volunteers also play an educator role.
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Inaugural NHGP Family Appreciation Day
It was a heart-warming evening on 28 November 2013 at Woodlands Polyclinic, as more than 30 families attended NHGP’s inaugural Family Appreciation Day, during which the NHGP Book Prize and Stand By Me Award were presented to the families of NHGP staff.
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NHGP runs 1,127 km at Standard Chartered Marathon
A team of 106 staff from NHGP, NHG Diagnostics, and NHG Pharmacy participated in the Standard Chartered Marathon Singapore – Corporate Distance Challenge and clinched the ninth position on 1 December 2013.
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COVER STORY
On 1 December 2013, Prime Minister Lee Hsien Loong, together with Ang Mo Kio Group Representation Constituency Advisors and grassroots leaders, visited the Ang Mo Kio Family Medicine Clinic as part of the Active Agers Carnival 2013 and tour of Ang Mo Kio Town. Read more on Page 2

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UPCOMING
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On 1 December 2013, Prime Minister (PM) Lee Hsien Loong, together with Ang Mo Kio Group Representation Constituency (GRC) Advisors and grassroots leaders, visited Ang Mo Kio Family Medicine Clinic (AMK FMC) as part of the Active Agers Carnival 2013 and tour of Ang Mo Kio Town.

During the 40-minute walkabout, Dr Gilbert Yeo, the lead doctor of AMK FMC, shared a typical journey of a chronic patient seeking care at AMK FMC, and the laboratory services available.

PM Lee also visited the Care Manager Room and Treatment Room, to get an insight into how nurses in a care manager role support and care for the clinic’s chronic patients. Senior staff nurse Florence Choo walked Mr Lee through the various care components that keep chronic patients well in the community.

At the last stop of the walkabout, pharmacist Serene Kwok shared how she encourages patients to comply with their medications and helps them achieve optimum control of their chronic conditions.

During the reception, Dr Karen Ng, head of Ang Mo Kio Polyclinic, explained that the partnership between NHGP and FMC has been fruitful – close to 1,700 patients from Ang Mo Kio Polyclinic have now chosen AMK FMC as their site of care, and this number continues to grow.

Dr Ng also elaborated that NHGP and AMK FMC could refer patients directly to NHG 1-Health, located directly across AMK FMC, for the various endoscope procedures. This allows patients to bypass an extra consultation at a specialist outpatient clinic, thereby saving them time and money. She highlighted that the close proximity adds further convenience to the residents.
NHGP partners YMCA and Central Singapore CDC to promote health

With NHGP and NHG as key partners, YMCA and Central Singapore Community Development Council (CDC) organised a two-day “Silver Fiesta 2013” at Toa Payoh HDB Hub on 14 and 15 November 2013.

Graced by Mr Gan Kim Yong, Minister for Health and Chairman of the Ministerial Committee on Ageing, the event, which involved 300 volunteers, reached out to 500 elderly guests from Senior Activity Centres and 2000 members of the public.

At the event, NHG and NHGP provided free health screenings and talks respectively. Three interactive health talks, delivered in English and Chinese by Kwok Boon Chong, Senior Physiotherapist, and Won Tin-Chiang, Senior Dietitian of NHGP, were well-received by the seniors. Mr Kwok spoke about preventing falls at home, while Mr Won shared how dietary intervention could help the elderly stay healthy.

The participants also received a health information card with exercise and dietary tips, helping them remember the useful knowledge gained from the talks.

Other event highlights included interactive exhibitions of traditional games such as Five Stones and Congkak, dialect opera performances, and a Zumba workout.
Volunteers help look out for those at risk of falls

“Volunteering is a journey of exchanges. NHGP wants to build a mutually beneficial relationship in which our volunteers use their strengths, passion and dedication not only to benefit our patients, but to positively enhance their own life.”

Dr Peter Chow
Director, Corporate Development, NHGP

On a typical day, visitors to Toa Payoh and Hougang Polyclinics may notice individuals in white and green polo tees helping patients get in and out of wheelchairs at the clinics’ entrances.

These individuals are volunteers under the Falls Ambassador Volunteer Programme. Helping wheelchair-bound patients is just one of the things they do to look out for those at risk of falls.

The Falls Ambassador Volunteer Programme started at Toa Payoh Polyclinic slightly more than a year ago. Following the successful pilot, the programme has now expanded to Hougang Polyclinic. With the help of some 20 volunteers, the programme now reaches out to at least 100 patients each day at both clinics.

“The elderly make up 24 per cent of patients across our nine clinics and many are unaccompanied during their visits,” explained Dr Peter Chow, director of Corporate Development at NHGP. Recognising that elderly above the age of 65 has a higher risk of falling, the institution took a proactive approach to prevent this from happening.

The volunteers usually help identify patients who are at risk of falling — such as those walking unsteadily or holding walking aids — and tag them with yellow stickers. This visual cue helps remind all staff in the clinics to look out for those at risk. They would also approach older patients or those visually impaired to offer them a wheelchair.

“The objective of this programme goes beyond the four walls of the clinic and it should be so. A fall could happen anywhere; in fact studies have shown that falls mostly happen at home,” Dr Chow shared.

In addition to helping older patients in the clinics, the volunteers take the opportunity to share tips on falls prevention with them. For instance, when volunteer Gina Ang, 59, who runs a spa and wellness facility, spots an elderly person using an umbrella as a walking stick, she makes it a point to advise him to switch to a walking aid.

The volunteers also direct elderly patients to relevant schemes aimed at lowering their risk of falls. For instance, the Seniors’ Mobility Fund can be used to provide subsidies for mobility devices and transportation for elderly patients.

“Volunteering is a journey of exchanges. NHGP wants to build a mutually beneficial relationship in which our volunteers use their strengths, passion and dedication not only to benefit our patients, but to positively enhance their own life,” said Dr Chow. Therefore, NHGP sponsors its regular volunteers to workshops on observation of patients at risk of falls and transfer techniques, on top of the hands-on training by dedicated programme coordinators.

NHGP also partnered the Health Promotion Board to offer a 12-week exercise programme for older adults to improve their physical functioning to prevent falls. In addition, NHGP offers a workshop called Care for the Elderly to equip caregivers with the basic skills in caring for the elderly, including prevention of falls.
Toa Payoh Polyclinic hosts Chief Naval Medical Officer

Toa Payoh Polyclinic had the privilege of hosting the Chief Naval Medical Officer of the Singapore Navy, Colonel (Dr) Tang Kong Choong, and his officers. Dr Tung Yew Cheong, Head of Toa Payoh Polyclinic, and the Toa Payoh management team gave the navy delegation a warm welcome and a tour of the clinic.

During the briefing, Dr Tung shared about the polyclinic system and the operational practices at the clinic, such as tapping on the health attendants and patient service associates to perform clinical measurements on behalf of clinicians to improve efficiency. Colonel (Dr) Tang and his team also observed the processes in the treatment room and a referral to the emergency department by ambulance. The optimisation of manpower and space was noted by several of the visitors.

During the tour, Dr Tung showed the typical polyclinic consult room setup and the clinical software used by the polyclinic doctors. The practice of using twin monitors, which allows doctors to view different clinical notes, was well-received.

The visitors also learned about NHGP’s Culture DNA – a culture of service excellence and process improvement anchored by the principles of seeing people as people. The sharing session on change management was fruitful and the visit concluded with Colonel (Dr) Tang presenting Dr Tung with a plaque of appreciation.

NHGP nurse receives Tan Chin Tuan Nursing Award

Ms Norherawati Binte Mohd Yasin is one of the top ten recipients of the 7th Tan Chin Tuan Nursing Award for Enrolled Nurses 2013. This national award, sponsored by DS Lee Foundation, recognises promising and talented enrolled nurses for their significant contributions in the profession, and for elevating the standards of nursing and healthcare practice in Singapore.

In her role as Senior Enrolled Nurse at Yishun Polyclinic, Norherawati has contributed significantly to the wound care services since graduating from a wound care course in 2011. She has demonstrated profound knowledge, skills and capability in instituting best practices in wound care management, together with the other wound care nurses. She also participated in various quality improvements work to achieve a better care delivery system that benefits both nursing staff and patients.

Norherawati received her award from Dr Lam Pin Min, Chairman, Government Parliamentary Committee (Health), Member of Parliament, Sengkang West SMC. The ceremony was held on 11 November 2013 at the Della and Seng Kee Guild Hall in the Kent Ridge Guild House.

14 NHGP doctors attain their Masters in Family Medicine

NHGP congratulates 14 doctors who have passed the Master of Medicine (Family Medicine) examinations in November 2013. Dr Valerie Teo topped the cohort this year and clinched the Gold Medal award for the exams nationwide.

Ang Mo Kio Polyclinic
Manojkumar Kharbanda
Valerie Teo (Gold Medal award)

Jurong Polyclinic
Christine Choo
Sharon Ong Ee Wei
Tan Wee Hian

Choa Chu Kang Polyclinic
Lai Shan Hui
Aysha Reema Muhsin

Toa Payoh Polyclinic
Tan Khai Wei

Bukit Batok Polyclinic
Kong Jing Wen
Lim Ziliang

Woodlands Polyclinic
Daniel Rufus
Ramasamy Jaganmohan Raja

Corporate Office
Wee Wei Keong
Believing that family support is vital in helping its patients manage their disease, NHGP will embark on an initiative in 2014 to encourage families to play a bigger role in its patients’ health journey.

Dr Peter Chow, Director of Corporate Development at NHGP, pointed out that the elderly make up 24 per cent of patients across its clinics, many are whom are unaccompanied during their visits or do not get much family support in managing their chronic diseases.

“In the process of learning more about our patients, we have found that many of our elderly patients struggle with a lack of family or social support. They are sometimes confused about their conditions and medications. Some of them have difficulty walking, among other struggles.”

The upcoming initiative will include public education activities to encourage families to rally behind their elderly loved ones and support them in achieving better health and leading more fulfilling lives. NHGP sees this as not only benefitting its patients and families that come to the polyclinics, but also as a corporate responsibility to bring this message to the community at large.

In fact, the call-to-action is in line with Singapore’s vision of “Successful Ageing” for its public policy on the elderly since 1999. The vision states that the desired outcomes of Successful Ageing are healthy, active, financially secure and independent senior citizens, who are nevertheless integral members of their extended families and communities, actively involved in a supportive and mutually interdependent relationship with the latter. The ultimate goal is an inclusive, cohesive and economically vibrant society with strong intergenerational bonds.

“Through providing a supportive home environment of care, promoting an active lifestyle and a healthy diet, or simply being a listening ear, every one of us can make a difference in the lives of loved ones who are ill,” Dr Chow added.

In addition to this upcoming initiative, NHGP has also been offering a workshop called Care for the Elderly to equip caregivers with the basic skills in caring for the elderly, including prevention of falls. This is run by its Primary Care Academy.

Keep an eye out for this initiative as the year unfolds!

Inaugural NHGP Family Appreciation Day

It was a heart-warming evening on 28 November at Woodlands Polyclinic, as more than 30 families attended the organisation’s inaugural Family Appreciation Day. The evening was dedicated to the families of NHGP staff and NHGP showed its appreciation to them through the NHGP Book Prize and Stand By Me Award.

Through the generous contributions from NHGP’s senior management and staff, children from 13 families received the NHGP Book Prize. The prize is designed to encourage staff’s children to press on in school. NHGP CEO, Mr Leong Yew Meng, shared an inspiring video and gave a talk to motivate his staff and families to keep putting their best foot forward.

Mr Leong also presented the Stand By Me Award to 24 family members for their unwavering support, which allowed staff to give their best in their work and to the patients. A video was also screened to thank these family members. The many happy faces of NHGP staff and their family members brought a warm end to the evening.
A team of 106 staff from NHGP, NHG Diagnostics, and NHG Pharmacy participated in the Standard Chartered Marathon Singapore – Corporate Distance Challenge on 1 December 2013. The team clinched the ninth position – running a total of 1,127 km.

NHGP CEO Mr Leong Yew Meng, who also participated in the run, said, “It’s a personal responsibility to stay active and healthy for the sake of our beloved families. As a healthcare institution, NHGP encourages our staff to take up the challenge together and ‘run’ the talk.” As one of the participants, Dr Tung Yew Cheong, Head of Toa Payoh Polyclinic, shared, “Going for a race together as a team was very encouraging and I had a wonderful time.”

Following the successful round-up of the marathon, the winners of the Corporate Distance Challenge, including NHGP, were invited to an appreciation lunch at Conrad Centennial Singapore on 10 January 2014. They were awarded a commemorative plaque for their efforts.

Mr Leong reiterated, “Beyond winning the award, the true significance of running together as a team lies in the fostering of meaningful relationships among our staff. It was certainly another momentous milestone for NHGP.”

Sculptures of Confidence, Attentiveness, Respect and Empathy

On 13 December 2013, NHGP’s Service Leadership & Patient Relations Department organised a year-end party at Toa Payoh Polyclinic to thank its iCARE service leaders and ambassadors – a group of staff who was appointed to help strengthen NHGP’s service quality values on the ground in order to improve patient experience.

The highlight of the beach-themed party was a competition to build a CARE sculpture. Each group was given a standard starter kit and 20 minutes to build a sculpture that represents any one of the four CARE standards – confidence, attentiveness, respect, and empathy.

“I felt happy seeing all participants enjoy the food and programmes we put up for them. The ‘Build-an-iCARE’ sculpture activity brought out the creativity and team spirit of NHGP,” said Ms Tan Seok Peng, operations manager at Hougang Polyclinic and the chairperson of iCARE Network.

NHGP runs 1,127 km at Standard Chartered Marathon

Top and middle: Participants from NHGP Human Resource Division and Ang Mo Kio Polyclinic
Bottom: Mr Simon Tan, Director of Human Resource, receiving a commemorative plaque on behalf of the team from the Corporate Distance Challenge

Top: Introducing ‘Respect’ Sculpture
Bottom: A fun evening with the iCARE network members

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## Care for the Elderly

NHGP’s Primary Care Academy is offering a training programme conducted by experienced registered nurses to equip you and your caregiver with skills to care for the elderly.

If you are a caregiver or employer of a caregiver, this training programme will enhance your ability and improve your skills in providing excellent care to your loved ones.

**Eligibility of Caregiver’s Training Grant**
The caregiver must be:

- Looking after a Person Needing Care (PNC), who is a Singapore Citizen or Singapore Permanent Resident
- The main caregiver of the PNC; he/she could be a family member or foreign domestic worker

### Date
26 March 2014

### Time
10.00am – 5.00pm

### Venue
Primary Care Academy Learning Centre
Choa Chu Kang Polyclinic, Level 3
2 Teck Whye Crescent
Singapore 688846

### Course fee
- $117.70 (inclusive of GST)
- $10.70 (inclusive of GST)

### Registration
Please call 6496 6682 or 6496 6683

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## General Practitioner’s Assistant Foundation Course

The course covers:

- An overview of healthcare organisations in Singapore
- The role of a GP’s Assistant
- Fundamental concepts of patient care delivery
- Communication skills
- Basic measurement skills (Height, Weight, BMI Calculation and Waist Circumference)
- Fundamentals of infection control in clinic settings
- Basics on how medication works and how to avoid medication errors

For more information, please visit [www.pca.sg](http://www.pca.sg)

### Date
22 — 23 May 2014

### Time
1.30pm – 5.00pm

### Venue
Primary Care Academy Learning Centre
Choa Chu Kang Polyclinic, Level 3
2 Teck Whye Crescent
Singapore 688846

### Course fee
$192.60 (inclusive of GST)

### Email
secretariat@pca.sg

### Registration
Please call 6496 6682 or 6496 6683