



# GPBUZZ

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OCT - DEC 2023

**IT TAKES A KAMPUNG  
TO SUPPORT OUR RESIDENTS  
TO AGE IN PLACE**



**CENTRAL HEALTH  
ACTION AND  
LEARNING KAMPUNG  
(CHALK) 2023**

**BUILDING COMMUNITY  
OF CARE IN  
CENTRAL SINGAPORE**

**A HEALTHIER  
CHRISTMAS WITH  
FAMILY & FRIENDS!**

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WhatsApp us at  
**9727 1081**

or



Email to  
[gp@ttsh.com.sg](mailto:gp@ttsh.com.sg)



## Connecting Hearts and Health: Fostering Empowered Ageing Communities

In today's healthcare landscape, an individual having multiple medical conditions, medications, healthcare appointments, and increasing disability is no longer a rare occurrence. This will become increasingly common with the ageing population and the developing sophistication of medical science.

However, what our residents truly desire is not an ever-expanding list of prescriptions and endless doctor consultations. Rather, they seek

to be able to live relatively comfortably, continue pursuing their passions, and hopefully spend their final moments with their family. However, due to the complexity of their medical issues, they rely on the expertise of different healthcare professionals. For instance, nurses may be required to assist with their medications, or physiotherapists to improve their physical functioning. They may also need occupational therapists to help them cope in their environments.

Often times, an older person may require more than just healthcare professionals, but the company of good friends. With ageing, loneliness and social isolation is an ever-present risk. This is where community organisations that provide various avenues for engagement of activities, social interaction and forging of new friendships, are essential for ageing individuals. However, it is crucial that these support systems empower rather than dispirit the residents.

**“Having a good support system is not only necessary for the residents, but also paramount for the healthcare practitioners.”**

Healthcare practitioners also require the support of fellow practitioners to navigate through the complex maze of concurrent medical, social, and psychological issues. This highlights the importance of a united Kampung to support our residents and enable them to age gracefully in the comfort of their community.

Sincerely,  
**Adj A/Prof Ian Leong,**  
*Assistant Chairman Medical Board*  
*(Community Care Integration)*



## Rewing Up for A Healthier SG

On 8 and 9 July, Healthier SG was officially launched at Bishan-Ang Mo Kio Park by Prime Minister Lee Hsien Loong. Marking a significant transformation in the healthcare landscape, this launch instilled a heightened emphasis on preventive health programmes, enrolment to primary care providers, and the enhanced care linkages between different healthcare and community care partners.



*Prime Minister Lee Hsien Loong and Health Minister Ong Ye Kung at the Healthier SG launch roadshow, learning about how we care for residents across Central Singapore through co-designed programmes and activities.*

Following the launch, National Healthcare Group (NHG) conducted a series of Healthier SG roadshows with Ministry of Health, within the Central region of Singapore, from July to September. Through these roadshows, both the partners and residents were introduced to NHG as the regional health manager for Central-North Singapore. Highlighting the strong partnership between Ministry of Health and the community partners in offering a range of health and lifestyle programmes as part of Health Kampung, these programmes aim to help residents stay active and socially connected.

Tan Tock Seng Hospital (TTSH) and Central Health's Community Health Teams (CHT) also showcased the diverse range of CHT services available to residents. This includes Community Health Posts (CHP) established in collaboration with various organisations within the community. Information on Active Ageing Centres (AACs) was also readily shared to raise awareness about these essential community hubs where elderly residents can build social connections, engage in activities like arts and crafts, karaoke, and exercise, and access befriending services and referrals to social support.

Residents who are keen in acquiring skills and knowledge on self-care and/or caregiving for loved ones, were introduced to CHArge UP! – a series of learning programmes designed by nurses and allied health professionals. These programmes cover topics from proper wheelchair handling to reducing fall risks at home, and

understanding drug labels. Additionally, residents were encouraged to join the Central Health's Community Volunteer Network, which allows them to engage in resident outreach initiatives, including exercise and cooking sessions, community health screening, and the opportunity to foster stronger connections within their neighbourhoods.

The roadshows incorporated enlightening talks on healthier eating by NHG dietitians and engaging residents in exercise sessions led by NHG Health Coaches. The residents were also advised to explore the NHG Cares app, which provides access to Health Kampung—a digital platform offering an extensive array of community, lifestyle, and social programmes tailored to the Central and North regions of Singapore.



*TTSH CHT Health Coaches and Mdm Ang (resident of Ang Mo Kio), leading attendees in a simple but invigorating round of exercises.*



*NHG dietitians sharing tips on healthy eating with residents.*

As Singapore enters this new chapter on its public healthcare journey, TTSH and Central Health remain committed in working with General Practitioners (GPs) and community partners to create happier and healthier communities for residents in the Central zone.



## Join Central Health at CHALK 2023!

Central Health Action and Learning Kampung (CHALK) is an annual engagement and learning platform where health and social care partners come together to co-learn, co-create and network as a Central Health community. Themed 'Building Healthier and Happier Communities Together', the fifth installation will focus on developing and activating communities together with our residents.

Join us on 23 November as we explore opportunities for collaboration and connect with health and social care providers and residents to build and strengthen communities!

### CHALK Inspiration - AM (Onsite/Virtual)

Hear from fellow care providers and activated community groups on their experience in involving residents and patients in caring for the community!

### CHALK In Action - PM (Onsite only)

Hear first-hand about our residents' needs, ideate with health and social providers and residents on how existing programmes serve to address them, and potential areas of improvement or introduction of new programmes.



Scan the QR Code To Register

If you have any queries, please contact us at [partnerships@ttsh.com.sg](mailto:partnerships@ttsh.com.sg) or 6359 6375/6376

<b>Date:</b> 23 November 2023 (Thursday)	<b>Time:</b> 10.00am to 4.30pm	<b>Location:</b> Centre for Healthcare Innovation (CHI), Level 2 Halls
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(Lunch and Complimentary Parking provided)  
\*No CME points will be awarded

## Take a look back at some moments from CHALK 2022 captured in these images!



CHALK 2022 attended by participants from social care, primary care, community care and hospital, coming together to learn good practices and scale them within their communities.



Panelists from Home Nursing Foundation, THK Moral Charities and our invited overseas GP speakers from Torbay, United Kingdom, shared their experiences in building care networks and linkages to provide care directly to their residents.



CHALK 2022 marketplace activity whereby participants were grouped into the Serangoon subzone to brainstorm on ways to empower the community to actively manage their health.

## CME Events

Date & Time of Event	Organising Department	Name of Event	No. of CME Points Awarded	Registration Details
Thursday, 2 Nov 2023, 6.00pm - 7.30pm	Central Region Trauma Services	Trauma and Acute Care Training: Looking into Traumatic Eye Injuries	1 CME point	Scan the QR code to register: Registration Link: <a href="https://for.sg/eyetrauma">https://for.sg/eyetrauma</a>
Saturday, 4 Nov 2023, 2.00pm - 4.00pm	General Surgery	Hepatobiliary and Pancreatic pathologies - Are defensive practices needed?	2 CME points	Scan the QR code to register: Registration Link: <a href="https://for.sg/hpbpgforum23">https://for.sg/hpbpgforum23</a> Pamela Yeo 98289344 (Text only) ttsh.gs.events@gmail.com / Pamela_jw_yeo@ttsh.com.sg
Saturday, 11 Nov 2023, 1.00pm - 4.00pm	Urology	GP Forum 2023	CME points will be awarded	Scan the QR code to register: Registration Link: <a href="https://for.sg/urogpforum2023">https://for.sg/urogpforum2023</a> For queries, please contact: urology_secretariat@ttsh.com.sg
Thursday, 16 Nov 2023, 6.00pm - 7.30pm	Central Region Trauma Services	Undergraduate Trauma Training: Trauma Rehabilitation - Journey to Recovery	No CME points	Scan the QR code to register: Registration Link: <a href="https://for.sg/traumarehab">https://for.sg/traumarehab</a>
Saturday, 2 Dec 2023, 9.00am - 5.00pm	National Centre for Infectious Diseases (NCID)	Singapore HIV Congress 2023, "Integrate - Empower - Advance: Improving Outcomes, Enhancing Health"	4 CPE Points	Scan the QR code to register: Registration will close on 31 October 2023. Registration Link: <a href="https://for.sg/shc2023-registration">https://for.sg/shc2023-registration</a> For queries, please contact: nhivp@ncid.sg

# Empowered and Engaged: Building Community of Care in Central Singapore

*Dr Chen Wei Ting (APN),  
Assistant Clinical Director,  
Community Health,  
Division for Central Health*



Community of Care (CoC) is a place-based care model to increase accessibility of health and social support through localised partnerships with community partners and primary care services in each neighbourhood of Central Singapore. Since we began our journey towards population health in 2017, we shifted our work from within the hospital walls to the community to better integrate care for an increasingly ageing population. **This marks the departure from transitional and episodic relationships to one that places strong emphasis on the Three 'A's of:**

**A**geing Well in Place

**A**ctivating for Health

**A**nchoring Care with Partners

As an Integrated Care Network (ICN) caring for about 948,358<sup>1</sup> residents in Central Singapore, Central Health has aspired to build 67 CoCs with primary care doctors and other health and social partners. In each geographical CoC, localised networks are formed to provide targeted needs-based interventions, and to activate residents and/or carers to better manage their health. Since March 2023, 47 CoCs have been established in partnership with more than 76 community providers.

Within each CoC, there is an anchor partner which is often an Active Ageing Centre (AAC). **AACs serve as community connectors by providing key functions of Active Ageing Programmes, Befriending, Care Services, Social Connector and Screening (ABC + 2S) for seniors in the neighbourhood.** TTSH Community Health Teams (CHTs) partner with AACs by providing lifestyle and preventive programmes and/or co-management of health-social care plans. The network is further expanded with the involvement of primary care partners, grassroots organisations, and other health and social agencies such as the Silver Generation Office (SGO), all coming together to serve the needs of residents in the CoCs.

To support residents in the CoCs in their Healthier SG health plans, CHT has collaborated with AACs to widen the scope of health and social activities in their centres. CHArge Up! programmes, consisting of skills-based workshops for residents to better manage health, are also delivered. Another important touchpoint for residents, Community Health Posts (CHP) set up by community nurses and health coaches not only conduct sessions to promote lifestyle and health behaviour change, but also offers signposting or referrals to appropriate programmes or services. For residents with complex issues,

further steps in care coordination are taken to help develop and monitor the "One Community Care Plan" through establishing workflows, communication feedback loops and local-level case discussions amongst multi-party agencies.

The development of CoCs has gone through several iterations as the partnerships grow in strength and move closer towards Central Health's mission of 'Building Healthier and Happier Communities'. Localised shared data is now leveraged on in community care planning and development. Strategies to engage residents in community participation and to target the vulnerable groups in various localities are in the pipeline. Next steps also include strengthening the multi-stakeholder partnerships within each CoC to facilitate seamless health and social care for residents as they age in place.

*To find out if your clinic practices in any of our Community of Care and to be connected to partners within your network, email [gp@ttsh.com.sg](mailto:gp@ttsh.com.sg)*

**Find your nearest AAC  
@ Support GoWhere**



<sup>1</sup> NHG's assigned resident data is taken from the Population Health Customer Relationship Management (CRM) platform as of 1 Oct 2023.

# Managing Chronic Conditions through Care Coordination

Reaching out to the patient in home and community settings can provide better support for chronic disease management. Read two case studies inspired by true stories of how various parties in the community of care network empowered our seniors to embrace better health!

*Natalie Goh Jie Wen*  
Executive,  
Community Operations,  
Division for Central Health



## Case Study #1 "FRAIL FIONA"

65-year-old Fiona is the sole breadwinner of her family. Visiting her GP for her first health plan consultation as part of Healthier SG enrolment, her family doctor, Dr Chan had uncovered that Fiona was potentially plagued by several health and social issues:

Firstly, her high Body Mass Index (BMI) of 28 signalled a need for pressing lifestyle changes to prevent loss of future functional independence, as obesity is frequently found to impede one's functional abilities, including the ability to perform activities of daily living.

The same conversation also helped Dr Chan identify Fiona's mounting stress from her various responsibilities of part-time work, managing a household and caretaking of her grandchildren. These responsibilities had detracted Fiona from a healthy dose of social activities, leading her to express feelings of loneliness, negativity and low mood.

Post-assessment, Dr Chan referred Fiona to Tan Tock Seng Hospital's (TTSH) Community Health Team (CHT), where she was subsequently seen by CHT Health Coaches for a four-session frailty-based group coaching programme to reduce obesity-induced functional decline, and delay frailty through progressive weight loss.

Through the group coaching sessions, Fiona was encouraged to set small, short-term goals to achieve her Healthier SG health plan. As she listed down her targets to lose 10kg in a year, increase her leg strength and make more friends, TTSH Health Coaches advised her to join community exercises at the nearest Active Ageing Centre (AAC). Finding renewed motivation through the group coaching sessions, Fiona signed up for Zumba and resistance band exercises at her nearby AAC.

Joining these community exercises, Fiona not only found a way to work on her leg strength, but was able to make meaningful contact with the AAC centre staff and her neighbours, thus avoiding potential social isolation. Her newfound community thus keeps her socially active while providing her the moral support she needs to consistently work towards her health goals.

Happy with her new lifestyle, Fiona feels an overall improvement in her mood and health. Our TTSH Health Coaches, the AAC and Dr Chan also continue to share regular updates on her health while collaborating to support Fiona in the community.

Scan the QR code to refer residents like Fiona, who may benefit from coaching for healthier lifestyles, to our TTSH CHT:



Health Coaching services by TTSH CHT are fully subsidised!



# Case Study #2

## "NON-COMPLIANT NICHOLAS"

**Natalie Goh Jie Wen**  
Executive,  
Community Operations,  
Division for Central Health



During an outreach by the Silver Generation Office (SGO), Nicholas, a 72-year-old resident with multiple chronic conditions was observed by a volunteer to have an unsteady gait. To review his physical function at home, a referral was made by SGO to Tan Tock Seng Hospital's Community Health Team.

A joint home visit was conducted by an SGO staff and a CHT Community Nurse, and deeper issues were uncovered:

Nicholas was a frequent polyclinic defaulter for his existing chronic illnesses and heart condition. At the point of home visit, he had defaulted on his polyclinic follow-ups for six months and had trialed Traditional Chinese Medicine for three months. As Nicholas did not see the need for regular follow-up, he attempted to self-manage his health apart from occasional visits to Dr Tan, the nearby General Practitioner (GP), for acute issues. His poor physical function made it even more challenging to meet his polyclinic appointments.

During the home visit, the CHT Community Nurse advised and counselled Nicholas on the importance of regular follow-ups, given that his chronic medical conditions required long-term medication. Through the efforts of SGO and the Community Nurse in "nudging", Nicholas eventually expressed interest to follow-up his care with Dr Tan.

Post-home visit, the CHT Community Nurse wrote a memo to Dr Tan for review of Nicholas' health and medications and provided Dr Tan with a better understanding of his past medical history, defaulting behaviour and current coping status. As Nicholas was diligent in meeting the appointment and post-review, Dr Tan prescribed medications based on his current health condition and scheduled a follow-up appointment in a month's time.

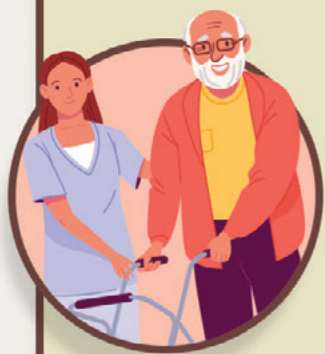
To further increase Nicholas' confidence in terms of mobility, the CHT Community Nurse also linked up with a Physiotherapist and Occupational Therapist for a home assessment and review of his physical function. To date, the CHT Community Nurse and SGO continue to work together with Dr Tan to ensure Nicholas' compliance to his medication and appointments, and jointly encourage him to engage in activities at an Active Aging Centre (AAC) to strengthen his lower limbs.

Nicholas is now happy and less reluctant to meet his appointments at the GP. In light of his stable condition and compliance to medications, Nicholas has been scheduled to see Dr Tan in three months' time.

**Have residents like "Non-compliant Nicholas" who require more support for their chronic conditions or a review of their physical function? Scan the QR code to refer them to our TTSH CHT Community Nurses for further assessment and follow-up:**



\*Charges at the TTSH CHT Community Health Post may be applicable depending on the type of services required. Residents may be eligible and will undergo Ministry of Health's means-testing framework for subsidies. Residents or caregivers will be advised by CHT regarding the applicable schemes and subsidies accordingly.



# Embracing a *Healthier* Christmas Celebration

As we gather to celebrate the joy of the festive season, there are habits we can adopt to immerse in the holiday delights in a healthier manner. By making mindful choices, you can indulge in Christmas feasts that satisfy your taste buds without compromising on your well-being at the same time.



## 1. Nutrient-rich Festive Meals for Maintaining Weight

Fill your plate with:

- ¼ wholegrains that provide sustainable energy with important micronutrients and a sense of satiety
- ¼ lean protein and fresh options prepared using healthier cooking methods, instead of fatty or processed meat, for overall health
- ½ fruits and vegetables to keep calorie intake in check while strengthening immune system



## 2. Stay Refreshed and Hydrated

- Opt for water as your primary choice of beverage
- Flavour water with spices and herbs such as mint leaves/dash of lemon juice, if you are looking for a refreshing drink
- Consider zero-calorie floral teas such as oolong tea or chrysanthemum flower bulb tea, for a more flavourful drink that adds aesthetics while controlling calorie intake



## 3. Delight in Moderation

- While the holiday spread beckons with an array of delectable treats, remember that moderation is the key. Savour the flavours mindfully, relishing each bite. By paying attention to portion sizes, it will allow yourself to enjoy the treats without overindulging.



As you gather with loved ones to share the merriment, let's also not forget about nourishing both the body and spirit. Starting with our **Creamy Dill Potato Apple Salad** — a wholesome twist on a seasonal classic. Wishing you a Merry and Healthful Christmas!

## Creamy Dill Potato Apple Salad

### Ingredients:

- 700g baby potatoes, cut into bite size chunks
- 2 small red apples, cored and diced
- 140g non-fat plain Greek yogurt
- 60g reduced fat mayonnaise
- 1 tablespoon fresh dill, chopped
- 1 tablespoon Dijon mustard
- 2 tablespoons lemon juice
- ¼ cup red onion, finely chopped
- ½ cup celery, thinly sliced
- 4-5 pitted olives, sliced
- Pinch of salt and pepper, to taste
- ¼ cup toasted unsalted walnuts, chopped (optional, for added crunch)

### Steps:

- 1 Boil the Potatoes:** In a large pot, bring water to a boil. Add the baby potatoes and cook until fork tender, for around 10 to 20 minutes, depending on their size. Drain and drizzle about 1 tablespoon of lemon juice on the warm potato chunks, toss, and set aside to cool.
- 2 Prepare the Dressing:** In a mixing bowl, combine Greek yogurt, mayonnaise, chopped dill, Dijon mustard, 1 tablespoon of lemon juice, salt, and pepper. Mix well until smooth and creamy.
- 3 Combine Ingredients:** In a large bowl, gently toss the cooked potatoes, diced apples, chopped red onion, sliced olives, and celery. Pour the creamy dressing over the mixture and gently fold everything together until well coated.
- 4 Chill and Serve:** Cover the bowl with plastic wrap and refrigerate for at least an hour to allow the flavours to meld together. Serve chilled and garnish with additional dill if desired.
- 5 Add Crunch (Optional):** If desired, add chopped walnuts to the salad for an extra layer of texture and flavour.

### Additional tips to spice up your meal:

- Complete the meal with a lean protein of your choice (such as the Christmas turkey) and roasted vegetables.
- You may add a variety of vegetables to the mix, such as diced capsicum/salad leaves.
- For a sweeter touch, use a combination of tart and sweet apples.
- Feel free to adjust the amount of dill and lemon juice according to your taste preferences.
- This salad can be made ahead of time, making it a convenient option to add to your Christmas feast.



**Preparation: 15 minutes**  
**Cook time: 20 minutes**  
**Serves: Approx. 6**

Nutrition information	Per serving
Energy (kcal)	179
Protein (g)	4.7
Carbohydrate (g)	29.6
Fats (g)	4.6
-of which saturated (g)	0.5
Dietary Fibre (g)	2.9
Sodium (mg)	82.9



# 3 Steps for referring patients to Ang Mo Kio Specialist Clinic

Here's a comprehensive chart listing the steps to refer **non-subsidised patients and patients under the Community Health Assist Scheme (CHAS)** to Ang Mo Kio Specialist Centre (AMKSC).



## Step 2 CONTACT

**Appointment Hotline AMKSC:  
6554 6500**

- 1 Advise which clinic you are referring your patient to



- 2 For CHAS/ non-subsidised referrals  
Email referral documents to  
AMK\_Specialist\_Centre@ttsh.com.sg\*\*



\*To ensure that your patients are seen promptly at AMKSC, triaging may be conducted by our staff. Our staff will get back to you with an appointment date within 3 to 5 working days.

\*\*Please retain a copy of the documents for reference purpose. We thank you for your kind understanding.

## Step 1 PREPARE

**Before You Contact AMKSC**

- 1 Get patient's full name, NRIC, date of birth and contact number.



- 2 Check if patient has CHAS/MG/PG card.



- 3 Prepare documents:

**For CHAS referral:**  
(i) CHAS Cover Note and  
(ii) Referral Letter



**For non-subsidised referral:**  
(i) Referral Letter only



## Step 3 INFORM

**Inform patient after confirming appointment details\***

- 1 Inform patient of AMKSC's address (723 Ang Mo Kio Ave 8 Singapore 560723), date and time of appointment.



- 2 Remind patient to bring all necessary documents for their appointment.

