



PRIMARY CARE CONVERSATIONS  
with GPs TRANSFORMING FOR THE FUTURE



GP TOWNHALL 2016:  
Primary Care Conversations -

# TRANSFORMING FOR THE FUTURE

By Agency for Integrated Care



Panel discussion in session. From left: Mr Chua Chee Yong (Deputy CIO/Planning, MOHH), A/Prof Low Cheng Ooi (CMIO, MOH, MOHH), Mr Chan Heng Kee (Permanent Secretary, MOH), A/Prof Benjamin Ong (Director of Medical Services, MOH), Dr Lee Yik Voon (Family Physician, Moderator)

A townhall event was held to share with General Practitioner (GP) partners the milestones achieved since the launch of Primary Care Masterplan in 2011 and to have a conversation about Singapore's future primary care landscape.

Held on 9 July 2016 at the Suntec Convention and Exhibition Centre, the event was co-organised by the Ministry of Health (MOH) and Agency for Integrated Care (AIC), in partnership with the College of Family Physicians Singapore (CFPS) and the Singapore Medical Association (SMA).

Titled **"Primary Care Conversations with GPs – Transforming for the Future"**, it aimed to update participants on the milestones achieved since the launch of Primary Care Masterplan in 2011. The GPs' views were also sought on how to transform and strengthen primary care as the first and continuous line of care.

Their importance as partners was highlighted in the opening speech by Minister of State (Health), Dr Lam Pin Min, the Guest-of-Honour for the event. *"GPs are our valuable partners in primary care and we recognise that*



Minister of State (Health) Dr Lam Pin Min giving the opening speech

*more can be done to support you in the provision of care to your patients,"* he said.

To make it administratively easier for GPs to submit claims for CHAS and other MOH schemes, Dr Lam updated that existing IT systems and online portals are being upgraded to



The event provided an opportunity for GPs to give their feedback on primary care schemes and initiatives

streamline work processes for clinics. He further explained that MOH Holdings (MOHH) was also developing a new IT solution called GPConnect. It would comprise a customised Clinic Management System (CMS), an enhanced Electronic Medical Records (EMR), as well as links to national systems such as the National Electronic Health Record (NEHR).

Director of Medical Services, A/Prof Benjamin Ong, elaborated on the healthcare challenges of a rapidly ageing population and an increasing chronic disease burden. He emphasised that as the cornerstone of any healthcare system, primary care is a key area of MOH's transformation efforts.

Dr Chong Chin Kwang, Director (GP Clinic Network), Frontier Healthcare Group, also shared with GPs on the concept of the Primary Care Network (PCN). This was a ground-up project in which a network of GPs come together with a shared pool of ancillary/allied health resources, enabling them to provide team-based care in chronic disease management. The PCN model supports the efforts of previous models of care that have been put in place since 2011, such as the Family Medicine Centres (FMCs) and Community Health Centres (CHCs).

A/Prof Ong added that these models of care were designed to co-locate resources or bring resources to the heterogeneous GP sector. While assessment of these models is still on-going, the future primary care landscape is likely to see a combination of these models including polyclinics.

During the panel discussions with MOH and MOHH Senior Management, GPs raised a diverse range of questions from financing, IT, professional development to population health, managed care and public communications. The panel recognised the challenges in primary care transformation where crucial trade-offs had to be made

given finite resources. Mr Chan Heng Kee, Permanent Secretary (Health), acknowledged that MOH does not have all the solutions and called on GPs to continue to work with MOH and partners in this transformation journey.

Many GPs also expressed appreciation for this opportunity to give their feedback. *"The next milestone for primary care transformation could be to refine the allocation of resources,"* agreed Dr Lee Kwang How of Heartland Family Clinic. *"At the very least, this event gives us an assurance that our voices were heard and MOH and AIC were making a huge effort to engage us to create a more conducive system to better manage patients,"* said Dr Lee. *"I'm thoroughly impressed and grateful to the organisers who must have spent an immense amount of effort to make this event happen."*



During the panel discussion, GPs posted and voted questions for the panel to answer via Pigeonhole Live, a real-time mobile Q&A tool



Panel discussion in session. From left: Dr Leong Choon Kit (Family Physician, Emcee/Moderator), Ms Lai Wei Lin [Deputy Secretary (Policy), MOH], Dr Lam Pin Min [Minister of State (Health)], Dr Elaine Tan [Director (Primary and Community Care), MOH], and Mr Bruce Liang (Chief Information Officer, MOHH)

Have any thoughts about the event or other feedback or suggestions to add to the primary care conversation? We look forward to hearing from you at [www.primarycarepages.sg/townhall](http://www.primarycarepages.sg/townhall). To learn more about the various primary care models, current healthcare initiatives and future plans, visit [www.primarycarepages.sg](http://www.primarycarepages.sg).