



**STRENGTH IN UNITY,  
TOGETHER WE  
ACHIEVE**



# **ANNUAL REPORT FY2021**

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PHARMACEUTICAL SOCIETY OF SINGAPORE

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# OUR LEADERSHIP

## President's Message

The year 2021 continued to be a trying year for PSS, as we navigate against the fluid situation in a bid to keep pace with the frequent changes of health measures so as to make timely decisions for PSS's activities and plans. With physical and social interactions restrictions being imposed as part of safe management measures of COVID-19, we have since switched to virtual platforms to connect with our members and to continue our professional activities. It was not an easy feat to maintain the same level of bonding, engagement and camaraderie with members in the virtual format. Despite these challenges, I am proud to share that our society and members continued to make significant achievements in representing our Singapore Pharmacists' voices in the international arena, delivered relevant and interesting professional courses and also pushed forward various public education initiatives that had garnered support from public and government agencies.

One of our significant milestones last year was the hosting of the 20th Asian Conference for Clinical Pharmacy (ACCP) which attracted more than 800 delegates from 16 countries. The event was postponed for a year due to COVID-19 situation and the organising committee had to manage the switch from a physical to virtual format which resulted in heavier financial commitment and impacted projected revenue. Despite that, the event concluded successfully and PSS was proud to lead the first ever virtual ACCP. We also won a global award, 'The International Pharmaceutical Federation's 2021 Health Promotion Campaign Award' for our virtual Pharmacy week event held in 2020. The award is a recognition of our society's and members' perseverance and effort in bracing all odds to pursue our belief in promoting health literacy and self-care. In addition, we also successfully implemented our second year of virtual pharmacy week carnival, and celebrated World Pharmacists' Day which Dr Koh Poh Koon, Senior Minister of State graced the event as Guest of Honour.

PSS always strives to ensure strategic representation of pharmacists in various national and international platforms to safeguard the interests and needs of the profession. In 2021, we held several important conversations with Ministry of Health (MOH) key figures like the Director of Medical Services where we had a joint session with the Singapore Nursing Association to exchange our views and concerns about Rostered Routine Testing for healthcare workers. We also discussed with Minister Ong about pharmacists' potential roles to support care in the community and our challenges. We are also represented in ACCP board, as a member organisation, to share our thoughts in setting up a "Research in Clinical Pharmacy" journal. In addition, we also fielded PSS representative(s) in MOH Healthcare Ethics Capability Committee, MOH Pharmacy Technician Training and Development Committee and Singapore Medical Council's complaints panel. In fact, we are now working closely with NUS Centre for Biomedical Ethics to develop healthcare ethics course specially for pharmacists which we hope to launch in the coming year. We also grasped every opportune moment to showcase our local

pharmacists' professional or practice advancements such as sharing our Singapore Pharmacy Digital Transformation to the worldwide audience from International Pharmaceutical Federation (FIP) and Hong Kong Alliance of Healthy Cities. I had the opportunity to share about the Community Pharmacy practice in Singapore to The Pharmaceutical Society of Hong Kong, upon their invitation.

On developing pharmacy professionals, aside from the pre-registration training program, we have managed to re-launched PSS mentoring program this year, thanks to the effort of Industry Chapter, supportive mentors and Dr Ang Hui Gek's guidance. These programs are part of PSS strategic goal in nurturing our future leaders. In addition, to train our pharmacists to be better in handling media and writing up our public education materials, PSS also sponsored media training and health literacy training which we invited experts to train our key chapters leads and public education leads. Furthermore, the Professional Education Committee also introduced many new topics in our continuing education series for example social prescribing, which we collaborated with other healthcare professionals to make the continuing education more varied and interesting. In fact, we also extended our expertise to offer training for nurses as well as for clinic assistants to enhance medication safety competency on the ground. The inaugural run of PSS Clinic Assistant Course kick-started in January 2022 with 21 participants from private medical clinics.

PSS has always been constantly looking out for valuable collaborations with other organisations to build our network or synergize with them to market the contribution of pharmacists or promote medication literacy, safety or self-care message. A special mention is our collaboration with Agency for Integrated Care's Silver Generation office brokered through MOH's National Pharmacy Project Management Office and led by the Public Education Chapter. Our Public Education Chapter will co-create medication management videos, which will be used to train at least 2,000 seniors and caregivers to assist them to better manage their medication independently. The other notable collaboration is the partnership with People's Association during the Singapore Pharmacy Week 2021 where the PSS Community Chapter spearheaded a brown-bag initiative for PAssion Card Members.

I would like to invite everyone to catch up on this Annual Report for more details of the above-mentioned and many other achievements and milestones over 2021 as my mention here may not be enough to do justice to them. You might have noticed a transformation in the structure of our annual report where we captured our key accomplishments by various Chapters/Workgroups under a few key domains, so as to provide a better appreciation on our PSS achievements as a whole society. The revamp of this Annual Report is led by Ms. Corrinne Tan, supported by the PSS administrative office team and will not be possible without the support from fellow council members, and also the contributions from the Chapters, Committees and Workgroups. The theme for this Annual Report "Strength in Unity, Together We Achieve" is a timely reminder that wonderful things can happen when we come together for a common purpose. Hope you will enjoy the new format!

In the upcoming year, we hope to continue our efforts to bring more continuing pharmacy education or training courses such as 31st Singapore Pharmacy Congress which will be held on 23 and 24 July

2022, Certified Pharmacy Technician Course at second quarter of 2022. We are also hopeful about launching our new website which will better support e-learning and improve navigation to search for information. And without fail, efforts are already underway for the planning of the annual Singapore Pharmacy Week, which will be held from 19 September to 25 September 2022. This year's theme will be "Own Your Health" and we seek fellow pharmacists' support to assist in the organisation which we shall share more information soon.

Finally, I would like to take this opportunity to thank all the members for their selfless contribution, our 115th Council and the administration team's fervent support. Without all of you, PSS would not have achieved such astonishing accomplishments and live up to the mission of "To maximize the contribution of pharmacists to the healthcare of Singaporeans"!



A stylized, handwritten signature in black ink.

Ms Yong Pei Chean  
President  
115th Council  
Pharmaceutical Society of Singapore

## Honorary Treasurer's Report

As the COVID-19 pandemic continued into its second year of onslaught, the toll has been felt not only on the health of individuals and the healthcare infrastructure but also on the financials of many. Weathering the same storm, PSS was not spared in this crisis. We ended the year with a deficit of \$50,369, in part due to a shortfall in expected revenue from the hosting of the Asian Conference on Clinical Pharmacy (ACCP) and not organising the Certified Pharmacy Technician Course (CPTC) in 2021. Our building fund stands at \$1,544,648 as of 1 January 2022.

PSS's main drivers of income comes from membership subscriptions and fees collected together from seminars and courses. Together, they formed the bulk of total income for the society in FY2021. Year on year, there was a 71% decrease in the 'seminars and courses' income due to the suspension of the CPTC, pending resumption of CPTC with Skills Future Singapore.

The society's main expenditures came from 4 main avenues which included membership fee write off; depreciation of property (including plant and equipment); salary (including bonus and allowance); seminars/courses expenses. Comparing FY2021 against FY2020, the main difference in the expenditure model was attributed by the expenses incurred from the organising of ACCP 2021 at \$337,609. For full details of PSS's financial standing in FY2021, I would like to invite our members to read the PSS Financial Report 2021 on our website via the link below:

[https://www.pss.org.sg/sites/default/files/AGM/116th AGM/9. audit report - dec 2021 final.pdf](https://www.pss.org.sg/sites/default/files/AGM/116th%20AGM/9.%20audit%20report%20-%20dec%202021%20final.pdf)).

The Council recognised the importance of putting PSS's financial portfolio in good standing through prudent investments to counter inflationary impact on the society's funds. In FY2021, due to the negligible interest rates offered by banks for fixed deposits, there was no fixed deposit set up. Instead, Council has explored with different investment consultants to assess investment opportunities. Alongside investment opportunities, Council continues to try to fulfil the aim of purchasing a property under PSS. However, rising property prices has also placed higher risks for such investment at this time. The Council will continue to engage suitable consultants to advise on our investment strategy.

I would like to thank my immediate past Honorary Treasurer, Ms Lim Hong Yee and Assistant Honorary Treasurer, Ms Grace Chew, for their valuable guidance and support as we forge ahead in yet another challenging year.



Mr Ivan Ng  
Honorary Treasurer  
115th Council  
Pharmaceutical Society of Singapore



## 115<sup>th</sup> Council Members



### PRESIDENT

**MS YONG PEI CHEAN**



### VICE PRESIDENT

**DR SHIH LEE CHUEN,  
VIVIANNE**

Ex-Officio,  
Media and  
Communications  
Committee



### HONORARY SECRETARY

**MR DE SILVA JUSTIN**

Ex-Officio,  
CPTC/TDC  
representative,  
Website Design and  
Maintenance



### ASST HONORARY SECRETARY

**MS CORRINNE TAN  
YONG KOON**

Ex-Officio,  
Media and  
Communications  
Committee



### HONORARY TREASURER

**MR IVAN NG BOON  
KHIANG**

Ex-Officio,  
Community Chapter,  
ILTC Workgroup,  
Financial Advisory  
Committee



### ASST HONORARY TREASURER

**MS GRACE CHEW WEI  
ZHI**

Ex-Officio,  
Community Chapter,  
Financial Advisory  
Committee,  
Leadership &  
Mentoring  
Programme

Head, Pharmacy  
Department,  
Woodlands Health  
Campus

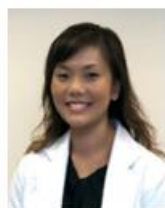
Specialist Pharmacist  
(Oncology), National  
Cancer Centre

Lecturer – Temasek  
Polytechnic,  
Regulatory  
Support/RP – Smith &  
Nephew Pte Ltd/Far  
East Drug Company,  
Locum – Nishino  
Pharmacy

Assistant Director,  
Pharmacy  
Transformation Office  
– NHG Pharmacy,  
Project  
Administrator,  
Seconded to Chief  
Pharmacist Office –  
Ministry of Health

Manager (Pharmacy  
Practice), Unity  
Pharmacy, FairPrice  
Co-Operative Limited

Manager, Pharmacy  
Practice of Guardian  
Health & Beauty



### MEMBER

**MS LIM HONG YEE**

Ex-Officio,  
Hospital Chapter,  
IDSIG Workgroup,  
Financial Advisory  
Committee

Head, Senior Principal  
Pharmacist,  
Division of Pharmacy,  
Tan Tock Seng  
Hospital



### MEMBER

**MS KNG LI LIN,  
GRACE**

Ex-Officio,  
Professional  
Education Chapter

Senior Pharmacist,  
Watson's Personal  
Care Stores Pte Ltd



### MEMBER

**Mr WANG KAIYE**

Ex-Officio,  
Industry Chapter,  
Leadership &  
Mentoring  
Programme

Regulatory Affairs  
Manager, Baxter  
Healthcare (Asia)



### MEMBER

**MS LIM KAE SHIN**

Ex-Officio,  
Hospital Chapter,  
IDSIG Workgroup

Principal Pharmacist  
(Drug Information  
Services), KK  
Women's and  
Children Hospital



### MEMBER

**MR ONG KHENG  
YONG**

Ex-Officio,  
Young Pharmacists  
Chapter,  
Membership  
Committee,  
NUSPS Engagement

Service In-Charge  
(Asthma & Allergy),  
Senior Pharmacist,  
Specialist Outpatient  
Clinics Pharmacy,  
Singapore General  
Hospital



### MEMBER

**DR YAP KAI ZHEN**

Ex-Officio,  
Public Education  
Chapter,  
PIL/NMI Workgroup,  
Pharmacy Week

Lecturer, Programme  
Director of Graduate  
Certificates in  
Advance Pharmacy  
Practice (APP) and  
Community-based  
Geriatric  
Pharmaceutical Care  
(CGPC), Director of  
Community Health  
Angels Mentoring  
Programme (CHAMP),  
Department of  
Pharmacy, National  
University of  
Singapore

## Key Milestones & Statistics

### 2021 IN A GLANCE

Jan



**First Virtual PSS Appreciation Dinner**  
29th January 2021

Mar



**115th Annual General Meeting**  
13th March 2021

Apr



**Inaugural Release of New Look for PSS Bulletin**  
30th April 2021

May



**34th, 35th and 36th CPTC Graduation Ceremony**  
8th May 2021

Jun



**Pre-registration Pharmacists' Training Programme Opening Ceremony**  
19th June 2021

Jul



**20th Asian Conference on Clinical Pharmacy**  
1st - 4th July 2021

Sep



**Mentorship Program**  
10th September 2021

**FIP - Health Promotion Campaign Award**  
17th September 2021

**Pharmacy Week**  
21st - 26th September 2021

Oct



**Clinic Assistant Course Opens for Registration**  
8th October 2021

Nov



**PSS - DCH Auriga Community Pharmacy Virtual Symposium**  
27th November 2021

Dec



**Pre-registration Pharmacists' Training Programme Closing Ceremony**  
11th December 2021



# OUR CONTRIBUTION: PLAYING A PART IN THE FIGHT AGAINST COVID

## Battling Falsehoods

COVID misinformation can be a health risk. Even after 2 years of battling this pandemic, gaps in information remains given the evolving nature of the virus and much is still being discovered as the pandemic continues to unfold. Amidst the throngs of information and given the speed information circulates on the COVID-19 topic, it became increasingly important to provide reliable information from credible sources and health authorities. To help combat the issue of health misinformation and address common myths, the Public Education Chapter reviewed latest evidence and public health materials and compiled them into a series of 5 COVID-19 MythBusters educational materials. These educational materials intend to keep the public updated on the proper use of masks, antigen rapid test, self-care and COVID-19 vaccinations. These e-posters were featured on PSS Instagram and Facebook page in June 2021, reaching a total of 2,040 page views at the end of December 2021.

**MYTH:**  
I can wear any type of mask to protect myself from COVID-19.

**COVID-19 MYTHS ... Busted!**

**FACT: ONLY WEAR MASKS WITH HIGH FILTRATION EFFICIENCY**  
Masks with high filtration efficiency include surgical masks, or masks made of at least two layers of fabric that are not see-through when held against light.

Avoid wearing masks with a one-way valve as they do not prevent the spread of COVID-19 virus to others if the wearer is infected.

Scan this QR code for the list of surgical masks manufactured by local licensed manufacturers.

Brought to you by Public Education Chapter of The Pharmaceutical Society of Singapore

**MYTH:**  
If I have common cold and flu symptoms, I can buy a DIY COVID-19 test kit from retail pharmacies to determine if I have COVID-19, without having to see a doctor.

**COVID-19 MYTHS ... Busted!**

**FACT: DIY COVID-19 TEST KITS DO NOT REPLACE THE NEED TO SEE A DOCTOR**  
DIY COVID-19 test kits can be used when you do not have any common cold and flu symptoms, but are concerned that you may have been exposed to COVID-19.

Although these test kits are fast and simple to use, they have a higher chance of giving false negative results as compared to gold standard Polymerase Chain Reaction (PCR) tests done at a Public Health Preparedness Clinic (PHPC). Hence, see a doctor at a PHPC immediately if you have common cold and flu symptoms.

Brought to you by Public Education Chapter of The Pharmaceutical Society of Singapore

**MYTH:**  
COVID-19 vaccines are not effective at all because some people are still infected even after being fully vaccinated.

**#iGotMyShot wachnews**

**COVID-19 MYTHS ... Busted!**

**FACT: VACCINATION WORKS BY LOWERING YOUR RISK OF GETTING COVID-19 INFECTION**  
Getting vaccinated against COVID-19 is one way to protect yourself, your family and friends who may be unable to receive the vaccines due to medical reasons.

Although there is a small chance that a vaccinated person may get infected, the risk of him/her falling very ill from the infection will be greatly lowered.

Brought to you by Public Education Chapter of The Pharmaceutical Society of Singapore

**MYTH:**  
I only have common cold and flu symptoms such as fever, runny nose, sore throat and/or cough. Instead of seeing a doctor, I can just buy some medicines from the pharmacy to take.

**COVID-19 MYTHS ... Busted!**

**FACT: SEE A DOCTOR IMMEDIATELY IF YOU HAVE COMMON COLD AND FLU SYMPTOMS**  
Although over-the-counter medicines can relieve symptoms, it is important to see a doctor at the nearest Public Health Preparedness Clinic (PHPC).

This is because the symptoms of COVID-19 and common cold and flu are similar. A thorough medical assessment for a possible COVID-19 infection is necessary so that you can receive the appropriate care without delay, and prevent spread of the infection to your family and friends.

Visit phpc.gov.sg or scan this QR code to locate your nearest PHPC.

Brought to you by Public Education Chapter of The Pharmaceutical Society of Singapore

**MYTH:**  
If I see a doctor for common cold and flu symptoms, I will have to pay for a COVID-19 swab test on top of the consultation and treatment fee.

**COVID-19 MYTHS ... Busted!**

**FACT: NO EXTRA PAYMENT IS NEEDED FOR COVID-19 SWAB TESTING RECOMMENDED BY A DOCTOR**  
When you see a doctor at a Public Health Preparedness Clinic (PHPC) for your common cold and flu symptoms, a subsidised consultation and treatment fee of \$10\* will apply if you are a Singaporean, Permanent Resident or eligible work permit holder (excluding foreign domestic worker and performing artiste). This fee is inclusive of any COVID-19 swab testing deemed necessary by the doctor.

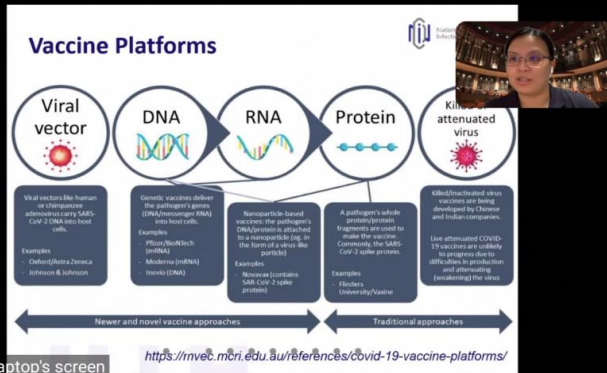
\*Pioneer Generation and Merdeka Generation seniors will only need to pay a subsidised consultation and treatment fee of \$5.

Brought to you by Public Education Chapter of The Pharmaceutical Society of Singapore

## Preparing for the Great Vaccination

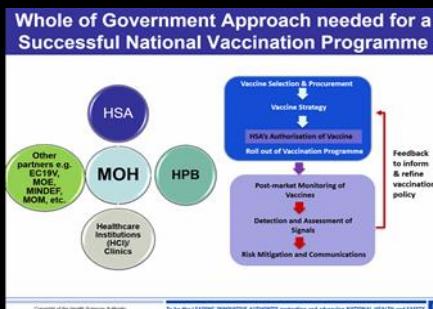
Since January 2021, Singapore has started the national COVID-19 vaccination drive. Pharmacists are primarily responsible for vaccines storage, stock management and vaccines preparation in the hospital setting and to a lesser extent, in community vaccination facilities. As accessible Healthcare Providers with links to all facets of the healthcare system, pharmacists play a key role in the roll-out of COVID-19 vaccination programme, especially in the community.

To keep pharmacists abreast in the development in this area, the Infectious Diseases Special Interest Group (IDSIG) and Hospital Chapter co-organised an online Continuing Education session on 24 August 2021 to provide updates on the COVID-19 vaccinations from both the clinical and regulatory perspectives. A total of 351 participants attended and benefited from the session.

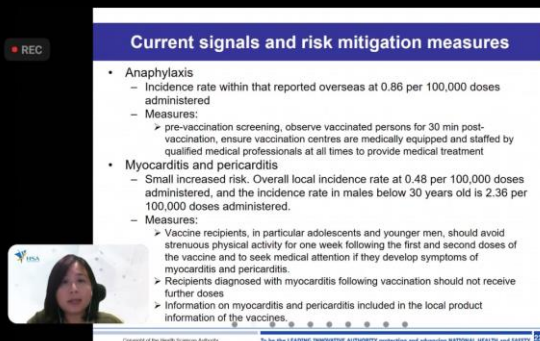


Seow Yen's Laptop's screen

Dr Tan Seow Yen, Head of Infection Prevention and Control from Changi General Hospital provided insights on the types of COVID-19 vaccines, their efficacy, safety and real-world effectiveness.



Ms Valerie Wee, Regulatory Consultant, Vigilance and Compliance Branch, Health Sciences Authority, provided regulatory updates on COVID-19 vaccines in Singapore and elaborated on the government's approach that supported a successful national vaccination programme.



Ms Peck Li Fung, Senior Regulatory Specialist, Vigilance and Compliance Branch, Health Sciences Authority, shared information on the local pharmacovigilance framework and the enhanced safety monitoring for COVID-19 vaccines.

## Recognising our COVID-19 Heroes

To recognise and appreciate the involvement of pharmacists in the national fight against COVID-19, the Hospital Chapter interviewed five pharmacy staff from different institutions. The interviewees were assigned to the community care facilities where they partook in the national effort to run community care facilities such as in the Singapore Expo, Big Box shopping mall and Changi Exhibition Centre – to care for COVID-19 patients who did not require acute medical attention.

The interviewees were invited to share their experience on the setting-up and running of the medication dispensary service – from preconceiving the drug inventory systems, to providing remote counselling, and the bonding they made from this unprecedented experience.

The series of interviews were captured into an article “Pharmacists in the COVID-19 Pandemic, Community Care Facilities” which was showcased in the October 2021 PSS Bulletin.



*Photo taken at Big Box Community Care Facility. Pharmacists from Alexandra Hospital (left to right): Mr Ming Liang, Mr Chwee Huat, Ms Ilya*

# OUR PURPOSE: ADVOCATING PATIENTS' INTEREST

## PSS Pharmacy Week 2020 Wins Global Award

*PSS Pharmacy Week 2020 was awarded the Health Promotion Campaign Award 2021 by the International Pharmaceutical Federation (FIP).* This award recognizes programs that aim to improve the health literacy of the public and empower them to care for their own health. The award was presented at the virtual FIP Council meeting on September 17, 2021. FIP is a non-governmental organization that partners with some of the world's leading health, policymaking, education and science institutions to support the development of the pharmacy profession.

The PSS Pharmacy Week 2020 carnival went through a transformation from a physical to a virtual event with an interactive platform. This transformation allowed PSS to continue its annual health promoting efforts, which circumvented the challenges posed by public health safety restrictions due to the ongoing COVID-19 pandemic. The theme for PSS Pharmacy Week 2020 was "Digitalizing Healthcare: Your health at your fingertips". The information shared were relevant and provided the much-needed guidance for the public to navigate through healthcare services, particularly the pharmacy services. This was vital especially during the pandemic outbreak period, where many healthcare changes were introduced. In addition, the public were able to view video tutorials & other self-help information at their convenience, anytime, anywhere. Over 2000 visits were clocked during the two-days event and the site continued to see repeated patronage subsequently, which was a strong indication on the value of the information provided.

PSS is proud to be the only awardee that took home this prestigious award among 146 FIP member organisations from all over the world. PSS is also the first recipient of this award in the ASEAN region since its inception in 2015.

"We are honoured to receive this international award, which involves the entire pharmacy community in Singapore. This award is a strong recognition of our perseverance towards contributing to public health and safety," Ms Yong Pei Chean, President of the Pharmaceutical Society of Singapore.



## Pharmacy Week 2021



*"The theme for Singapore Pharmacy Week 2021, 'Partnering You in Your Health Journey', acknowledges the importance of partnership and shared decision making between pharmacists and patients to achieve desired health outcomes."*

**Dr Yap Kai Zhen**  
Ex-Officio, Pharmacy Week 2021

Encouraged by the success of the first virtual pharmacy week in 2020 and due to the ongoing COVID-19 pandemic and safe management measures, Pharmacy Week 2021 continued as a virtual event from September 20 to 26, 2021 with the theme "Partnering You in Your Health Journey". The organising team was led by Mr Roman Lester Rosales (Senior Pharmacist, Guardian Health & Beauty) and Ms Isabelle Teo (Senior Pharmacist, Woodlands Health).



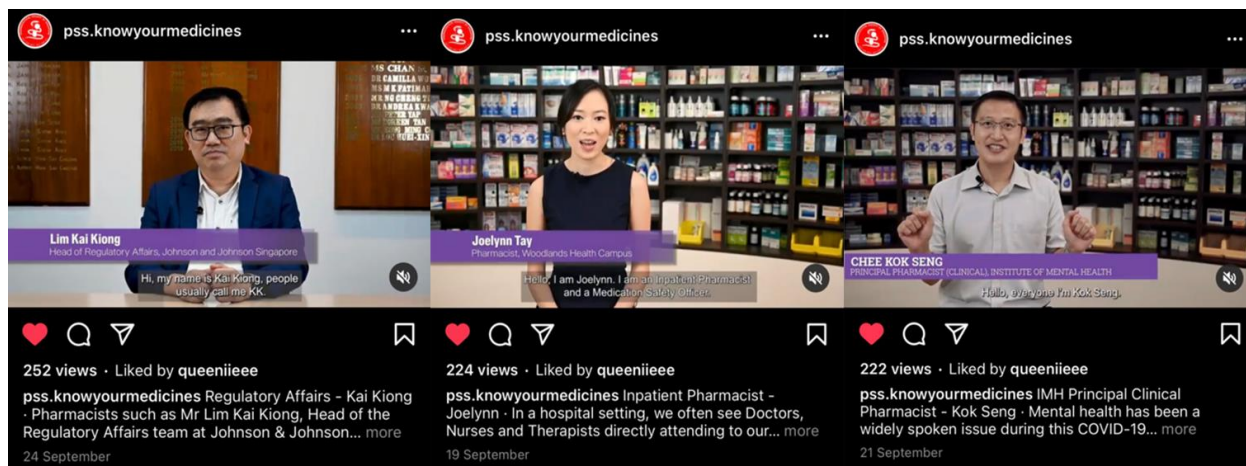
**Mr Roman Lester Rosales**  
Co- Chairperson  
Pharmacy Week 2021  
Pharmaceutical Society of  
Singapore



**Ms Isabelle Teo**  
Co- Chairperson  
Pharmacy Week 2021  
Pharmaceutical Society of  
Singapore

### Pre-Event Activities

To hype up interest and awareness for Pharmacy Week, the organising team developed a series of health and pharmacy-related infographics and interactive activities. These were posted on PSS social media platforms throughout the month of September, leading up to Pharmacy Week. Posters and videos featuring pharmacists from various settings were also put up to showcase the many roles pharmacists play and to highlight their contributions.



Top 3 featured pharmacist videos on PSS Instagram



As a Pharmacist working at National Heart Centre Singapore (NHCS), I work with a multi-disciplinary team to provide patient care. Part of my daily ...see more

**SINGAPORE**  
**Pharmacy**  
**Week 2021**

My daily work involves reviewing and optimising medications for treatment & safety of my patients.

**OUTPATIENT PHARMACIST**

**Chan Hong**

Pharmacist  
National Heart Centre Singapore

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As a non-practising pharmacist working as a lecturer at NUS since 1995, I am a team member called to train future pharmacists, scientists, researchers ...see more

**SINGAPORE**  
**Pharmacy**  
**Week 2021**

I find working with students most rewarding, providing a link between classroom & practice, shaping the future of the pharmacy profession in delivering patient care.

**EDUCATOR & RESEARCH PHARMACIST**

**Chan Sui Yung**

Associate Professor  
Department of Pharmacy, National University of Singapore

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As a pharmacist and data analyst at the HSA, I work with electronic medical records and healthcare databases to explore and uncover insights relating to the ...see more

**SINGAPORE**  
**Pharmacy**  
**Week 2021**

I uncover insights relating to quality, safety & efficacy of drugs and vaccines.

**DATA ANALYST**

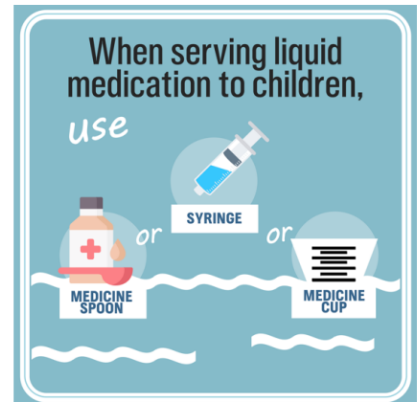
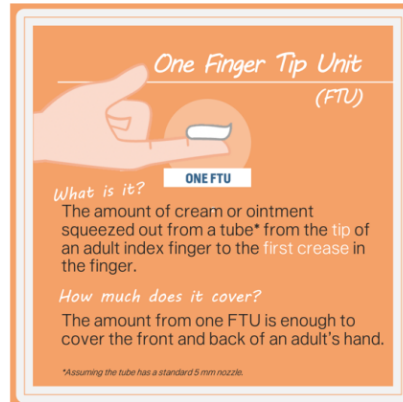
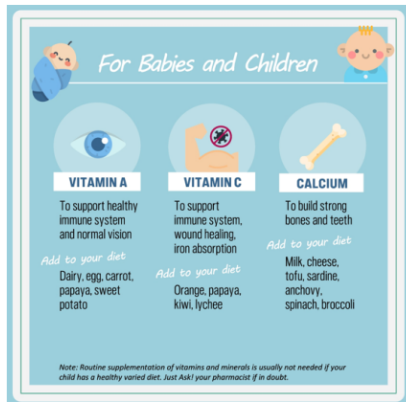
**Desmond Teo**

Data Analyst  
Health Sciences Authority

45

2 comments

Top 3 featured pharmacist posters on PSS LinkedIn



Infographics posted on PSS's social media platforms

## Virtual Health Carnival

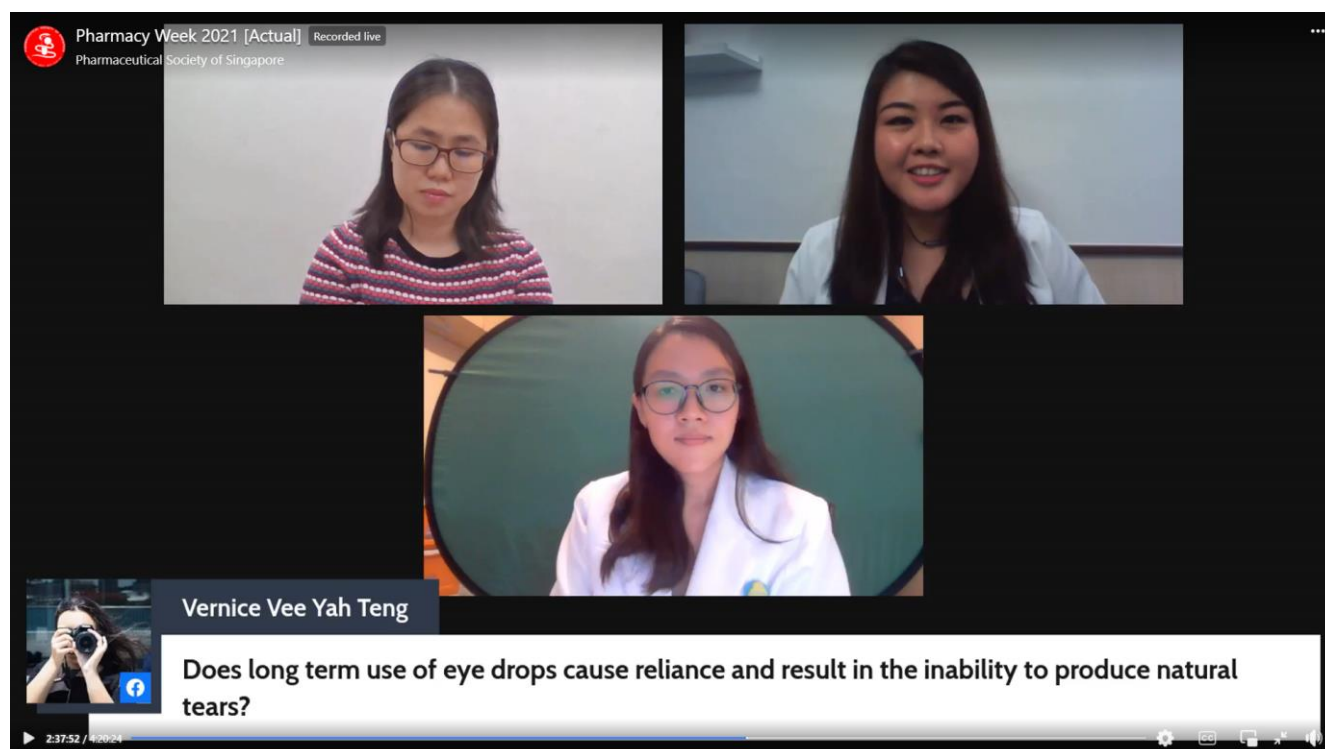


*"As trusted healthcare professionals, pharmacists provide expert advice on disease prevention, and the safe and effective use of medications... This event is an opportunity for our pharmacists to share their expertise and provide useful information for managing various conditions... Thank you for partnering Singaporeans in their health journey..."*

**Dr Koh Poh Koon**  
**Guest of Honour, Pharmacy Week 2021**

The annual event culminated in a virtual health carnival on 25 September 2021, in conjunction with World Pharmacists Day. Dr Koh Poh Koon, Senior Minister of State, Ministry of Health & Ministry of Manpower, graced the virtual event as Guest of Honour.

Health and medication-related talks, with topics ranging from common ailments across different age groups, management of diabetes, to health promotion, including vaccination, were held over Facebook Live. Pharmacists from various institutions provided expert advice and answered questions from the audience. The video of the live event garnered more than 3,000 views, and with the combined publicity efforts from all PSS Social Media Channels, the online video achieved a cumulative of 250,000 views.



*Our pharmacists in action during the Facebook Live event answering questions from the audience.  
Clockwise (from left): Ms Jasmine Yam, Ms Goh Shiar Yin, Sharene and Ms Deborah Chia.*



## **Fringe Pharmacy Week Event: Brown-Bagging for Passion**



*Photo showing Ms Gurleen Kaur providing Brown Bagging consultation for participant*

As part of the pharmacy week activities, PSS also partnered with the People's Association to provide complimentary appointment-based consultations, exclusively to PASSion Card members, with a choice of either online via Zoom or face-to-face (at participating community pharmacies). During these sessions, a thorough medication review was provided and- any medication or health-related questions were addressed by the pharmacists. The event was also featured in the Straits Times (<https://www.straitstimes.com/singapore/health/free-consultations-by-pharmacists-for-passion-card-members-till-oct-31>).

A total of 72 PASSion card members signed up for the free consultation where 39 consultation sessions were successfully conducted. These sessions received overwhelming positive feedback from participants. Not only were they more aware of the potential side effects to monitor for but they also had a better understanding of their own medications. In addition, the activity also raised awareness on medication management service by community pharmacists among the public.

## National Medication Information (NMI) Workgroup and Medication Information Leaflets (MILs)

### A YEAR IN REVIEW

Since April 2019, the NMI Workgroup, commissioned by Chief Pharmacist Office in MOH, has been formed under PSS to develop harmonised medication information, for patients and the public as a free, accessible and reliable source of medication information on the national health portal, HealthHub, and also to benefit healthcare professionals to support them in conducting patient education. Having an accessible and trusted source of medication information has become increasingly important since the pandemic started as the restricted physical access to the healthcare institutions drove the public and patients to seek for and rely on information online. Such health information seeking behaviour has been projected to continue as part of a general shift to new healthcare and lifestyle norms. As of 31 December 2021, a total of 347 harmonised MILs have been published on HealthHub.

The MILs are a reliable source of information and have been referenced by reputable bodies such as Health Sciences Authority and mass media e.g Mothership. This achievement of being a trusted source of information is a remarkable feat and certainly would not have been made possible without the support and partnership with various industry stakeholders as well as tertiary institutions like the Republic Polytechnic where students were engaged to support the initiative like transcribing and uploading MILs in the Content Management System (CMS) and supporting other MIL related efforts within HealthHub team.

A greater awareness was created when Chairperson of the NMI Workgroup, Ms Lim Woan Chyi shared at the 20th Asian Conference on Clinical Pharmacy (ACCP), the efforts, achievements and future plans of the 1-drug 1-medication information vision to create national harmonised patient education contents for patient and public education.

## 20<sup>th</sup> Asian Conference on Clinical Pharmacy

Regulatory / Government – Strategic Planning, Report Sharing,  
Pharmacovigilance (Track 4A)



Mr Lee Chern Yih

Moderator



Ms Lim Kae Shin

Moderator



Mr Mark Wong

Speaker



Ms Lim Wan Chyi

Speaker

### Critical Analysis Towards Continuous Improvement

In collaboration with the Department of Pharmacy at the National University of Singapore, the team led by Dr Yap Kai Zhen which included Pharmacy student Mr Davin Ng, as well as HealthHub team, conducted a survey study to evaluate the 251 MILs published on HealthHub, in terms of their readability, understandability, actionability, searchability, reach, user's perceived usefulness, and areas for improvement. It was found that 62% of the 253 respondents reported accessing the MILs for information on their own medications, with dosing (23%), mechanism of action (18%) and side effects (17%) being the most searched information. While more than 70% of the respondents found the MILs to be easily understood and useful, only 67% felt that the MILs were easy to find. Although 89% of the MILs achieved an adequate understandability score on the Patient Education Materials Assessment Tool – Printed (PEMAT-P), the MILs were lacking in explicit actionable content such as checklists or instructional visual aids. These insights drawn from the study will be used to further enhance the content produced by the workgroup.

## Improving Health Literacy of the Contents

The screenshot displays the HealthHub website interface. At the top, there is a navigation bar with the HealthHub logo and the Ministry of Health Singapore logo. Below this, a row of icons represents various services: LIVE HEALTHY (Health Articles), PROGRAMMES (Health Programmes), REWARDS (Healthpoints), TRACK (Personal Tracker), A-Z (Health Glossary), and DIRECTORY (Health Facilities). A search icon is also present.

The main content area features a blue header with the text "HOME > A-Z" and "Metformin". Below this, a list of questions is provided on the left side, each with a corresponding icon:

- WHAT IS THIS MEDICATION FOR?
- HOW SHOULD I TAKE/USE THIS MEDICATION?
- WHAT SHOULD I DO IF I FORGET TO TAKE/USE THIS MEDICATION?
- WHAT PRECAUTIONS SHOULD I TAKE?
- WHAT ARE SOME COMMON SIDE-EFFECTS OF THIS

The central part of the page shows a large image of various colored pills and capsules, with the word "METFORMIN" prominently displayed in the center. To the right of this image, the text "Medication Information Leaflet" is visible. Below the image, the heading "What is this medication for?" is followed by a paragraph explaining that Metformin controls diabetes by helping the body use insulin better and decreasing the amount of sugar made by the liver.

On the right side of the page, there is a section titled "CONTRIBUTED BY" featuring the logo of the Pharmaceutical Society of Singapore, which includes a red circular emblem with a white caduceus and the text "PHARMACEUTICAL SOCIETY OF SINGAPORE" and "NOT FOR SELF, BUT FOR ALL". Below the logo, the text "Pharmaceutical Society of Singapore" is displayed.

Besides ensuring veracity of contents, it is equally important to ensure that the MILs can be easily read and understood by patients who are often laymen to healthcare terminologies. This will help patients to understand their medications better and hence empowering them to take good charge of their health. Since NMI Workgroup's inception, the Public Education Chapter has been an integral partner in supporting plain language vetting of the MILs that has been produced and uploaded on HealthHub for public access and patient care use. The vetting involved rephrasing of contents to improve the readability and ease of understanding by lay persons. By end 2021, a total of 380 MILs covering many different diseases and minor ailments have been reviewed.

## Collaborative Efforts to Harmonise Wordings for Potentially Sensitive Warnings of Medications

**Fluoxetine**

**WHAT IS THIS MEDICATION FOR?** Medication Information Leaflet

**HOW SHOULD I TAKE/USE THIS MEDICATION?** What is this medication for?

**WHAT SHOULD I BE AWARE OF?**

Fluoxetine belongs to a class of medications known as Selective Serotonin Reuptake Inhibitors (SSRIs). It is used to treat symptoms of depression (low mood) such as:

- Feeling sad
- Feeling hopeless or useless
- Feeling bad about yourself
- Thoughts of ending your life
- Poor sleep, energy or appetite.

**IMPORTANT:**

In some cases, particularly in young people below the age of 25 years, this medication may cause the following changes to a person's mental condition, especially in the first few weeks of treatment or during dose changes:

- New or worsening thoughts of harming yourself or ending your life
- Worsening agitation, restlessness, violent behaviour, or
- Other changes in mood or behaviour

Please inform your doctor as soon as possible, or for your family or caregiver to inform your doctor if you are unable to seek treatment on your own.

Do not stop taking this medication on your own without discussing with your doctor.

It is important to note that your doctor has prescribed this medication as he/ she feels you will benefit more from taking this medication over the possible risks that it may cause, which have a low chance of occurring, and most people take this medication without any of such problems.

CONTRIBUTED BY

PHARMACEUTICAL SOCIETY OF SINGAPORE

Harmonized phrasing across leaflets

Fear of medication side effects is one of the many factors which can impact whether or not a patient will properly take their prescribed medications. Yet, it is of paramount importance that patients are made aware of the potential adverse effects so that they can look out for them and seek help when needed. Hence it is critical for pharmacists to educate patients on potential adverse effects so that they can be empowered and know when to seek medical attention when needed.

To ensure accurate information on adverse effects NMI Workgroup worked with various partners to seek inputs and consensus in the phrasing of the adverse effects in a tactful and sensitive manner. For example, the use of certain medications such as antidepressants and some atypical anti-psychotics have been associated with an increased risk of suicidal ideation/behaviour, particularly in children and adolescents. Consensus was sought from the College of Psychiatrists to ensure alignment. The same effort was extended to the relevant anti-epileptic medications with inputs from College of Neurologists and also montelukast whereby consensus was sought from College of Respiratory Physicians and Agency for Care Effectiveness (ACE) Practice Expert Group. Through these collaborative efforts from the Workgroup, latest information on the important safety risks were updated before the MILs were published.



## **HealthHub: The National Healthcare Online Portal For The Public In Singapore**

### **Upcoming Development**

HealthHub has seen an organic growth of almost 18-fold in the MIL viewership from 51,232 in 2018 to 910,000 in 2021. Encouraged by the adoption, HealthHub started engagement with the key stakeholders in 2021 to seek inputs on the vision towards achieving a single source of truth on medication information for the nation, and to enable various institutions' digital platforms to tap on. They also shared their upcoming plans on further investment in the MIL module. These plans include tagging the MILs to patient medication list (PML) so as to enable access of medication information via a more holistic approach at the patient's fingertips and an overhaul of the Content Management System (CMS) of HealthHub which is expected to occur in 2022. The NMI Workgroup has been in active discussion to ensure that the features of the new CMS can cater to the needs of providing patients and the public ease of access to the materials.

## **National Diabetes Reference Material (NDRM) with MOH Primary & Community Care Division (PCC)**

To support the War on Diabetes campaign, the NMI and NDRM Workgroups have worked in close collaboration to include MILs in the HealthHub Diabetes Hub and various campaign portals. The MILs were reviewed with input and feedback from the NDRM Workgroup members. To expand the reach and use of the contents, MOH PCC will be funding the engagement of a consultancy firm to conduct market research via focus group discussions to assess the readability of the MILs, and also to translate the MILs on anti-diabetic medications, with application of health literacy techniques, to the other 3 official languages. NMI Workgroup's key role in this collaboration is to provide expertise to proofread for accuracy of contents. This is expected to be completed in first quarter of 2022.

## **Future Expansion**

NMI Workgroup may be working with National Harmonised Integrated Pharmacy System (NHIPS) in the near future to ensure a seamless workflow and experience to pharmacy staff and patients, where medication information for patient education is involved. There is also potential collaboration with other workgroups/platforms such as Diabetes Hub/Stroke Hub where there is a need to incorporate patient education materials for the targeted patient groups. In addition, the NMI Workgroup is also exploring the development of medication information beyond prescribed drugs to include medications for managing minor ailments.

## Start to S.T.O.P.

Start to S.T.O.P. (Speak To Our Pharmacists) is a smoking cessation programme championed by the PSS Community Chapter since August 2017. Smokers who signed up for this programme can gain access to community pharmacists who will guide and support them through their smoking cessation journey.

To drive uptake for this programme, PSS Community Chapter explored with potential partners and eventually facilitated the collaboration between Health Promotion Board (HPB) and community pharmacy chains in 2021. As part of the collaboration, enhancements to the existing 6 weeks programme were made where smokers who enrol in the smoking cessation programme will have access to various enabler tools including Quitline, a 28-day SMS follow up, in addition to face-to-face pharmacist consultations at their preferred community pharmacy locations. The participating retail pharmacies received a total of 93 signups for year 2021, which was a 6-fold increase from 2020.

*“Start to S.T.O.P. (Speak To Our Pharmacist) has provided a structured programme to help smokers quit. The new collaboration with HPB allows smokers to choose smoking cessation pathways tailored to their needs and find accessible support throughout the journey. As a community pharmacist, I am proud to introduce this programme to smokers and help them take a step closer to a healthier lifestyle.”*

Ms Wang Hui  
Community Pharmacist, Community Chapter



## Community Pharmacy Health Champion Programme

Community Pharmacy Health Champion Programme (CPHCP) was initiated in 2006 to acknowledge community pharmacist(s) who achieve highest number of follow-ups in patients with diabetes and hypertension. Pharmacists assessed patients' conditions and provided lifestyle modification advice to help them better manage their chronic conditions. Data, such as patient demographics, chronic condition parameters, objective outcome measures since previous follow-up, were recorded and subsequently analysed by the PSS Community Chapter.

### RESULTS

For the outcome on medication adherence, improvements were not significant as majority of the patients are adhering well to their medication. This is evident as during 88.93% of follow-ups on medication adherence, patients reported that they understand the importance of their medicines. Financial burden of medication was reported by patient in 20.84% of the follow-ups. Lastly, concerns on the side effects of the medication were only reported in 12.7% of the follow-ups.

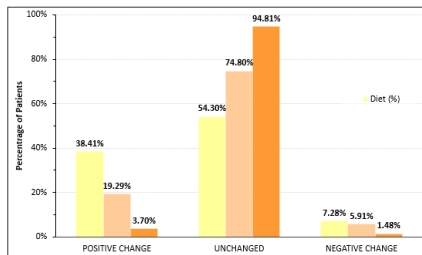


Figure 3. Changes in patient self-reported outcomes

### RESULTS

#### PATIENT DEMOGRAPHICS

A total of 100 patients were recruited from July 2019 to April 2021, with 278 follow-ups performed (Figure 1). Majority of the patients are above 50 years old and patients aged 61-70 years account for 28% of the total patients. The most commonly reported condition was hypertension (68%).

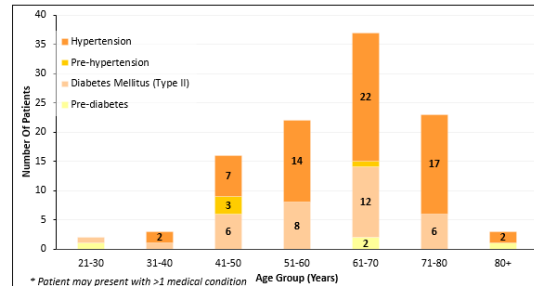


Figure 1. Patient demographics and incidence of chronic medical conditions

#### CHANGES IN CHRONIC CONDITIONS OF PATIENT

Objective parameters (Figure 2) showed that improvements in HbA1c was seen in 35.71% of diabetic patients who presented with this parameter. Blood pressure (BP) and body mass index (BMI) were largely unchanged in the patient population, accounting for 84.04% and 76.60% of the patients at the end of follow-up respectively. 13.83% of patients had a reduction in systolic BP by at least 10mmHg.

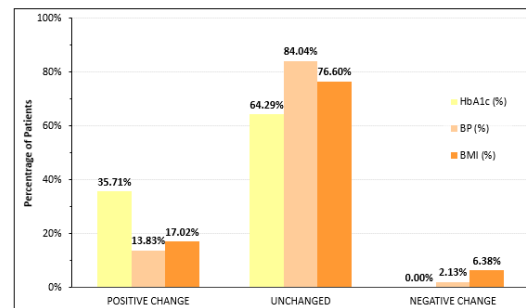


Figure 2. Changes in the objective parameters of chronic conditions

#### PATIENT SELF-REPORTED OUTCOMES

The patient-reported outcomes (Figure 3) of diet management, exercise time and medication adherence were investigated upon the patient's return to the pharmacy for a follow-up. During follow-ups, patients reported the data on the outcome measures that they were counselled on in the previous session. Among the three investigated outcomes, improvement in diet was the most commonly reported (38.41%).

After the counselling session by the pharmacist, 19.29% of follow-up cases reported an increase in exercise time. The average exercise time per week increased from 97.28 minutes to 115.93 minutes, representing a 19.17% (18.17 minutes) increase from baseline.

The results captured from July 2019 to April 2021 indicated that 35.7% of patients showed improving trends in their diabetes management with clear improvements in HbA1c readings. In addition, 13.8% of hypertensive patients recorded a reduction in systolic blood pressure by at least 10mmHg. These indicate that community pharmacists play a pertinent role in social prescribing, whereby improvement in health outcomes can be achieved. This study opens up future opportunities for community pharmacists to play a bigger role in chronic disease management. This initiative was presented as a poster display at the Asian Conference on Clinical Pharmacy (ACCP) in 2021.

## Optimising the use of Chlorpheniramine

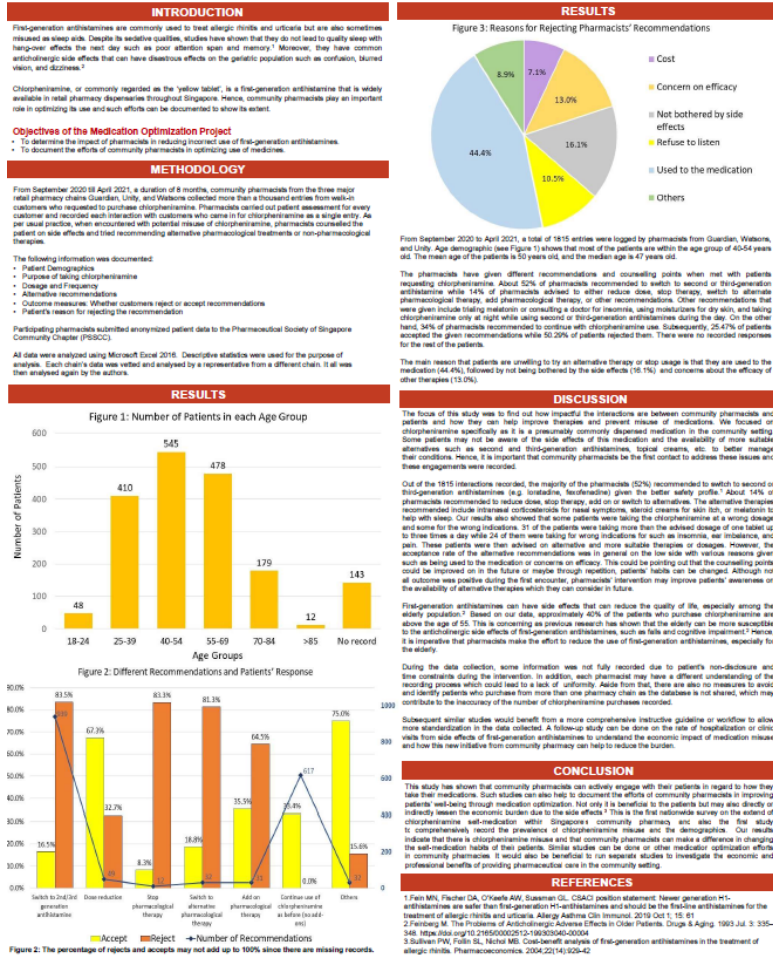


### Pharmaceutical Care in the Community Setting in Singapore: Optimising the Use of Chlorpheniramine in the Community

Contributed by: Community Chapter, Pharmaceutical Society of Singapore

Chairperson: Lee Chiewei Ex-Officio: Grace Chew, Ivan Ng

Members: Timothy Choo, Sabrina Quak, Grace Kng, Lim Cinny, Lee Yip Huat, Carolyn Chan, Ian Tan, Johannah Tan, Nylau Wen Jun, Wang Hui



From September 2020 to April 2021, the PSS Community Chapter embarked on a project to optimise the use of chlorpheniramine in the community. Patient interactions arising from chlorpheniramine purchase were recorded anonymously and submitted by participating pharmacists and further analysed by the Chapter. This initiative also marks the first nationwide survey on the extent of chlorpheniramine self-medication within Singapore's population and is also the first study to comprehensively record the prevalence of chlorpheniramine misuse. The role of community pharmacists in improving patients' well-being through medication optimisation was explored and paves the way forward for future work on medication optimisation, especially at the community pharmacy setting. 52% of recommendations done by community pharmacists were to switch to second or third-generation antihistamines given the better safety

profile. 14% of the patients were found to be using Chlorpheniramine inappropriately, either at an improper dosage or for the wrong indications. Community pharmacists were able to improve patients' medication management. The initiative was accepted and presented as a poster display at the ACCP in 2021.

## Playing Our Part in Public Health Education

### Taking vitamins on an empty stomach? 8 do's and don'ts of health supplements

It's always best to meet your nutritional needs through your diet. But if you have certain conditions that require something extra, experts explain how to maximise these.



(Photo: iStock/stock\_colors)



Khoo Bee Khim

13 Oct 2021 07:13AM  
(Updated: 13 Oct 2021 09:53AM)



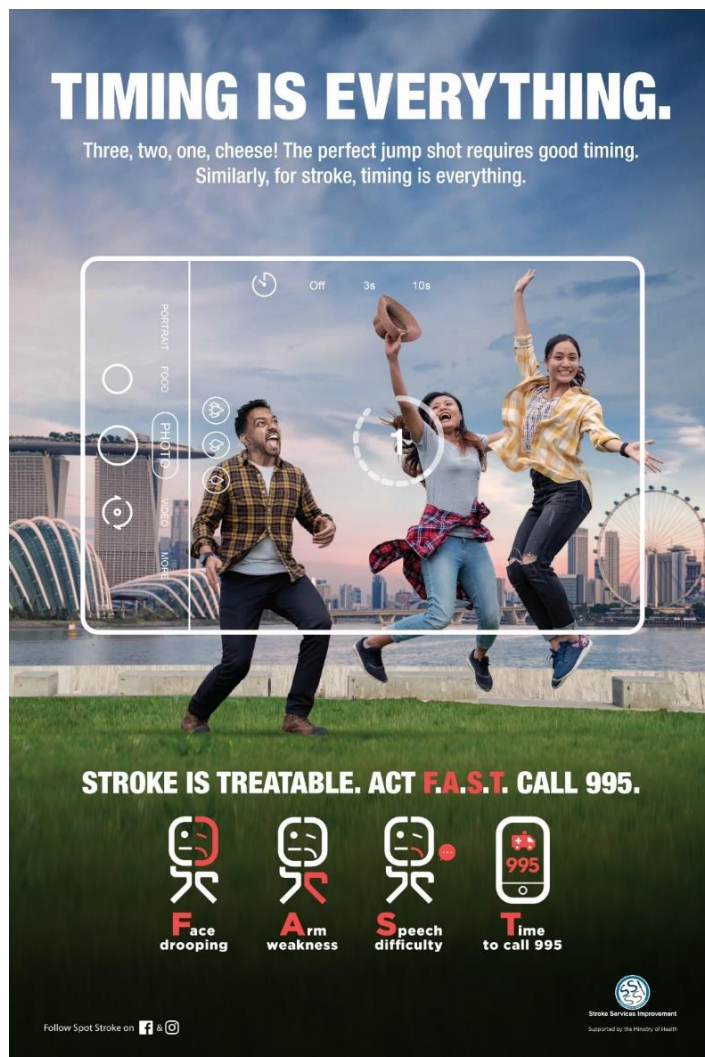
In light of the increasing consumption of health supplements especially during the COVID-19 pandemic, PSS Media & Communications Committee (MCC) and CNA Lifestyle collaborated to publish an article on health supplements.

MCC coordinated and reviewed the response from pharmacists who are subject matter experts on health supplements. The article response was released on 13 October 2021 in CNA Lifestyle online. This article was critical to dispel the public's misconceptions on the use of health supplements. It is not uncommon that the public might have obtained inaccurate information on health supplements or be misled with information found on the internet. Hence pharmacists have a pivotal role as a trusted provider of accurate medication related information

## My Medicine, My Health

Extending from the videos produced during the “My Medicine, My Health” Virtual Health Campaign 2020, the Public Education Chapter is collaborating with MOH’s National Pharmacy Programme Management Office (NPPMO) to co-create and vet training materials on basic medication management for the general public. This work is part of a national initiative which aims to deliver pharmaceutical care services to empower and support at least 2,000 seniors & caregivers to manage their medication independently in the community. These materials are expected to be completed in 2022 for piloting with Silver Generation Ambassadors from the Silver Generation Office (SGO) of the Agency for Integrated Care.

### National Stroke Awareness Campaign



As part of the annual National Stroke Awareness Campaign, the Public Education Chapter collaborated with Stroke Services Improvement (SSI) Team (supported by the MOH), to raise awareness of recognising and stopping stroke among PSS members. During the campaign period (26 November – 3 December 2021), a crossword contest was administered through email blast to PSS members, garnering a total of 77 winning entries from PSS.

# OUR PASSION: DEVELOPING THE PROFESSION

## A lookback at our Continuing Professional Education

Despite the challenges brought on by the pandemic, various chapters, committees and workgroups in PSS continued to support the development of the pharmacy profession through provision of courses, workshops and other learning opportunities.

During the early 2020 COVID-19 pandemic, traditional face-to-face Continuing Professional Education (CPE) activities were not possible. PSS adapted and switched to online CPE using the Zoom platform. This also had the advantage of continuing with CPE activities despite the Safe Management Measures (SMM) measures and accommodating more attendees compared to a physical CPE.

A framework for CPE collaboration with Industry Partners was established by the Industry Chapter and Professional Education Chapter, in order to drive new avenues for CPE collaboration. Two partners, Sanofi and Hyphens, have on boarded since this framework was set up. This has led to the development of e-learning modules pertaining to the epilepsy in pregnant women and atopic dermatitis respectively. More partnerships will be explored in the coming years to provide novel CPE activities that would add value to the PSS Membership.

In 2021, the Professional Education Chapter has organised seven CPEs with topics ranging from clinical topics such as pharmacist-run clinics, heart failure, asthma, geriatrics, immunotherapy as well as pregnant and breastfeeding women; to self-improvement topics such as mental wellness. These topics were very well received with good feedback amongst attendees.


## KEY STATISTICS IN VIEW





## Learning Across

In recognition of the benefits of multidisciplinary learning for a holistic development of hospital pharmacists, Hospital Chapter initiated a new Continuing Professional Education (CPE) series on “Learning from our Allied Health” where collaborations were established with colleagues from the Allied Health to conduct CPE on topics of interest for our members.




**DATE:**  
30<sup>th</sup> June 2021 (Wednesday)


**TIME:**  
19:00 to 19:30 – Talk  
19:30 to 19:45 – Q&A

**SPEAKER:**  
Ms Shirlene Moh Pei Shi  
Senior Dietitian  
Dietetic & Food Services, CGH

**FOR REGISTRATION, PLS GO TO (ZOOM):**  
<https://us02web.zoom.us/j/84015584015?pwd=Z0pGdGpGtBEY15w-6y14LMU7Y2a7qKl>



**REGISTRATION FEE:**  
Free for PSS members  
S\$40 for Non-PSS members  
Pre-registration via Zoom is strongly encouraged



Pharmaceutical Society of Singapore (PSS)  
Hospital Chapter Presents:

**“Learning from our Allied Health” series: Dietitian**  
*Diet intervention to complement medication management of diabetes mellitus*

Food is an integral part of life and with the rising incidence of diabetes mellitus (DM), it is important to know how diet modification can be incorporated into DM management. For many individuals with diabetes, the most challenging part of the treatment plan is determining what and how much to eat. As food and nutrition experts, dietitians play a key role of nutrition therapy in diabetes management. As pharmacist, equipping ourselves with dietary strategies/advice will allow us to provide more comprehensive care during patient counselling.


Learning Objectives:

1. Understand the goals and importance of Nutrition Therapy in management of DM
2. Identify common carbohydrate containing foods from 4 main food groups and tailor dietary advice for your patients
3. Demonstrate carbohydrate counting using various tools

**Who is Ms Shirlene Moh?**

Ms. Shirlene Moh is a member of Singapore Nutrition and Dietetics Association (SNDA). She is a specialist dietitian in stroke management and rehabilitation at Changi General Hospital (CGH). Apart from providing medical nutrition therapy to patients, she conducts nutrition talks for the public and is passionate about sharing her knowledge.

She graduated from Flinders University in Adelaide, Australia, with a Bachelor of Nutrition and Dietetics in 2012. After receiving the Healthcare Manpower Development Programme (HMDP) award in 2016, Shirlene completed her attachments for Nutrition in stroke and rehabilitation patients at Sheffield Teaching Hospital, St George's Hospital and Guys' and St Thomas' hospitals in the UK.



**1 PATIENT CARE CE POINT WILL BE AWARDED**

Flyer for Continuing Professional Education (CPE) series on “Learning from our Allied Health”

The first of such series was held in June 2021, where Ms Shirlene Moh, a specialist dietitian in stroke management and rehabilitation at Changi General Hospital (CGH), was invited to share on diet interventions to complement medication management of diabetes mellitus. The event, held over Zoom, was an astounding success with a total of 273 attendees. Feedback received from the post-event survey was highly encouraging as participants commented positively on the value and relevance of the topic.

## Medical Affairs: Mindset, Skills and Knowledges

### INDUSTRY INSIDERS

An initiative by the PSS Industry Chapter whereby established and/or up-and-coming industry pharmacists are invited to give a short overview of their profession, and the mindset, technical and soft skills necessary to land or succeed in the roles.

#### Medical Affairs: Mindset, Skills and Knowledge

In this first CE, the speakers would discuss about the importance of excellence in clinical skills, and then utilizing these skills in the industry setting. They would also expounded on the importance of other soft skills including communication and stakeholder management; and the challenges in navigating in a role that is dominated by colleagues of other disciplines.

19th Jun 2021 (Saturday) | 3 - 4PM | Via Zoom

Registration Link: <https://bit.ly/3fACRCs>

Registration Fees: PSS Members: Free, Non-PSS Members: S40

1 Non-Clinical CPE Point will be awarded.



In June 2021, Industry Chapter conducted a Continuing Professional Education (CPE) session with a focus to inspire pharmacists to have a growth mindset.

Mr Merrell Lim, Regional Medical Head from Abbott and Mr Peter Ong, Medical Manager from Pfizer were specially invited as panel guests to share their mindset on how to have a positive attitude and to bring the potential of pharmacist profession to the next level.

Over a hundred pharmacists attended the Zoom session which was very well received, with majority of the attendants continuing to stay in the call even though the session was overrunning.

## MEDICAL AFFAIRS: MINDSET, SKILLS & KNOWLEDGE



**Dr Merrell Lim, Pharm.D**  
**Regional Medical Affairs Head, Abbott**

Dr. Lim completed his PharmD in 2006 and went on with his residency and clinical work thereafter. He accumulated clinical pharmacy experience in the area of drug information, anticoagulation, research pharmacy/investigational drugs, and oncology in the US and Singapore. In 2014, Dr. Lim made a transition into the pharmaceutical industry, moving up the ranks in medical affairs and achieved board certification in Medical Affairs (BCMAS) in 2018. He had spent time at pharmaceutical MNCs such as AstraZeneca and Boehringer Ingelheim. He also gained valuable experience with The Binding Site working on bioassays for the diagnosis of multiple myeloma. Currently, Dr. Lim leads the medical team in Singapore, Hong Kong, and Taiwan at Abbott Laboratories as the Regional Medical Head.

**Linkedin:** <https://www.linkedin.com/in/merrell-lim-pharmd-bcmas-ccrp-6085542a/>



**Mr Peter Ong Yong Sheng**  
**Medical Manager, Pfizer**

Mr Peter Ong graduated from the National University of Singapore in 2012 with a Bachelor of Science in Pharmacy. He obtained the Singapore General Hospital (SGH) Mid-Term Scholarship during his second year of undergraduate studies. After graduation, he completed his pre-registration training at SGH during which he was rotated to different departments including inpatient, outpatient, drug information as well as a short stint at the National Cancer Centre Singapore. He continued practicing at SGH for several years as a registered pharmacist. Mr Ong transited to Pfizer Singapore as a Medical Science Liaison in 2017 and subsequently promoted to Medical Manager in 2019.

**Linkedin:** <https://www.linkedin.com/in/peter-yong-sheng-ong-68651a100/>

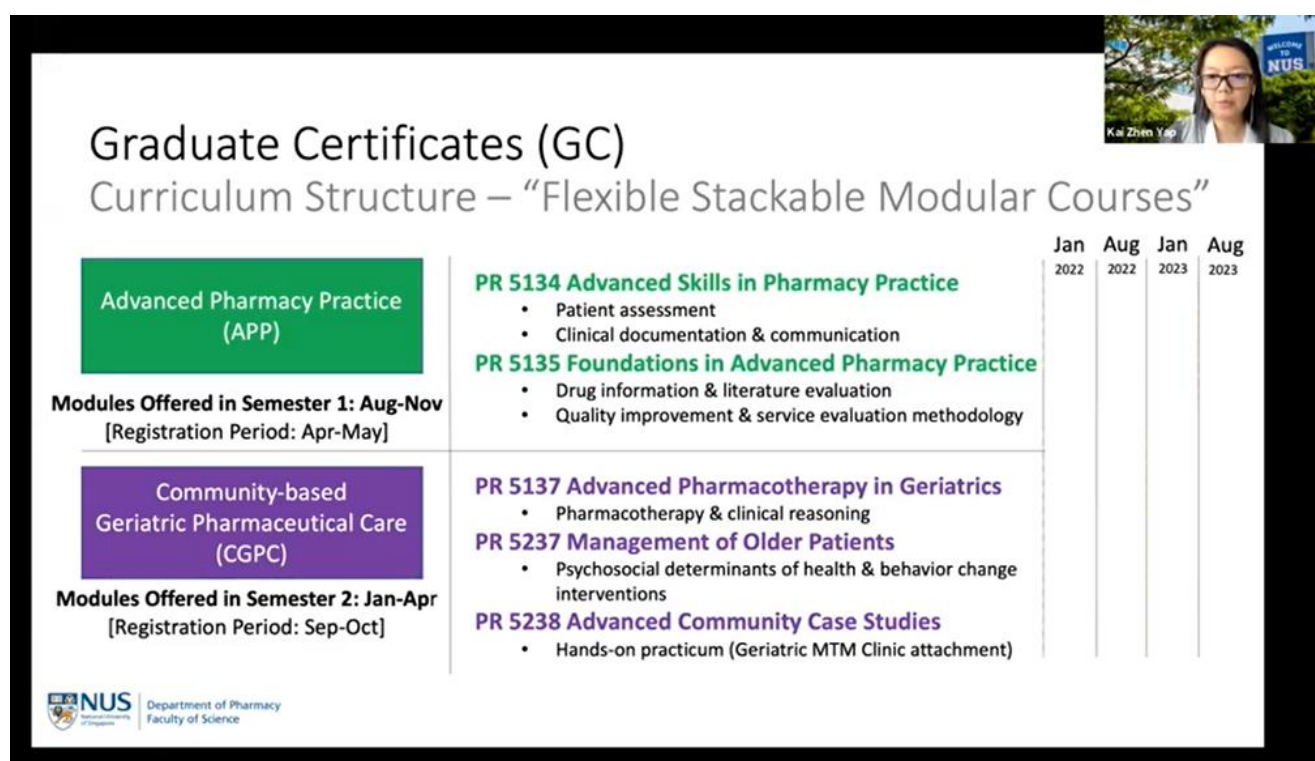


## Learning journeys in Intermediate and Long-Term Care (ILTC)

To stay connected and for improved conveniences, the PSS ILTC continued their sharing sessions with the recordings saved on a closed group online platform.

On 22 January 2021, Dr Charisus Tay, Senior Clinical Pharmacist (Khoo Teck Puat Hospital) conducted a Continuing Professional Education (CPE) on Catheter-Associated Urinary Tract Infections in the Nursing Home Setting.

On 8 October 2021, a sharing on the NUS Department of Pharmacy's Graduate Certificate programmes was jointly conducted by Dr Yap Kai Zhen (National University of Singapore), Ms Siti Azza Binte Ali, Pharmacist (Guardian Health & Beauty) and Mr Choo Yan Cheng, Senior Pharmacist (Watson's Personal Care Stores). Ms Siti Azza Binte Ali and Mr Choo Yan Cheng registered for the Community-based Geriatric Pharmaceutical Care programme and shared their learning journey and discussed how the various modules impacted their approach to patient care. Dr Yap Kai Zhen provided an overview and sharing on the curriculum for attendees and the programme's role in helping pharmacists find ways to expand on skills in pharmacy practice.



**Graduate Certificates (GC)**  
Curriculum Structure – “Flexible Stackable Modular Courses”

	Jan 2022	Aug 2022	Jan 2023	Aug 2023
<b>Advanced Pharmacy Practice (APP)</b> <b>Modules Offered in Semester 1: Aug-Nov</b> [Registration Period: Apr-May]				
<b>PR 5134 Advanced Skills in Pharmacy Practice</b> <ul style="list-style-type: none"> <li>• Patient assessment</li> <li>• Clinical documentation &amp; communication</li> </ul> <b>PR 5135 Foundations in Advanced Pharmacy Practice</b> <ul style="list-style-type: none"> <li>• Drug information &amp; literature evaluation</li> <li>• Quality improvement &amp; service evaluation methodology</li> </ul>				
<b>Community-based Geriatric Pharmaceutical Care (CGPC)</b> <b>Modules Offered in Semester 2: Jan-Apr</b> [Registration Period: Sep-Oct]				
<b>PR 5137 Advanced Pharmacotherapy in Geriatrics</b> <ul style="list-style-type: none"> <li>• Pharmacotherapy &amp; clinical reasoning</li> </ul> <b>PR 5237 Management of Older Patients</b> <ul style="list-style-type: none"> <li>• Psychosocial determinants of health &amp; behavior change interventions</li> </ul> <b>PR 5238 Advanced Community Case Studies</b> <ul style="list-style-type: none"> <li>• Hands-on practicum (Geriatric MTM Clinic attachment)</li> </ul>				

NUS Department of Pharmacy Faculty of Science

## PSS Mentorship Programme 2021/22



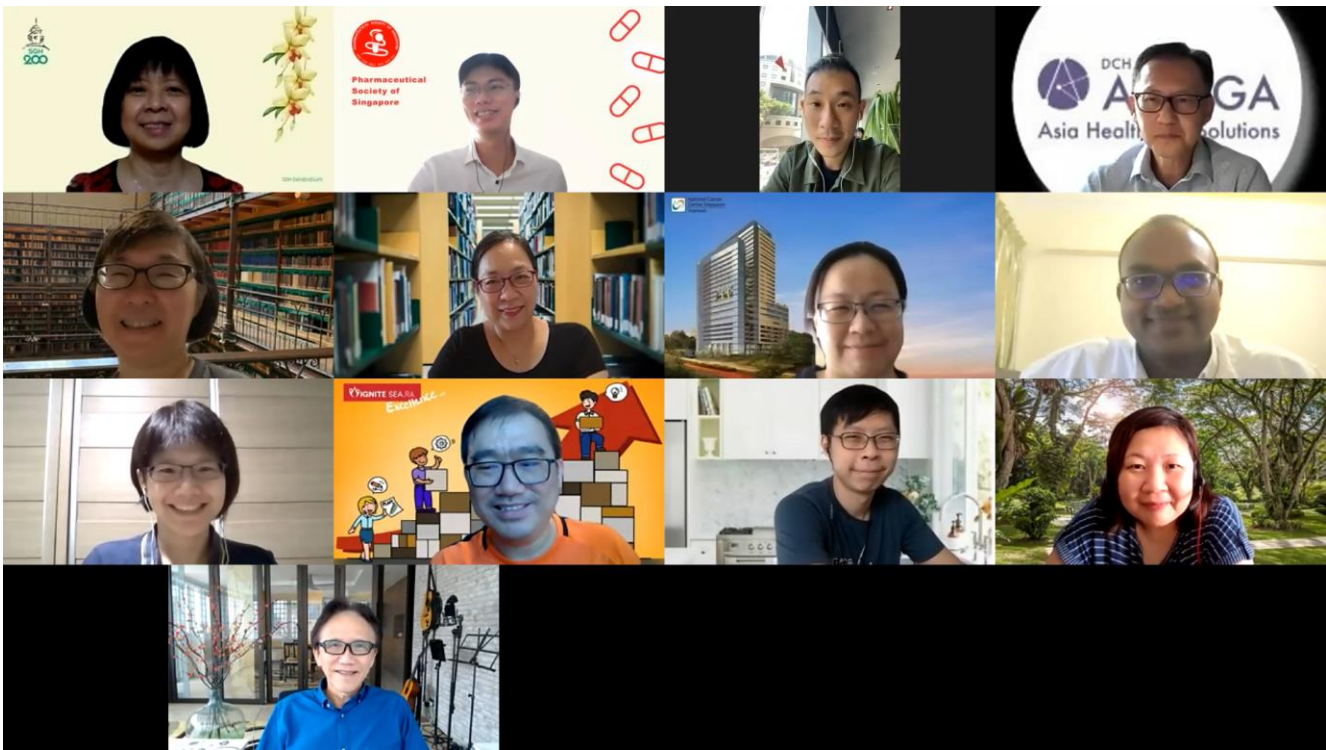
The PSS Mentorship Programme was specially designed with the objective to enable mentees to be equipped with skillsets, mindsets and values, through regular interaction and mentorship, to take on roles of increasing challenges in the healthcare landscape. This platform aims to provide motivated and driven pharmacists (mentees) an opportunity to interact with accomplished pharmacists (mentors) in the Hospital, Community and Industry sectors.

The Steering Committee came together in the 3<sup>rd</sup> quarter of 2021 to put together the programme and enrolled 9 mentors. This programme was kickstarted with the enrolment of mentees in early September which was completed in October, where 22 mentees signed up. Subsequently, matching of mentee to mentor was conducted over 2 weekends through Zoom and every mentee had the opportunity to interact with each mentor on an individual basis to ensure compatibility in terms of mutual needs, aspiration and comfort level. Ultimately, majority of the mentees were matched with their preferred mentors.

As part of the programme to better prepare the mentees and mentors for the mentorship engagement, Dr Ang Hui Gek, Director of Allied Health, Division at the Singapore General Hospital (SGH), provided an enlightening and informative discussion on the basics of mentorship to the participants.

At the 2-month mark post-matching, 78% of the mentees had 1 or more formal sessions with their mentors, with all who have had at least 1 formal session rating the experience as “Incredible” (71%) or otherwise, “Very Good” (29%). Mentors were found to be approachable and easy to talk to, with open

discussions including valuable sharing of experiences and learning. The mentors cited similar feedback that such candid interactions were effective and instrumental in building connection and rapport.



*“A critical success factor for any organisation is the personnel involved. Not only do organisations required engaged members, committed members must be equipped with the skills, network and resources to influence, make and direct meaningful changes.*

*We are fortunate to have established and passionate Pharmacy Leaders taking the time to coach and pass down their wisdom and knowledge to the younger generations. In time to come, we hope that we including the mentees involved, would be able to make the positive impacts to Pharmacy as the mentors had.”*

Mr Wang Kaiye  
115th PSS Council Member



## PSS Pre-Registration Pharmacists' Training Programme

Every year, PSS Pre-Registration Pharmacists' Training Committee conducts a 6-month training programme for pre-registration pharmacists with the aim of equipping them with the necessary knowledge and skills to practice safely and competently as professional pharmacists. The training curriculum is revised by the training committee yearly, taking into consideration feedbacks from the previous year's batch of pre-registration pharmacists and relevant inputs from committee members.

The opening ceremony for the Pre-Registration Pharmacists' Training Programme, hosted by Ms Justina Ma (Chairperson, Pre-Registration Pharmacists' Training Programme), was jointly organised by Singapore Pharmacy Council (SPC) and PSS on 19 June 2021. Ms Yong Pei Chean (President of PSS) and Dr Camilla Wong (Chief Pharmacist, Ministry of Health; Registrar, SPC) opened the session with their welcome speeches. Ms Felicia Ling (Executive Secretary, SPC) and Associate Professor Christine Teng (Chief Examiner, SPC Board of Examiner (Competency)) provided an overview of the pre-registration pharmacists' training programme and SPC's Competency Standards and Examination, respectively.

The closing ceremony held on 11 December 2021 via Zoom was hosted by Ms Justina Ma for a total of 159 pre-registration pharmacists. Mr Wu Tuck Seng (President, SPC) concluded with one last PSS lecture of 2021 titled "Pharmacy Leadership that must Transform", inspiring our pre-registration pharmacists to be innovative leaders in the ever-changing pharmacy landscape.

PSS continued to take pride in supporting future pharmacists-to-be as they embark on their first step into a journey of pride, passion and purpose as a pharmacist.



## PSS-DCH Auriga Community Pharmacy Symposium 2021

After the successful launch of the inaugural PSS-DCH Auriga Community Pharmacy Symposium in 2020, PSS Community Chapter and DCH Auriga continued the annual symposium on 27 November 2021. It was graced by Dr Camilla Wong, Chief Pharmacist, MOH who gave a thought-invoking opening address. Topics for the symposium were wide ranging, including leadership and empathy-building topics, such as “How to be a great leader” and “The human behind the disease (a patient’s perspective)”, as well as topics that broaden the appreciation of complementary medicines, the “Use of Traditional Chinese Medicine (TCM) in pain management”. A total of 182 attendees from different institutions, including community, hospital pharmacists, lecturers, and students attended this symposium. A resounding positive response based on the feedback survey was received for the symposium and the chapter looks forward to organising another community pharmacy symposium in the coming year.

### PSS - DCH Auriga Community Pharmacy Symposium

SATURDAY | 27 NOVEMBER 2021 | 9 - 11:30am (SGT)  
VIRTUAL SYMPOSIUM

Presented by:



Pharmaceutical Society of Singapore (Community Chapter)



DCH AURIGA

#### EVENT AGENDA

- Welcome and Opening Address**  
Dr Camilla Wong
- How to be a Great Leader**  
Mr James McCoy
- The Human behind the Disease (A Patient's Perspective)**  
Mr Jack Tan, Dr Kewin Siah  
Irritable Bowel Syndrome (IBS) Support Group
- Use of Traditional Chinese Medicine (TCM) in Pain Management**  
Mr Ricky Ang  
BACK BY POPULAR DEMAND!
- Closing Address**  
DCH Auriga Singapore

#### OUR SPEAKERS

**Dr Camilla Wong**  
Chief Pharmacist, Ministry of Health  
Director, Allied Health Division,  
Sengkang General Hospital  
Adjunct Associate Professor, Department of  
Pharmacy, National University of Singapore



**Mr James McCoy**  
Director of Commercial & Operations,  
Guardian Singapore



**Mr Jack Tan**  
Irritable Bowel Syndrome Patient



**Dr Kewin Siah**  
Consultant Gastroenterologist,  
National University Hospital  
President, Singapore's IBS Support Group (IBSSG)



**Mr Ricky Ang**  
Pharmacy Practice Manager,  
National Cancer Center Singapore (NCCS)



First 150 registrants with confirmed attendance will receive a complimentary goodie bag!

REGISTER NOW



<https://bit.ly/2711impact>

An **IMPACT** Event



For Healthcare Professionals Only  
2 CPE Points will be Awarded

## Sharing Best Practices in Teleconsultation

*“Through this series of sharing on teleconsultation services in Singapore, Hospital Chapter hopes to inspire more institutions to step forward in the digital transformation of their consultation services. We hope the learnings from the experience sharing will help provide some guidance and also potential networking opportunities for those who are planning to start similar programs. Moving forward in 2022, Hospital Chapter aims to focus on Population Health topics such as the change in patient care models and the innovative initiatives that support our evolving healthcare landscape.”*

**Ms Mendy Ong**  
Senior Pharmacist, Hospital Chapter



Pharmacists from KTPH Cardiology Clinic: (Left to right):  
Mr Wong Hong Yun (Senior Pharmacist), Ms Laurane Lim (Senior Pharmacist), Ms  
Jocelyn Diamantha (Pharmacy Technician), Mr Samuel Ho (Senior Pharmacist)

Telehealth has started to gain popularity during the COVID-19 pandemic. Many of our ambulatory pharmacist services had to innovate and roll out telemedicine to reduce patient flow in the hospital, as per the direction of MOH. This was especially challenging, as we had to practice within the MOH guidance for telehealth services, ensuring patient safety and keeping workflows simple.



*KTPH Anticoagulation Clinic Pharmacists (left to right): Mr Henry William (Senior Pharmacist), Ms Lam Miao Hui (Pharmacist), Ms Anita Hu (Senior Pharmacist), Ms Charlene Ng (Senior Pharmacist), Dr Fabian Aw (Senior Pharmacist). Via Zoom, Mr Vincent Ng (Senior Pharmacist)*

Pharmacists from Khoo Teck Puat Hospital's (KTPH) anticoagulation and cardiology clinics stepped forward to share their experiences and challenges in providing teleconsultations in their institution, covering aspects from clinical practice, patient selection & recruitment to strategies on improving the safe conduct of teleconsultations as well as to encourage the adoption and receptiveness by patients. Their sharing was featured in the PSS E-Bulletin December 2020 issue.

It was heartening that KTPH's model of teleconsultations has been well received by patients and our pharmacists have received commendations and positive feedback from patients.

KK Women's and Children's Hospital (KKH) pharmacists shared on their teledermatology service in the January 2021 ebulletin. They shared how the digital transformation of their consultation service has enabled trained pharmacists to assess patients' current skin conditions objectively and to provide timely recommendations on the skincare management; which was particularly essential during the peak of the COVID-19 pandemic. The KKH Pharmacists similarly shared how the consultations were conducted, how to increase acceptance rates, tips on helping patients prepare for video consultations as well as common challenges faced and ways to mitigate them.



*“As I had to see the patient’s skin condition, her mother was taking videos of her as she turned back and forth on the public transport. Thankfully, there were not many commuters around. This is a testament to the convenience of video consultation, whereby patients can get access to healthcare services anywhere they are.”*

Mr Nicholas Teo  
Pharmacist, KKH



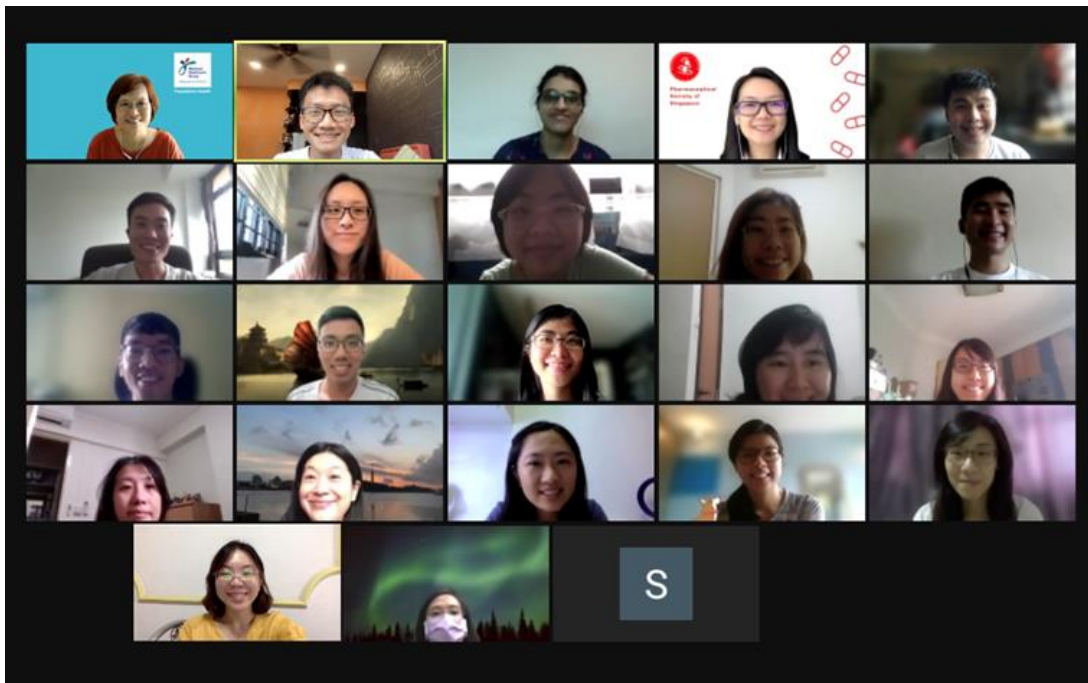
KKH Dermatology Pharmacists (left to right):

Ms Chen Mee Kuan, Ms Goh Sok Hwei, Mr Nicholas Teo

Photo was taken prior to social distancing measures during COVID-19 pandemic)

## Health Literacy Training

To enhance and expand the pharmacists' role in patient advocacy and public health education, the Public Education Chapter organised a Health Literacy Train-the-Trainer course in July 2021. The course was conducted over two Saturday mornings via Zoom platform by Dr Audrey Tan Siok Ling from the Health Promotion office of the National Healthcare Group. In this inaugural run, the course was offered to 20 PSS members and institution-nominated pharmacists supporting the NMI workgroup, where the course content focused on principles of health literacy and elements of plain language use, with application in writing and vetting of public health materials for lay persons. In the course evaluation study among 16 participants (conducted by Dr Yap Kai Zhen and a NUS Pharmacy Final Year student, Mr Samuel Lim Jia Jing), all participants reported being satisfied with the overall training programme. An overall increase in confidence in plain language writing and vetting skills was also reported by the participants, along with an observed statistically significant improvement in the readability and understandability scores (measured using SMOG and PEMAT-P) of the participants' written medication information leaflet (submitted as an assignment).



## Aseptic Compounding Course

PSS conducted the 4th run of the Aseptic Compounding Course (Level 1: Good compounding practices), partially sponsored by the Lee Foundation, from 19 July to 18 October 2021. There was a total of 60 participants, consisting of aseptic compounding practitioners from both the public and private healthcare sectors.

The course was conducted in the format of e-learning and online assessments followed by a compulsory 1.5-hour online facilitated discussion to allow participants to seek clarification on the course topics and to exchange ideas on aseptic compounding practices. Topics covered included engineering controls for sterile compounding, personnel and facility sampling metrics, sanitation of controlled environments, aseptic technique and requirements for handling hazardous drug compounding. The discussion was facilitated by Ms Ng Cheng Li, who is the pharmacy practice manager overseeing the sterile compounding services in KK Women's and Children's Hospital.



**Commences on:**  
19 Jul 21 (Monday)\*

Course Fee	Fees	Fees after funding from Lee Foundation**
<b>PSS Members</b>	\$ 300/pax	\$ 187.50/pax
<b>Non PSS Members</b>	\$ 410/pax	\$ 297.50/pax

\* All online modules accompanying assessment must be completed by **18 Oct 21**

\*\*Lee Foundation funding is available for Singapore Citizens and Permanent Residents only.

Participant must pass all online modules and attend the online facilitated discussion session to receive certificate of completion.

Register via [admin@pss.org.sg](mailto:admin@pss.org.sg)

Registration ends 9 Jul 21

### PSS Aseptic Compounding course Level 1: Good compounding practices

**16 online lessons on selected topics from USP <797> and USP <800>**  
(approximately 22 hours)

*Learn at your own pace!*

Followed by online facilitated discussion on 29 Oct 21 (1.5 hours)

Facilitated by:

Ms Ng Cheng Li, Pharmacy Practice Manager, Laboratory (Oncology & Pharmacy Lab) Lead, KK Women's and Children's Hospital

#### Topics include:

- *Engineering Controls for Sterile Compounding*
- *Personnel Sampling Metrics*
- *Viable Facility Sampling Metrics*
- *Sanitization of Pharmacy Controlled Environments*
- *Aseptic Technique and Related Work Practices*
- *Requirements and Best Practices for Hazardous Drug Compounding*

#### Target Audience:

Personnel working in aseptic compounding areas  
(Pharmacists, Pharmacy Technicians, Nurses)

e-Learning content developed by CriticalPoint LLC

❖ Up-to-date best practices

❖ Video demonstrations

❖ Interactive exercises



**Organised by the Pharmaceutical Society of Singapore, supported by Lee Foundation**

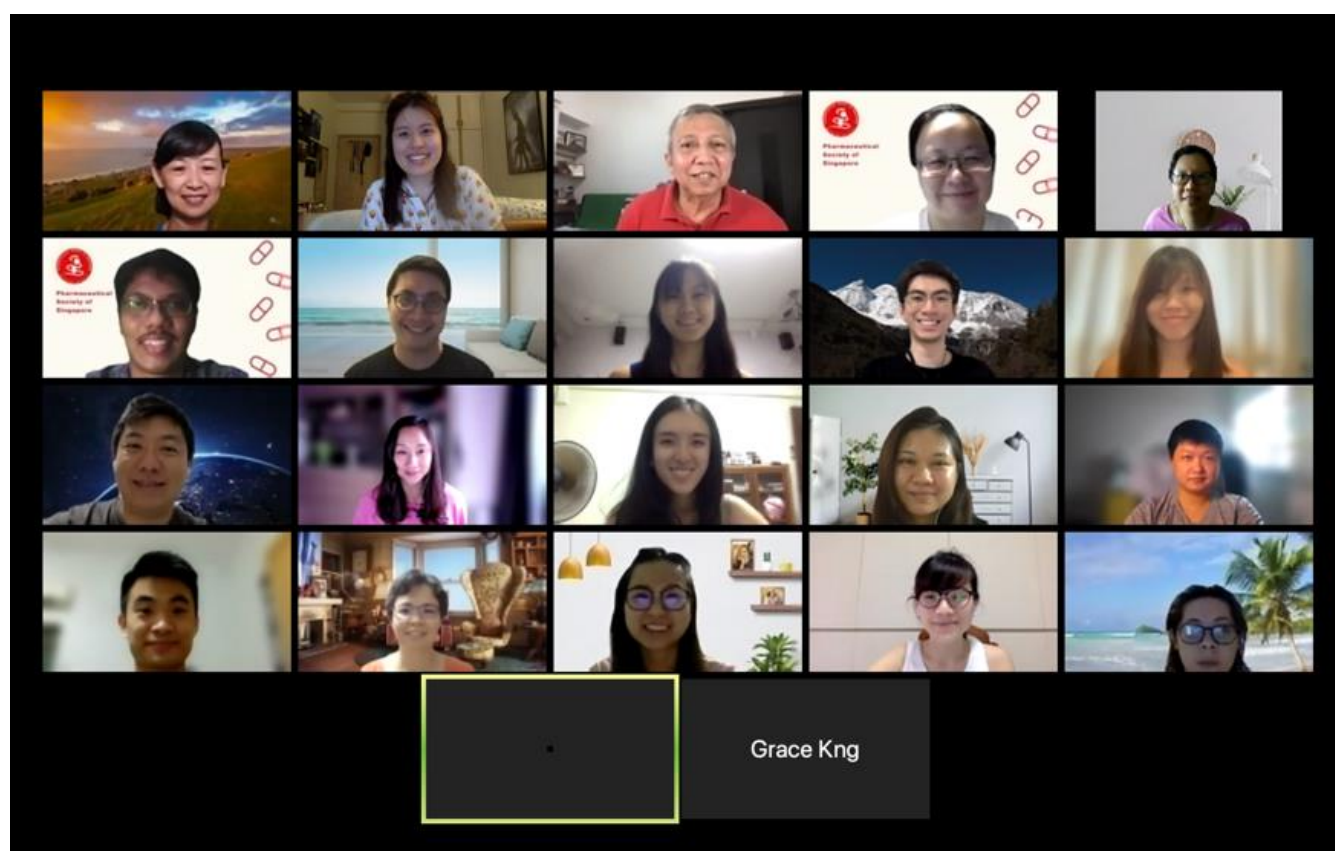
**Pharmacists: Claim CPE Category 3A points for this course!**

*Flyer for Aseptic Compounding Course (Level 1: Good compounding practices)*



## Media training

On 14 August 2021, Media and Communications Committee (MCC) organised a media training for its members, including those involved in publicity roles in various PSS committees. The training was conducted over Zoom by Majic Communication's trainer, Mr Robert Conceicao. It was conducted to equip its members with skills to better engage with the media. The participants were given the opportunity to practice writing formal media invites and release for various scenarios as well as essential interview skills. The training allowed MCC to refine its media templates to facilitate media engagement for the 20th Asian Conference for Clinical Pharmacy (ACCP) and Pharmacy Week 2021 events. With the skills and knowledge gained from the workshop, the MCC developed a series of media handling guidelines to ensure media readiness for the society.



## PSS Practice Guide for Minor Ailments

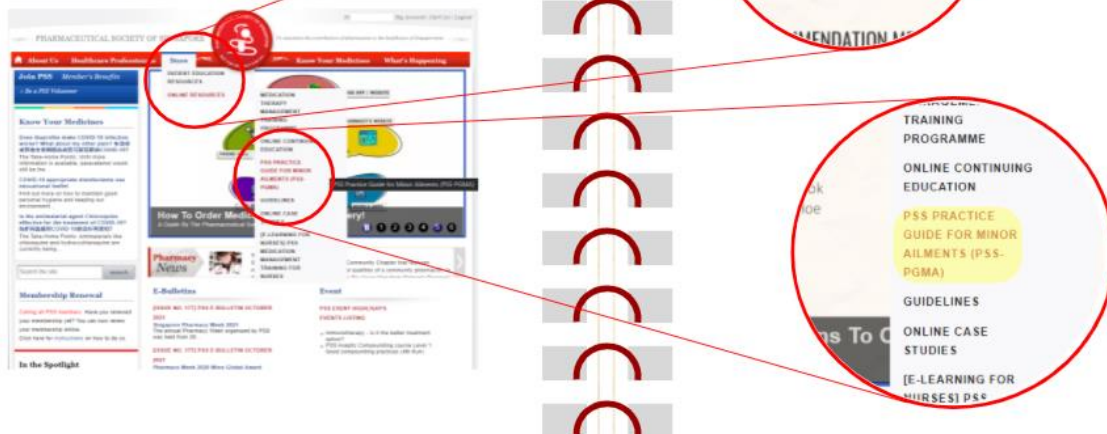
The PSS Practice Guide for Minor Ailments (PGMA) is a compendium of guidelines across 14 frequently encountered minor ailments. The key objective is to standardise practice across institutions and to enhance the delivery of pharmaceutical care to patients and consumers in the primary sector. These modules are available on the PSS website, making it convenient and accessible. Members who have completed the previous version of the modules may revisit these topics for a refresher at any time. This access is provided free of charge for all PSS members. Upon completion of the module, 2 CPE points and a certificate of completion will be awarded.

In 2021, the Community Chapter embarked on a review of the guidelines to keep them relevant and updated according to the latest standards of practice. The re-launch was conducted in phases and the revision is expected to be completed by end 2022. In addition, 6 new topics including COVID-19, Foot Care, management of insomnia amongst others will be launched in 2022, bringing the total number of guidelines in the PGMA compendium to 20.

### PSS Practice Guide for Minor Ailments (PGMA)

Here's how to access it!

PSS Homepage → Store → Online Resources → PGMA



Visual showing how to access PGMA modules from PSS website.

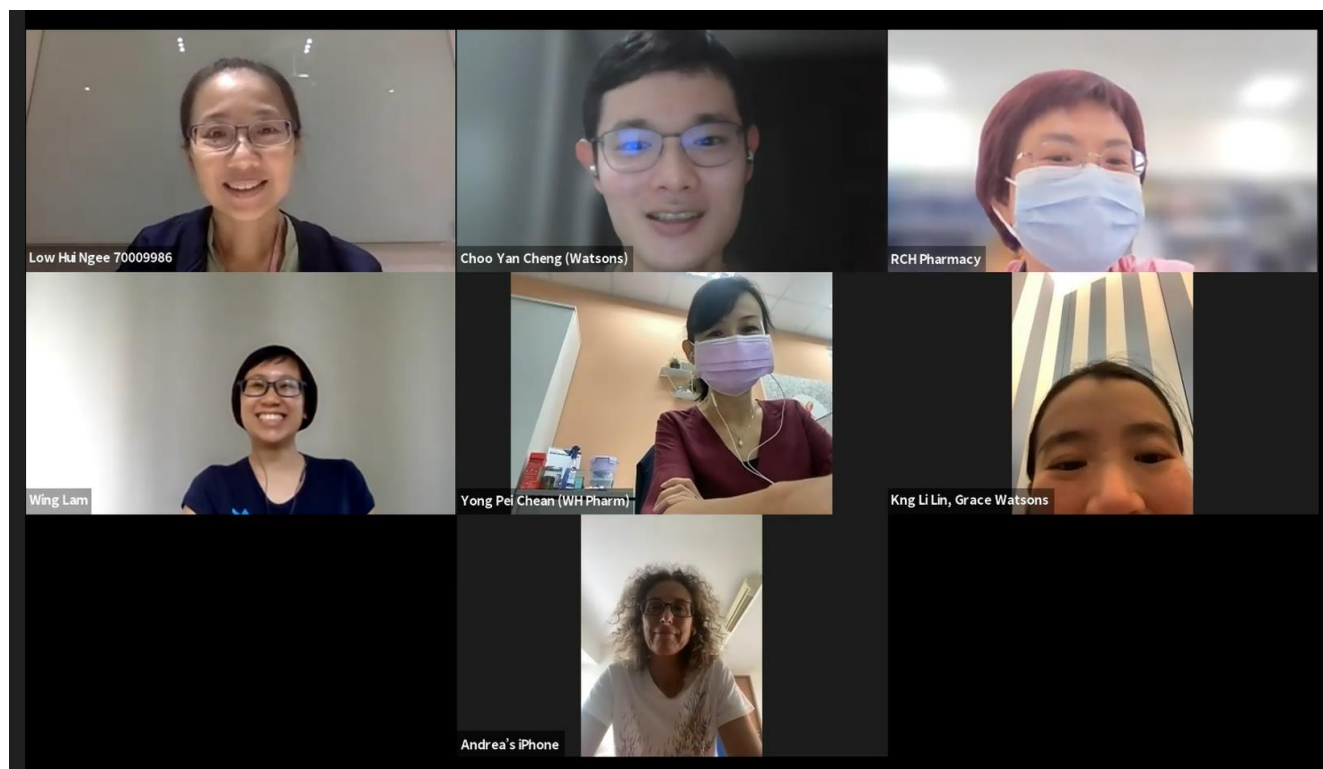


## In the ILTC Space: Updating of Standard Operating Procedures (SOPs) for Nursing Homes

The Intermediate and Long-Term Care (ILTC) Workgroup updated the SOPs on the management of Emergency Kits and Administration of Drugs as well as Nursing Home Audit checklists. This facilitated our members in supporting their partnering nursing homes to improve the standard of practice in medication management.

Pharmacists provide medication audit services to their partnered nursing homes at least annually to ensure medication safety and improve the operational standards. The updated audit checklists provided guidance to pharmacists and nursing homes operators in setting and maintaining standards for documenting the usage, stock levels and appropriate disposal of Controlled Drugs in order to meet the necessary regulatory requirements.

The SOPs for the Administration of Drugs was updated to provide clearer guidance to nursing homes on the roles and responsibilities of doctors, nurses and nursing aides in the administration of drugs via subcutaneous, intramuscular and intravenous routes.



*PSS ILTC Workgroup Zoom meeting: Palliative care in the nursing home (17th February 2022)*

# OUR PURSUITS

## 20th Asian Conference on Clinical Pharmacy (ACCP)

The ACCP is a professional society of pharmacy practitioners, scientists, researchers, administrators, educators, and students from 12 countries from Asia committed to promote excellence in clinical pharmacy in Asia. An annual conference is held each year around each country in Asia to disseminate and exchange new clinical knowledge and experiences in clinical pharmacy, education and research.

PSS was privileged to host the 20th ACCP in Singapore. Led by Mr Lai Yi Feng and Ms Tracy Chean, the organising committee planned the 4-day event, themed “Pharmacy Beyond 2020 - Changing Landscapes, Improving Lives”. The event was held virtually as the pandemic took firm hold of global travel; this was the first time the regional scientific event is held online. Despite the disruption brought on by COVID-19, the organising committee managed to put together a keynote lecture, 6 Plenaries, 7 workshops, 56 concurrent symposium talks by various established local and international speakers. In addition, 5 site visits as well as virtual exhibitions were planned in order to provide a wide plethora of topics and formats for the delegates. The event was a resounding success.

*“The theme chosen for this year’s Congress is timely and it aptly reflects our current situation where the COVID-19 pandemic has accelerated unprecedented changes to our practice, and we, as one united pharmacy workforce will need to adapt quickly to deliver the most optimal care to our patients and serve our communities.”*

**Ms Yong Pei Chean**  
President, 115th Council, PSS

All hands were on deck as PSS welcomed more than 800 delegates from 16 countries to the virtual Conference from 1 to 4 July 2021 where everyone collectively worked together to deliver exemplary hospitality and build lasting relationships with our fellow regional healthcare professional counterparts. Various committees and chapters in PSS also set up virtual booths during the event to share about achievements, new initiatives from PSS and to encourage membership sign ups and participation in PSS activities. Minister for Health, Ministry of Health, Singapore, Mr Ong Ye Kung, officiated the opening of the event with an opening speech. This event was also made possible through the sponsorship and support of many close partners of PSS.

*“Our healthcare model needs to undergo a transformation. The different components, from acute care hospitals, community hospitals, nursing homes, polyclinics, general practitioners, nurses, pharmacists, allied health professionals, health promoters etc, have to come together, reconceptualise their division of labour and complement of strengths, to deliver healthcare services in a more holistic and efficient way with better outcomes.”*

Minister Ong Ye Kung



*“The topics shared were meaningful and allowed our delegates to bring newly-acquired skills and knowledge back to their respective workplaces as we all strived to serve our communities better. With the rapidly changing landscapes in healthcare advancements and regulations, we were privileged to host this conference to provide the learning opportunity for fellow healthcare professionals from the region and beyond. This aimed to not only foster new scientific knowledge but also to enable international expertise sharing for the betterment of health among Asian populations.”*

Mr Lai Yi Feng  
Organising Co-Chairperson

*“As pertinent members of the healthcare profession, we needed to embrace the ongoing healthcare challenges are part of our present reality. This was our call to all to continue to innovate to address the various gaps in our work and services amidst the pandemic. Continual education, training and development of the pharmacy workforce will be essential for these endeavours.”*

Ms Tracy Chean  
Organising Co-Chairperson



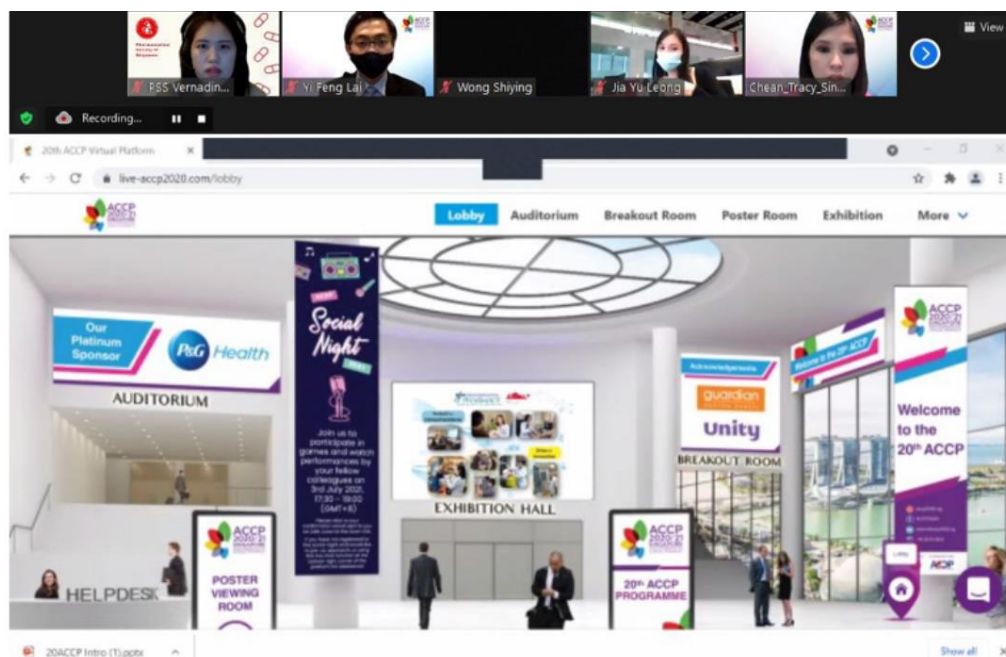
## **Pre-congress Collaborative Prescribing workshop**

As part of the 20th ACCP programme, a pre-congress Collaborative Prescribing workshop was organised on 2 July 2021 and was well-received by both local and overseas delegates. This workshop provided an introduction to the collaborative prescribing practice model and insights to the essential skills required for collaborative prescribing. A Hong Kong University lecturer has found the programme particularly insightful and proposed for this workshop to be incorporated as part of their Master of Clinical Pharmacy programme. The workshop coordinators, Dr Lim Paik Shia and Dr Fu Wing Hang, were subsequently invited by Hong Kong University Pharmacy Department to share practices and facilitate skill training sessions for Hong Kong pharmacists. This is indeed a breakthrough and positive outcome from the event which facilitated greater collaboration between Hong Kong and Singapore pharmacists, as well as opportunities to improve pharmacy practice in the Asia Pacific region.

## **Establishing Media Relations**

The Media and Communications Committee (MCC) provides media support to PSS events, such as 20th Asian Conference on Clinical Pharmacy (ACCP 2020/21) and Pharmacy Week 2021, by developing a structure and process for media engagement and management invites and releases.

On 2 July 2021, the MCC assisted the ACCP 2020/21 Committee in hosting PSS's first virtual press conference with reporters from various press media. The event was extensively covered by CNA, Straits Times, and Straits Time Online. MCC went on to support the media publicity for Singapore Pharmacy Week in September 2021 and the event was also covered by Straits Times Online. Through these efforts MCC aimed to increase the visibility and recognition of organisation's work among the general public.



*ACCP 2020/21 virtual press conference*

## New Look! PSS E-bulletin



PSS is proud to unveil the new facelift for our e-Bulletin in April 2021.

The newly minted Media and Communications Committee (MCC) led this revamp within 8 months of its establishment. Prior to the revamp, MCC conducted a survey among PSS members to understand their needs and the type of information that they value. The insights from the survey had been instrumental in directing the design, structure and circulation plans of the e-bulletin.

The publication is disseminated to members via email once every 2 months to improve accessibility. Alternatively, members may also view the e-bulletin directly from the PSS website.

*“With the new bulletin, MCC hopes to keep members updated and generate more interest and engagement in PSS activities. We also hope to develop a sense of community by providing a platform to share relevant news and achievements.”*

**Ms Vernadine Goh**  
Chairperson, MCC



The following segments are the regular features in the Bulletin:

Section Name	Purpose
<b>PSS Highlights</b>	To showcase the work of PSS chapters and committees.
<b>Events Calendar</b>	To highlight both PSS events, and also external events that may be relevant to the pharmacy profession in Singapore.
<b>Professional Updates</b>	To highlight achievements of the pharmacy community in Singapore, and also relevant news and updates.
<b>Industry Insider</b>	An interview segment, contributed by the Industry Chapter, which features exceptional individuals in the pharmaceutical industry. It offers insight into various professions outside of clinical work.
<b>Shining Star</b>	An interview segment, contributed by the Community Chapter, which features outstanding pharmacists in the community setting. This includes not only pharmacists who work in the retail setting, but also those in polyclinics.
<b>In the Spotlight</b>	An interview segment, contributed by the Hospital Chapter, that features hospital pharmacists who excel in their area of practice and are role models for fellow pharmacists.
<b>Faces of PSS</b>	An interview segment that features the people who work behind the scenes to keep the organisation running.



Issue 174 April 2021

## PSS E-BULLETIN

To maximise the contribution of Pharmacists to the healthcare of Singaporeans



### 115TH COUNCIL

Meet the newly elected council!

Read more on Page 2 in PSS Highlights



Issue 177 October 2021

## PSS E-BULLETIN

To maximise the contribution of Pharmacists to the healthcare of Singaporeans



### PHARMACISTS IN THE COVID -19 PANDEMIC: COMMUNITY CARE FACILITIES EDITION

Read more on Page 12

## Extending Outreach Through Social Media



Social media outreach has become the most influential space for social networking, to increase engagement and to drive visibility on contents and message. Hence, it is imperative for PSS to grow its online presence as we move into the digital age.

This task has been undertaken by the Media & Communications Committee, chaired by Ms Vernadine Goh, from Fleishhacker LLP. The committee manages the PSS Instagram and Facebook page, further publicizing the content from the PSS bulletin on these channels. This strategy drove higher traffic to PSS website and generated a ripple effect where viewers also turned their attentions to other PSS initiatives on the website, further anchoring PSS's presence as the professional organisation for the pharmacy profession in Singapore.

As of January 2022, PSS has garnered 591 followers on Instagram and 2,543 followers on Facebook. Each post generated approximately 400 to 500 views on Instagram, and an average of 1,500 views on Facebook.

In October 2021, the MCC social media team expanded our social media reach further with the creation of the PSS LinkedIn Page to reach out to a different target audience, the professional groups. Within 3 months of creation, the LinkedIn page - garnered 369 followers, and each post attain an average of 683 organic views.

## YPC Sandbox



This event is proudly brought to you by the Pharmaceutical Society of Singapore

**YOUNG PHARMACISTS CHAPTER**

# SAND BOX

**Sustainable Pharmacy in Singapore**

## PANEL DISCUSSION

**Date:** 21 Jan 2022 (Friday)  
**Time:** 730 PM - 9 PM

### Objectives

- Understand the landscape of sustainable healthcare in Singapore
- Understand how the National Pharmacy Strategy relates to sustainable healthcare in Singapore
- Opportunity to engage with esteemed panelist to discuss Sustainable Healthcare

### Speakers



**Ms Amy Chan**  
Senior Assistant Director  
Chief Pharmacist's Office, MOH



**Mrs Chew Kwee Tiang**  
Senior Director, Wellness  
Senior Advisor, NHG Board of Advisors  
National Healthcare Group



**Dr Tan Weng Mool Pharm D, EMBA**  
Director /Co-Head (Integrated Health Promotion)  
MOH Office for Transformation Care (MOHT)

**Join us now!**  
Click on: [tinyurl.com/ypcsandboxfun](https://tinyurl.com/ypcsandboxfun)



The Young Pharmacists Chapter (YPC) launched PSS's very first hackathon known as YPC Sandbox, to encourage innovation and nationwide collaboration within the pharmacy community. This project is led by the Project Director of the YPC Sandbox organising committee, Mr. Chong Jin Jian, Pharmacist, Singapore General Hospital. The sandbox aims to provide a platform where pharmacists can express and realize innovative ideas, connect with like-minded individuals, and develop the projects to fruition with funding support from PSS.

For the inaugural year of YPC Sandbox, the committee explored how the pharmacy community can bring about sustainable development in terms of, but not limited to, environment, economic and social aspects through the theme

'Sustainable Pharmacy in Singapore'. The committee planned a series of 3 networking sessions which were held in January 2022. The networking sessions featured speakers and panelists from diverse backgrounds including Ministry of Health Office for Healthcare Transformation, National Healthcare Group, Chief Pharmacist's Office, as well as StartUpX, an innovation, venture and startup enabler. The speakers provided various perspectives of how pharmacists can improve pharmacy practice, reduce waste, and optimize efficiency. Following the networking sessions, project groups will be invited to submit their projects to the YPC Sandbox, where the selected group will receive up to \$2,000 in initial funding support for the project.



## Improving Medication Management in The Long-Term Care Setting

Since 2019, the Intermediate and Long-Term Care (ILTC) Pharmacists Workgroup had come together to formally develop a medication list for medication regime simplification in long-term care settings. Addressing unnecessary medication regime complexity may have benefits to both patients and healthcare staff in the ILTC setting by reducing the administrative time spent on serving medications. The project “Development of a Medication List for Medication Regimen Simplification in Intermediate and Long-Term Care Settings: A Modified Delphi Consensus” was submitted and accepted at the 20th Asian Conference on Clinical Pharmacy in 2021.

This process of medication simplification was later applied by pharmacists reviewing the medications of patients at nursing homes and data from the interventions was collected. Mr Choo Yan Cheng and Mr Clivia Yap, representing PSS ILTC Pharmacists Workgroup and Watson’s Personal Care Stores, collaborated with the NUS Department of Pharmacy in analysing the results from the implementation of a medication regime simplification programme at nursing homes.

PP-1043



### Development of a medication list for medication regimen simplification in intermediate and long-term care settings: a modified Delphi consensus

Chong-Han Kua<sup>1</sup>, Wing Lam Chung<sup>2,6</sup>, Yan Cheng Choo<sup>2,6</sup>, Bao Wen Teo<sup>3,6</sup>, Pei Chean Yong<sup>4,6</sup>, Kai Zhen Yap<sup>5</sup>, for the Pharmaceutical Society of Singapore Intermediate and Long-Term Care (ILTC) Pharmacists Workgroup  
<sup>1</sup> School of Applied Science, Republic Polytechnic, Singapore, <sup>2</sup> Watson’s Personal Care Stores Pte Ltd, Singapore, <sup>3</sup> National Healthcare Group Pharmacy, Singapore, <sup>4</sup> Woodlands Health Campus, Singapore, <sup>5</sup> Department of Pharmacy, National University of Singapore, Singapore <sup>6</sup> Pharmaceutical Society of Singapore (PSS) ILTC Pharmacists Workgroup, Singapore



#### Objective

To obtain a consensus on a list of medications that can be targeted for simplification in Singapore nursing homes, providing evidence to enable Intermediate and Long-term Care (ILTC) healthcare professionals to improve medication management.

#### Background

- Residents in the ILTC settings are likely to have a complex mix of comorbidities which may make polypharmacy inevitable.
- Polypharmacy can lead to increased drug administration frequencies, which in turn have a negative effect on residents’ quality of life (QoL) and increase the nursing workload. Simplification of residents’ medication regimen may help reduce these problems.<sup>1</sup>
- However, there is a lack of consensus on the types of medications that can be targeted for simplification in Singapore’s ILTC settings.

#### Methods

- Two levels of consensus were conducted through a modified Delphi technique with pharmacists from the Pharmaceutical Society of Singapore (PSS) ILTC Pharmacists Workgroup between July to September 2019.
- An appropriate drug for simplification was defined as a drug with possibility to reduce administration frequencies, decrease pill burden or routes of administration.

#### Results

- 119 candidate medications were shortlisted from findings of a previous study<sup>2</sup> in the local ILTC setting.
- In the first round conducted via e-mail, a panel of 25 pharmacists (Table 1) reviewed these medications and produced consensus on retaining 42 medications.
- In the second round conducted at a workgroup meeting, 15 items were finalised using UCLA/RAND index scoring. These 15 items were mostly either supplements or gastrointestinal agents (Table 2).

Table 1: Characteristics of participants

Characteristics	Round 1 (n=26)	Round 2 (n=8)
	Mean (SD)	Mean (SD)
Age, years <sup>a</sup>	30.00 (3.88)	31.14 (3.18)
Years of clinical practice <sup>b</sup>	6.68 (4.92)	8.11 (4.91)
Years of practice in ILTC setting	3.40 (2.77)	3.06 (3.02)
Gender (female/male)	21/4	8/1
Types of ILTC setting (n) <sup>c</sup>		
Nursing homes	23	5
Integrated home/day-care	3	4
Agency for Integrated Care <sup>d</sup>	1	-
Community hospital	-	1
Hospice	-	1
Educational background		
Bachelor	18	7
Masters	7	2
Board of Pharmacy Specialties certification	5	3

<sup>a</sup> not all panelists disclosed their characteristics

<sup>b</sup> may practice in more than one setting

<sup>c</sup> Agency for Integrated Care (AIC) is a Singapore government agency to coordinate the development and delivery of aged care services

Table 2: Final consensus list after second round of modified Delphi survey

Drug class	Medication	Median	Range
Supplements	Glucosamine	9	8-9
	Vitamin C	9	8-9
	Vitamin B complex	9	7-9
	Folic Acid	9	7-9
	Mecobalamin	9	6-9
	Multivitamin	9	5-9
	Ferrous Sulphate	9	3-9
Gastrointestinal agents	Calcium with vitamin D	8	5-9
	Cholecalciferol	8	4-9
	Ferrous gluconate	8	4-9
	Calcium carbonate	8	1-9
	Esomeprazole	8	6-9
Miscellaneous	Omeprazole	8	6-9
	Senna	8	3-9
	Acetylcysteine	7	6-9

Scores: 1-9 (Definitely Agree =9, Probably Agree=7, Unsure=5, Probably Disagree=3, Definitely Disagree=1)

#### Conclusions

- This is one of the first known studies to develop a medication list for regimen simplification in ILTC settings within Asia.
- We found that supplements and gastrointestinal agents are highly agreed by Singapore pharmacists to be potential targets for regimen simplification.
- These study findings will be useful in providing guidance and support for future medication regimen simplification processes to help improve residents’ QoL and reduce nursing workload.

#### References

- Chen EY, et al. Development and validation of the medication regimen simplification guide for residential aged care (MRS GRACE). *Clin Interv Aging* 2018;13:975-2.
- Yap KZ, et al. Outcomes and impact of pharmacists’ medication review services in Singapore nursing homes – A nationwide multi-site retrospective cohort study. *J Am Coll Clin Pharm*. 2020;3:1172-1254. <https://doi.org/10.1002/jac5.1319>

#### Acknowledgement

We would like to thank members of the PSS ILTC Pharmacists workgroup who have contributed to this study.

## Clinic Assistant Course

In October 2021, PSS launched a specially designed new part-time course, called the PSS Clinic Assistant Course. This course aims to support individuals who aspire to work in a medical clinic or to enable current clinic assistants to carry out basic dispensing duty under the supervision of a qualified

healthcare professional. Enrolled participants will learn how to process and pack prescriptions according to the general practitioners' prescriptions, be equipped with the basic medical knowledge in pharmacology and medical conditions to appreciate how the medication helps to manage the patient's medical condition and to provide appropriate patient counselling when dispensing medications. The course is conducted twice weekly over 8 weeks via Zoom, with each session lasting over 3 hours.

Electronic Data Mailers (EDMs) were sent to more than 250 medical clinics to publicise and encourage enrolment of clinic staff into this new course. The course flyer was also posted onto the PSS website to garner publicity. To encourage group sign-ups, discounted course fee was offered to medical clinics which send 5 or more participants for the course. A total of 21 participants signed up for the inaugural run and had successfully completed the first session via Zoom on 10 January 2022.



The flyer is for the PSS Clinic Assistant Course, organized by the Pharmaceutical Society of Singapore. It features a blue and white color scheme with medical icons like a pill bottle and pills. The main title is 'PSS CLINIC ASSISTANT COURSE' in large, bold letters, followed by 'ENHANCE YOUR MEDICATION KNOWLEDGE Today!' in a mix of blue and red fonts. Below this, it says 'SIGN UP FOR THE CLINIC ASSISTANT COURSE'. A detailed description of the course is provided, along with minimum entry requirements, course period, structure, and fee. A yellow starburst graphic with the word 'EXTENDED' is placed near the applications close date. At the bottom, there is a section for course registration with contact information.

**PHARMACEUTICAL SOCIETY OF SINGAPORE**

# PSS CLINIC ASSISTANT COURSE

## ENHANCE YOUR MEDICATION KNOWLEDGE *Today!*

**SIGN UP FOR THE CLINIC ASSISTANT COURSE**

This part-time course is a specially designed course on basic prescription processing and medication knowledge for any person who is aspiring or is currently performing basic dispensing duty as a Clinic Assistant, under the supervision of a qualified healthcare professional. Participants will learn how to process and pack prescriptions according to the General Practitioners' prescription order, and be equipped with the basic medical knowledge in Pharmacology and medical conditions to appreciate the usefulness of medications.

**Minimum Entry Requirements**

- Participants should possess a minimum of 3 'O' or 'N' level credits of which 2 of the subjects **MUST** be English and Mathematics.

**Course Period:** January 2022 (tentatively)  
\* Subject to minimum cohort numbers

**Course Structure & Format:** Part-time, 2 nights per week x 8 weeks, from 6.30pm to 9.30pm. Synchronous Zoom classes format

**Course Fee:** S\$750.00 (Nett)

**APPLICATIONS CLOSE: 13 DECEMBER 2021 (MONDAY)**

**EXTENDED**

**Course Registration:**  
For course details and registration, email [admin@pss.org.sg](mailto:admin@pss.org.sg).  
You may also contact Ms Jessin Ching at 6259 2313.

*Clinic Assistant Course Flyer*



# OUR PRIDE

## The Leader, The Legend

After serving as the President of the Singapore Pharmacy Council from 2008-2020, President of the Pharmaceutical Society of Singapore (PSS) from 1995-1997 and as a pharmacist for more than 3 decades and heading the Department of Pharmacy in National University Hospital (NUH) from 2001-2020, Mr Wu Tuck Seng, also a Fellow member of PSS, went on his retirement in July 2021.

Mr Wu is one who is held in high regard and seen as an exemplary figure by many in the healthcare profession. His passion for the profession and patient he serves, his drive and determination to push boundaries and his remarkably candid yet humble disposition had been an inspiration and role model to all. Mr Wu continues to leave a legacy of grit, determination, for the many generations to come, even after his retirement.

Through the PSS's Media and Communications Committee, a tribute to Mr Wu was started where fellow pharmacy comrades were invited to pen their well-wishes for him, on an online platform, Padlet. PSS is pleased to play its part in recognising and honouring the distinguished contribution of Mr Wu as he embarked on a new chapter in his life, after dedicating most of his early years to the Pharmacy profession.

**Happy Retirement Mr Wu!**  
Mr Wu has been an esteemed Pharmacist for 34 years and contributed immensely to Singapore's pharmacy landscape. He will be greatly missed by students and colleagues alike. Here are some well wishes by many, on the start of a new chapter in life.

PHARMACEUTICAL SOCIETY OF SINGAPORE



**Thank you!**  
Dear Mr Wu, thank you for being the compassionate, dedicated, visionary and encouraging boss. I hope you will have a fulfilling retirement spent doing all your hobbies (like baking bread) and with your family and friends. We are already missing you at NUH. I wish you the best of health and happiness.

Regards  
Mei Qi

**A new chapter**  
Hi Mr Wu! Thank you for your dedication & time in always pushing pharmacy practice & training to a new height. Truly wish you the best in continuing your new chapter in pursuing other dreams and passion you have. Take care!

kind regards,  
Geok Teng

**Thank you Tuck Seng**  
NUHS prereg alumni of 2001 here.  
Mr Wu, thank you for your dedication to training young pharmacists. You are an inspiration and legend in the Singapore pharmacy world. Enjoy a much deserved rest.

Best, Ying Chee



**Thank You!**  
Thank you Mr Wu for your words of wisdom and encouragement, for always candidly sharing with us your foresight, not hindsight. Your passion for the profession and well being of the people we serve will continue to motivate and inspire the next generation to put in their very best. Hope you will witness the fruits of your hard work! Enjoy your retirement!

Corrinne Tan

Dear Mr Wu, thank you for your contributions to pharmacy to NUH and Singapore. Wishing you a happy retirement and good health always.

Aaron Yap

*"The pharmacy profession, as an integral part of the healthcare system, has an honourable calling. We must be bold and courageous to try new things and create new things, fail fast and learn quick. Believe, commit, follow your passion and realise your dreams."*

**Mr Wu Tuck Seng**  
**Ex-President, Singapore Pharmacy Council**

## PSS Awards Winners

PSS is delighted to recognise the following members for their contribution to the public and profession and whose achievements will continue to serve as an inspiration to all. The awards were announced at the 20th Asian Conference on Clinical Pharmacy (ACCP) Opening Ceremony on 2 July.



Ms Lim Hong Yee

— ★ ★ ★ —  
Professor Lucy Wan  
Pharmacist of the Year  
Award 2021  
—



Presenter: Mr Shawn Lee

Winner: Medication Optimisation  
for First Generation

— ★ ★ ★ —  
Mrs Tan Shook Fong  
Innovation and Scientific  
Research Award 2021  
—



Mr Ong Kheng Yong

— ★ ★ ★ —  
Hospital Pharmacist of  
the Year Award 2021  
—



Mr Lim Kai Kiong

— ★ ★ ★ —  
Industry Pharmacist of  
the Year Award 2021  
—



Mr Lee Xin Edwin

— ★ ★ ★ —  
Community Pharmacist of  
the Year Award 2021  
—

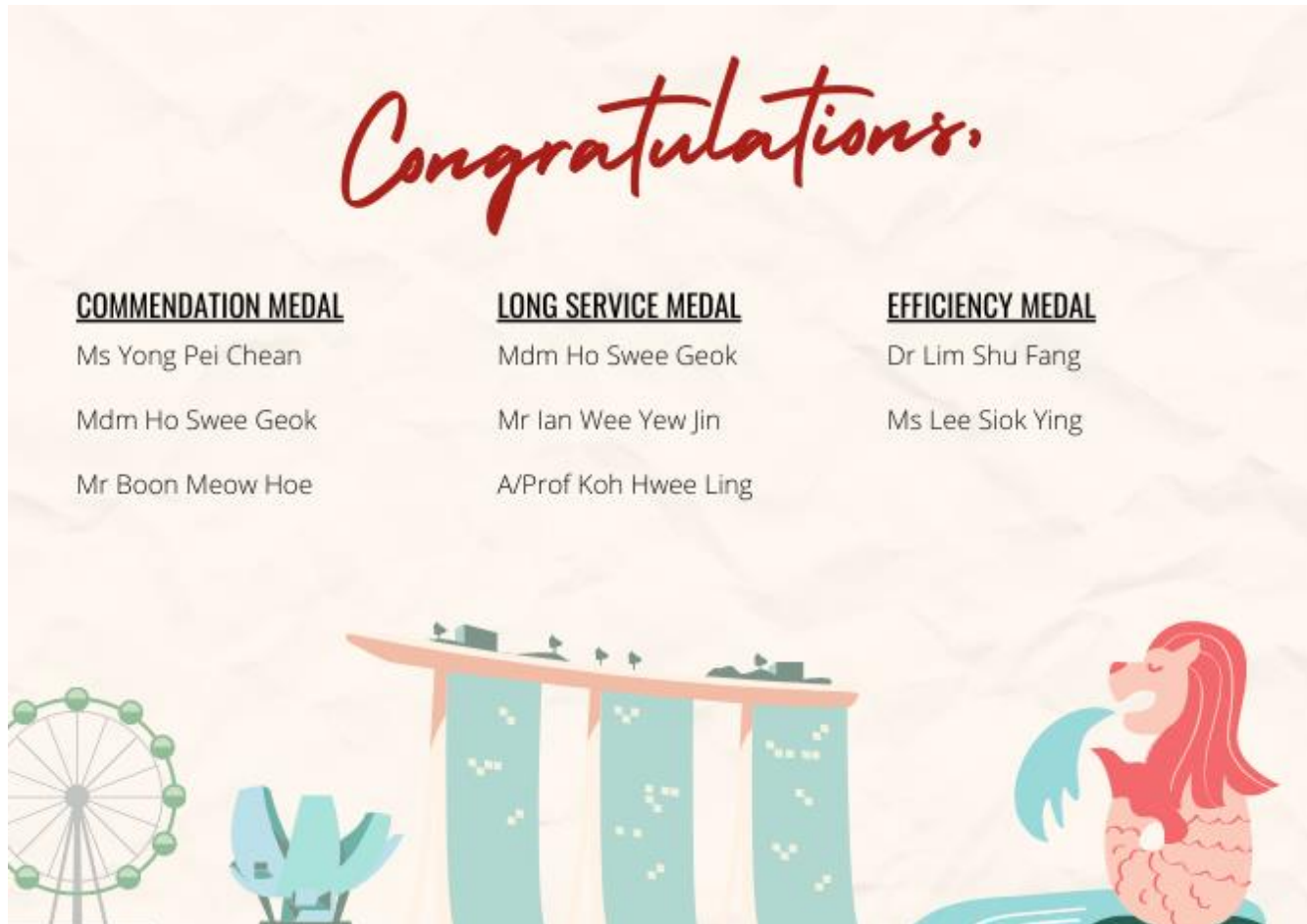


Ms Carolyn Chan Li Min

— ★ ★ ★ —  
Community Pharmacist of  
the Year Award 2020  
—

## National Day Awards 2021

The National Day Awards are presented to individuals who have dedicated their service to the betterment of Singapore. We warmly congratulate our PSS members who were awarded this prestigious award, on being recognised for their efforts in nation-building.





## The Hidden Gems

To recognize pharmacists who are role models in their respective areas of practice from the Industry, Community and Hospital sectors, these chapters periodically identified and interviewed exemplary practitioners to be featured in the PSS bulletin.

Outstanding pharmacists practicing in the Industry, Community and Hospital were featured under the “Industry Insider”, “The Shining Star” and “In the Spotlight” columns respectively. The bulletin, published on PSS website, was also made easily accessible to all members through email blast.

While it serves to recognize the contributions of the pharmacists featured, these publications also intend to provide a platform for these outstanding pharmacists to share their valuable experience, achievements and advice with our aspiring pharmacists, inspiring them to achieve greater heights in their own career.

### Pharmacists Featured in Industry Insider

**INDUSTRY INSIDER:**  
**A/PROF SIA CHONG HOCK**  
by PSS Industry Chapter

A veteran influencer, Adjunct Associate Professor (A/P) Sia Chong Hock, has been actively influencing both local and regional pharmaceutical scenes. With a career spanning more than 40 years, he rose up the organisational ladder to become the founding Director of the National Pharmaceutical Administration GMP Unit (now known as HSA Audit & Licensing Division), creating significant impact to both the Singapore pharmaceutical manufacturing landscape and to the regional regulatory arena.

The Editorial Team embarked on a ride back in time with A/P Sia, as he shared his experiences, values and work ethos that has facilitated his elevation up the ranks, his accomplishments, and contributions.

**THE WORDS OF INFLUENCE**

A/P Sia's first contact with the industry happened during his internship at Biuchan Pharmaceuticals Pte Ltd in Jurong. Despite a keen interest in Pharmacology, the internship instilled in him an inclination towards the industry and the lack of openings in patient care became antecedents for him to join GPLS.

When GPLS closed, A/P Sia was tasked to set up a Total Parenteral Nutrition (TPN) Compounding Laboratory in Alexandra Hospital (AH), due to his extensive manufacturing experience garnered from GPLS. Inevitably, the closure was a painful moment for him. Yet, he quickly discovered his satisfaction with his work at AH, knowing the laboratory has benefited the patients.

Reflecting on this, A/P Sia left a takeaway:

*"The end of a chapter is not the end of a book. Rather, it is the beginning of another new and more exciting chapter in your book of life."*

At AH, A/P Sia also interacted with pharmacists from the Drug Administration Division (DAD), who encouraged him to crease and contribute to the emerging sector of pharmaceutical regulation. Believing that he was able to achieve more, A/P Sia ruminated and eventually joined DAD in 1990.

**CREATING AN INFLUENCE IN SINGAPORE AND ABROAD**

As A/P Sia described:

*"Change is the only constant and there is a need for continuous learning, un-learning and re-learning".*

His transition into regulation was accompanied by a phase of self-directed learning. This phase ignited his flame of passion to bring Singapore to the World, the World to Singapore and Pharmacy to greater heights.

A/Prof Sia Chong Hock featured in October 2021 bulletin

**INDUSTRY INSIDER:**  
**MS CHEAN NING WEI TRACY**  
by PSS Industry Chapter

We need to discard all negative energy. Always have people who are positive in our lives.

*- Ms Tracy*

Tracy is certainly no stranger to the pharmaceutical industry. She overcame the steep learning curve entering her first industry role after her pre-registration training. Over the years, she has honed her skills in various posts before her current role as Regulatory Affairs, Quality Assurance and Pharmacovigilance Manager, Adiana at Galderma.

As the co-chairperson of the 20th Asian Conference on Clinical Pharmacy (ACCP) and the incoming President of the Asian Young Pharmacists Group (AYPG), we find out what has made Tracy the leader she is today.

**University to Society**

Ask anyone what their first impression of the NUS Pharmacy curriculum was like and they usually associate it with intense rote memory work. It was not uncommon to have the NUS Pharmacy undergraduates wonder how this would be relevant to their career in the future.

Tracy was no different until she got her 'AHA' moment during a lecture by Prof. Sia Chong Hock on Good Manufacturing Practice (GMP). She saw the joy in understanding how her knowledge gained during her undergraduate lectures applied to real life, and this thus spurred her aspiration to join the pharmaceutical industry.

Tracy's advice for her juniors?

*"Don't take for granted the networks that you forge in your four years of school. Even if we are graduates from unique batches, remember that we are all out from the same cloth."*

**First Steps**

Tracy's first venture on the industrial path began with Polymedic Pte Ltd. As the only pharmacist in the pharmaceutical company, everyone accepted her recommendations readily with minimal questions, which taught her the first lesson.

Be accountable for your actions/words, and make sure that your responses are justifiable.

Yet, accountability was not enough if people cannot understand you. Tracy shared her second lesson.

Be able to reformat your knowledge in a way that is understandable for the business.

Deep learning curve diving into industry

Only Pharmacists in Polymedic

First leadership to Polymedic

Ms Chean Ning Wei Tracy featured in June 2021 bulletin

**INDUSTRY INSIDER:**  
**MR. LIM KAI KIONG**  
by PSS Industry Chapter

Having been in the Regulatory Affairs (RA) scene for around 20 years, Mr. Lim Kai Kiong, Associate Director of Regulatory Affairs for Singapore, Malaysia and Brunei in Johnson and Johnson, continues to make an impact on patient care across the region. Being actively involved in preceptorship since 2015, Kai Kiong was awarded the Best Preceptor Award by RPS Pharmacy for the Indirect Patient Care category in 2019. In addition, he also served as a PSS Council Member, overseeing the expansion of both the Industry and Young Pharmacists Chapters, and planning the PSS Mentorship Program during his 4-term tenure, for which he was awarded the PSS-ICM Industry Pharmacist of the Year Award in 2021. Today, he continues to impact and inspire the younger generation of pharmacist with great passion.

The Editorial Team embarked on a ride back in time with Kai Kiong, as he shared his experiences, values and work ethos that has facilitated his elevation up the ranks, his accomplishments, and contributions.

Mr Lim Kai Kiong receiving the Best Preceptor Award from the Head of Department of Pharmacy, Prati, Christiana Chai

**THE HUMBLE BEGINNINGS**

With an aspiration to open his own pharmacy, Kai Kiong chose to do his pre-registration at Apex Pharmacy.

After completing pre-registration, he continued to work as a retail pharmacist for a few years to better prepare himself for running his own retail pharmacy business. However, he eventually decided to forgo the plan due to challenges such as high rental and market competition. That did not stop Kai Kiong's entrepreneurial spirit. In 2005, he partnered with his university friend to start a B2B E-Commerce business, but the infrastructure back then was not developed enough to support their venture.

As Kai Kiong reflected on his early days' adventures, he advises young pharmacists to:

*"Stay resilient even in the toughest times & never be afraid to take up new opportunities"*

**THE JOURNEY THUS FAR**

Undeterred in the face of failure, Kai Kiong secured a job in Regulatory Affairs at Boots Healthcare through the recommendation of a senior. He welcomed the new experiences and challenges ahead as he took his first step into the Regulatory Affairs world. In 2006, the pharmaceutical arm of Boots Healthcare was acquired by Beckitt Benckiser (BB) and Kai Kiong faced what he termed as "the most challenging but fruitful time of his life".

Kai Kiong shares:

*"The true value of a RA professional lies in the ability to understand the regulations thoroughly, and hence being able to bring products that patients and customers seek quickly into the market."*

As the only RA in the Singapore office, he had to learn how to deal with different stakeholders by himself. In 2010, when BB acquired SBL, that same year Singapore started imposing medical device regulations. As such, he had to quickly learn the new Good Distribution Practice for Medical Devices requirement within 6 months and worked with various teams like quality and compliance, commercial and sales to enable SBL condoms to continue to be marketed in Singapore.

Mr Lim Kai Kiong featured in December 2021 bulletin



## Pharmacists Featured in the Shining Stars

### SHINING STAR: MS TAY HWEY YING

by PSS Community Chapter

Shining Star is a PSS initiative that features individuals who embody the exceptional qualities of a community pharmacist. In this issue we shine the spotlight on Ms. Tay Hwey Ying from Watson's Personal Care Store Pte. Ltd.



1) Why did you choose to be a community pharmacist?

A community pharmacist is often positioned in the heart of the neighbourhood where one would encounter individuals from all walks of life. This environment creates an opportunity to encourage healthy living in the community and spread awareness of the importance of preventive health and self-care. Hearing stories and learning from patients' experiences introduces that little spark to keep me going from time to time.

2) Share a typical day at work.

Like many pharmacists, I wear many hats each day in my profession. As a healthcare provider, I review patient's medications to ensure safe and effective medication usage, assess patient's signs and symptoms for minor ailments and provide appropriate recommendations on medications, supplements, and lifestyle management.

From a business perspective, I ensure that my pharmacy carries a variety of health products to maintain a balance between catering to customer/patient requests and maintaining healthy stock holding. I also observe trends (e.g. repellent demand after increase in dengue cases in the neighbourhood), and share with fellow pharmacists to allow them to prepare enough stockholding for related health products.

In leading the regulatory affairs and pharmacovigilance team, I help fellow pharmacists with legislative-related enquiries, provide updates regarding regulatory-related news (e.g. drug recalls by the Health Science Authority) or learning new information from pharmaceutical companies so we can keep patients informed. At the same time, I also help prepare pharmacy law-related questions for pharmacy students.

As part of the health events team, I share with healthcare collaborators to spread awareness on colorectal cancer via the distribution of the faecal immunochemical test (FIT) kits to eligible members of the public. I also organise health-related talks and health-screening events with the team.

I also design banners for events, comic strips, and infographics for the Pharmaceutical Society of Singapore (PSS)'s social media and e-bulletin.

### SHINING STAR: MR IAN TAN SHENG FENG

by PSS Community Chapter

Shining Star is a PSS initiative that features individuals who embody the exceptional qualities of a community pharmacist. In this issue we shine the spotlight on Mr. Ian Tan Sheng Feng from Singapore Polytechnic.



1) What is the most memorable moment in your pharmacy career?

I once encountered an elderly patient who declined collecting an expensive medication as she had fully utilised her Medisave limit for the year. Apart from explaining to her the indication and the possible consequences of discontinuing therapy abruptly, the possibility of alternative medications was raised. However, they weren't ideal and would require an earlier follow-up appointment with the doctor for a discussion and assessment which she declined. Fortunately she accepted my suggestion to use a medical social worker for application of Medication Assistance Fund for selected drugs but was unaware of how to schedule the appointment. Concerned that she would default making the appointment or totally omit the medication, I decided to help her secure an appointment and advised her the relevant documents needed for a successful application process as she was already running out of the medication. In the end, she managed to obtain a subsidy of 80% on the spot and collect her medication right after that. Seeing the drastic reduction in her bill she put her at ease and she thanked me profusely. This made me better appreciate the positive impact we can create for patients and we should not limit ourselves to what is defined by our job role. Every problem that we encounter can be seen as an opportunity for improvement and a chance to make someone's life better.

2) What helped/motivated you to stay in your practice? How do you harmonize work and family?

Among the hundreds of patients who come by everyday, there are often chances to meet regular patients who turn up for their follow-up appointments. Being able to monitor their progress over time makes it particularly meaningful and satisfying. It's to say that the more memorable patients are those who either have a positive or negative impression. The friendly and amiable ones brighten your day, while those who are more vocal, demanding or non-adherent to therapy or work processes often set you thinking and reflecting.

It wasn't easy having to perform different roles at work and managing other related commitments without having a supportive family. Really grateful to my parents for their love and care since young, for I wouldn't be who I am today without them. I believe in striking a balance between work and life, and it is important to make time for family and friends too.

### SHINING STAR: MS LIM ZHI YING

by PSS Community Chapter

Shining Star is a PSS initiative that features individuals who embody the exceptional qualities of a community pharmacist. In this issue we shine the spotlight on Ms. Lim Zhi Ying from Unity Pharmacy by NTUC FairPrice.



1) Have been working in the community pharmacy sector for the past 10 years and have grown with Unity as it went through different phases of change. Before joining the retail sector, I had done a short stint as an inpatient pharmacist in a restructured hospital.

I am the resident pharmacist running the Unity Store at Waterway Point, ensuring sales targets and customers' needs and satisfaction are met, while providing training to interns and complying with company's visual merchandising standards.

Currently, I am an advisor in the PSS Immediate-Long Term Care (ILTC) workgroup, and was previously the Continuous Education (CE) lead in the group. I found it meaningful to organize CEs that are beneficial for the workgroup to understand more about the ILTC sector and develop online materials for nurses' CE needs amidst the pandemic.

I am also conducting pharmaceutical audits at welfare home to ensure they comply with standards and am involved in the Pharmaceutical Care Services project which is expected to kick off in 2022.

1) What helped/motivated you to stay in your practice? How do you harmonize work and family?

I am motivated to stay in practice as I am able to contribute to general public's healthcare needs. In particular in an environment where the population is mainly made up of young families, where I can relate to them as I am at the same stage of life as well. This makes every workday a joy where I am able to see that my recommendations are beneficial to the community. I can even see my daughter's classmates as my customers and ask them about my daughter's behavior and reputation in school. I can share my experiences with my customers and feel gratification when they come back with their recovered kids to chat.

Ms Tay Hwey Ying featured in June 2021 bulletin

Mr Ian Tan Sheng Feng featured in August 2021 bulletin

Ms Lim Zhi Ying featured on December 2021 bulletin

## Pharmacists featured in the Spotlight

In The Spotlight is a PSS initiative by the Hospital Chapter that features individuals working in the hospital setting for their extraordinary work. In this issue we shine the spotlight on Dr Chuang Shen Hui, Principal Pharmacist (Clinical) from Tan Tock Seng Hospital (TTSH).



Dr Chuang graduated from the National University of Singapore (NUS) with a Bachelor of Science (Pharmacy) degree. She was subsequently awarded a full scholarship by TTSH to pursue her Doctor of Pharmacy (Pharm.D.) in NUS, where she graduated as the top student of her batch, and was awarded the Deloitte Prize. She is also a US Board Certified Pharmacotherapy Specialist since 2012.

Over the course of her clinical practice, Shen Hui has made numerous contributions to improve the delivery of patient care. She is the first pharmacist in TTSH to pioneer renal pharmacy services to support the inpatient renal ward and outpatient peritoneal dialysis, glomerulonephritis and renal transplant clinics.

Being a mother to 3 beautiful young children, Shen Hui is no stranger to educating others, be it her juniors, peers or colleagues. She is a passionate teacher and is actively involved in mentoring pre-registration pharmacists, pharmacy residents and Pharm.D. clerkship students during nephrology rotations. She has also given lectures on pharmacotherapy (Renal Medicine) to the trainees of the National Collaborative Prescribing Programme. Her efforts in teaching have been recognized and she was awarded the National Healthcare Group Teaching Award for Pharmacy Senior Preceptors in 2015.

Dr Chuang Shen Hui featured on April 2021 bulletin

### IN THE SPOTLIGHT: DR DENNIS CHUA

by PSS Hospital Chapter

In this edition of In The Spotlight, we are pleased to be featuring Dr Dennis Chua, Senior Clinical Pharmacist at Ng Teng Fong General Hospital (NTGH).

Dennis graduated from the National University of Singapore (NUS) with a Bachelor of Science (Pharmacy) degree with Honours in 2012. He then completed his pre-registration pharmacist training with Alexandra Hospital, presently known as Ng Teng Fong General Hospital, and started his practice as an outpatient pharmacist.

Dennis's clinical pursuit began with running the Anticoagulation and Heart Failure clinics in NTGH. He subsequently went on to pursue his Doctor of Pharmacy (Pharm.D.) at NUS, as well as the National Collaborative Prescribing Programme (NCPP) thereafter. Upon graduating in 2018, he advanced his keen interest in cardiology by joining daily cardiology ward rounds, and this paved the way for the expansion of the cardiology pharmacy services in NTGH. He went on to spearhead the formation of the Cardiovascular Risk Factor Management Clinic and has been managing the Percutaneous Coronary Intervention Clinic in NTGH since its inception this year.

Beyond clinical work, Dennis serves as a preceptor for pre-registration pharmacists in his hospital. He has also spoken at various national platforms such as the Singapore Cardiac Society 3rd Annual Scientific Meeting and the Continuing Education session on the National Collaborative Prescribing Programme (NCPP) organised by PSS Hospital Chapter in 2019. Currently, he serves as his hospital's representative for the National Acute Myocardial Infarction: Allied Health Orientated, Patient-Centred Technology-Enabled (AMIO-APTE) project, and is part of the scientific committee for the 26th International Society of Cardiovascular Pharmacotherapy virtual conference.



Describe the most satisfying/fulfilling day in your life as a pharmacist.

To be honest, there have been many satisfying and fulfilling days since the start of my pharmacy career. These days all share a common trait that I am able to tell myself that I have performed to the best of my capabilities when I go home at the end of the day. The scope of work in each day is virtually limitless. It can be checking and dispensing medications accurately, working with my outpatient colleagues as a team in the pharmacy, seeing my patients in clinic, teaching my pre-registration pharmacists, handling difficult patients, solving one or more operational/clinical glitches at work, or even giving advice to colleagues in need.

Dr Dennis Chua featured on August 2021 bulletin

# OUR PEOPLE

## List of Chapters, Committees and Workgroups

20th Asian Conference on Clinical Pharmacy (ACCP) Committee	<b>Organising Co-Chairpersons:</b> Mr Lai Yi Feng Ms Tracy Chean	
	<b><u>Scientific Subcommittee</u></b> <b>Co-Chairpersons:</b> Dr Vivianne Shih Mr Ng Boon Tat  <b>Abstract Chairperson:</b> Dr Kelvin Xu  <b>Members:</b> Dr Fu Wing Hang Dr Grace Chang Dr Han Zhe Dr Jonathan Seah Dr Lim Paik Shia Dr Sreemanee Raaj Dorajoo Mr Lee Chern Yih Ms Cindy Chew Ms Deborah Chia	<b><u>Logistics Subcommittee</u></b> <b>Chairperson:</b> Mr Ong Kheng Yong  <b>Members:</b> Ms Juliana Charles D/O Anbalagan Ms Low Hui Ming Ms Tan She Hui
		<b><u>Social Subcommittee</u></b> <b>Co-Chairpersons:</b> Mr Lim Kai Kiong Ms Tiah Hui Xian  <b>Members:</b> Mr Marshall Liu Ms Bernice Leow
	<b><u>Sponsorship Subcommittee</u></b> <b>Chairperson:</b> Ms Hong Jiemi  <b>Members:</b> Mr Elston Foo Ms Chen Yeeju Ms Yong May Ken	<b><u>International Relations Subcommittee</u></b> <b>Chairperson:</b> Mr De Silva Justin Ignatious  <b>Members:</b> Ms Nguyen Thi Hai Van Ms Nyx Chong

<b>Community Chapter</b>	<b>Ex-officio:</b> Mr Ivan Ng Boon Kiang Ms Grace Chew Wei Zhi  <b>Chairperson:</b> Ms Lee Chiawli  <b>Secretary:</b> Ms Wang Hui	<b>Members:</b> Mr Ian Tan Sheng Feng Mr Nyiau Wen Jun Ms Chan Li Min Carolyn Ms Grace Kng Li Lin Ms Lim Cinny
<b>Hospital Chapter</b>	<b>Ex-officio:</b> Ms Lim Hong Yee Ms Lim Kae Shin  <b>Chairperson:</b> Ms Ong Wai Ming Mendy  <b>Vice- Chairperson:</b> Ms Lim Siow Yu  <b>Secretary:</b> Ms Mak Ying Hui	<b>Members:</b> Dr Fabian Aw Wei Long Dr Leticia Peh Xyn Yen Ms Ang Bee Hwee Ms Cheryl Chin Qian Ni Ms Lu Lu Htet Ms Stefanie Lee Huiping Ms Tan Sock Hoon Ms Tsai Yi Chen Ms Yap Min Yi
<b>Industry Chapter</b>	<b>Ex-officio:</b> Mr Wang Kaiye  <b>Chairperson:</b> Mr Samuel Ng  <b>Chapter Mentor:</b> Mr Lim Kai Kiong  <b>Members:</b> Mr Justin de Silva Mr Ng Cheng Tiang Mr Timothy Choo Ms Bernice Leow Ms Fiona Tan	<b>Members:</b> Mr Ben Tan Khoon Bin Mr Jasper Koh Mr Kevin Ben Lawrence Mr Lim Kai Kiong Ms Chean Ning Wei, Tracy Ms Chen Yee Ju Ms Germaine Teo Wei Yin Ms Hong Jiemi Ms Joelle Chia Lai Kuan Ms Nyx Chong Ms Sarah Teng Ms Shannon Yeo Kai Yi Ms Weany Lim Ms Yak Xin Ran

<b>Infectious Disease Special Interest Group (IDSIG)</b>	<b>Ex-officio:</b> Ms Lim Hong Yee  <b>Chairperson:</b> Mr Narendran S/O Koomanan  <b>Vice- Chairperson:</b> Ms Ashley Lim Shiyuan  <b>Secretary:</b> Dr Pu Yuxi	<b>Members:</b> Dr Lee Wee Boon Dr Ng Tat Ming Mr Cedric Poh Wei Ming Mr Robin Choo Sing Meng Ms Hoo Si Ru Grace Ms Lim Jia Hui Ms Tan Sock Hoon Ms Tay Hui Lin Ms Wu Jia En
<b>Intermediate And Long-Term Care (ILTC) Pharmacists Workgroup</b>	<b>Ex-officio:</b> Mr Ivan Ng Boon Khiang Ms Kng Li Lin Grace  <b>Chairperson:</b> Mr Choo Yan Cheng  <b>Secretary:</b> Mr Hon Jan Yee  <b>Advisors:</b> Ms Chung Wing Lam Ms Grace Lee Wai Fong Ms Joyce Tan Zhenyin Ms Lim Zhi Ying Ms Reshma Lhode Ms Yong Pei Chean	<b>Members:</b> Mr Clivia Yap Yao Hua Mr Kuik Wei Jian Ms Andrea Nicholas Ms Chen Fangping Alice Ms Christina Lau Ik Mee Ms Christine Choo Chui Yee Ms Chua Rui Min Ms Feng Yang Ms Joey Tan Hee Lim Ms Koh Kai Yee Ms Lim Xin Hui Ms Peh Zi Xin Ms Sarah Low Ms Sarah Ng Ms Shakilah Begum Mujtaba Ms Siti Azza Binte Ali Ms Sonja Chua Ms Tan Lay Keuan Ms Teo Bao Wen
<b>Leadership &amp; Mentoring Programme</b>  <b>PSS Mentorship Programme 2021/22</b>	<b>Steering Committee:</b> Mr Wang Kaiye Mr Lim Kai Kiong Mr Samuel Ng Ms Grace Chew Ms Sharene Goh Ms Koh Yueting Ms Nyx Chong	Program Coordinator Program Advisor Member / Industry Input Member / Community Input Member / Community Input Member / Hospital Input Chief Facilitator



<b>Media and Communications Committee</b>	<b>Ex-officio:</b> Dr Vivianne Shih Ms Corrinne Tan Yong Koon  <b>Chairperson:</b> Ms Vernadine Goh Jia Lu  <b>Vice- Chairperson:</b> Mr Jeremy Choo Tze Yang (Member of the Chapter until February 2022)	<b>Members:</b> Mr De Silva Justin Mr Ivan Ng Boon Kiang Mr Joshua Peh Yong Kiat Mr Lee Rong En Shawn Mr Samuel Ng Wen Zheng Ms Chia Hue Kian Ms Grace Kng Li Lin Ms Lai Wan Lin Angeline Ms Lim Cinny
<b>National Medication Information (NMI) Workgroup</b>	<b>Ex-officio:</b> Dr Yap Kai Zhen  <b>Chairperson:</b> Ms Lim Woan Chyi  <b>Vice- Chairperson:</b> Ms Lim Kae Shin   <b>Representatives:</b> Ms Lee Siew Ann (National Pharmacy Programme Management Office (NPPMO)) Ms Chuah Hui Ping (Integrated Health Information Systems (HealthHub))	<b>Members:</b> Dr Lim Kiat Wee Mr Chee Kok Seng Mr Ivan Ng Mr Soo Yi Hao Ms Goh Sok Hiang Ms Heng Zi-Hui Cheryl Ms Huang Peien Esther Ms Huang Xiaoling Ms Isabelle Teo Ms Kng Li Lin Grace Ms Wi Xin Yi Ms Xiong Shujuan Ms Xu Jialun Sandra

<b>Pharmacy Week 2021</b>	<p><b>Ex-officio:</b> Dr Yap Kai Zhen</p> <p><b>Co-Chairpersons:</b> Mr Rosales Roman Lester Esplana Ms Isabelle Teo</p> <p><b>Public Education Team Lead:</b> Ms Chuang Xue Fen</p> <p><b>Publicity Team Co-Leads:</b> Mr Lim Zhi Wei Ms Ang Hui Ting</p> <p><b>Technology Team Co-Leads:</b> Mr Reuben Loh Yeok Ming Ms Yeo Mei Ching Sharon</p> <p><b>Sponsorship Team Co-Lead:</b> Ms Chua Kia Kee</p>	<p><b>Sponsorship Team Co-Lead / Logistics Lead:</b> Mr Kwok Kin Tuck</p> <p><b>Public Education Team Members:</b> Mr Imran Shah S/O Rahman Shah Mr Soo Yi Hao Mr Tan Zhan Peng Ms Erinn Lee Si Min Ms Hu Wenjia Ms Yo Eri Tiffany</p> <p><b>Technology Team Member:</b> Mr Vernon Tay</p> <p><b>Publicity Team Members:</b> Ms Juliana Fransisca Ms Jurja Chua Coyuco Ms Lai Wan Lin Angeline</p>
<b>Pre-Registration Pharmacists' Training Committee</b>	<p><b>Ex-officio:</b> Ms Kng Li Lin Grace</p> <p><b>Chairperson:</b> Ms Justina Ma Koi Li</p> <p><b>Vice-Chairpersons:</b> Dr Melissa Ngai Ms Michelle Tan</p> <p><b>Members (Institutional Reps):</b> Mr Andrew Lum Yew Wai (Raffles) Mr Bruce Wong Yiung Juan (CGH) Mr Cedric Poh Wei Ming (KKH) Mr Edwin Lee (Unity) Mr Joel Chiang (JHS/NTFGH) Mr Joseph Ong Heng Yang (KKH) Mr Lim Shun Wei (Watsons) Mr Lim Wee Heng (CGH) Mr Ng Boon Tat (IMH)</p>	<p><b>Members (Institutional Reps):</b> Mr Ricky Ang (NCCS) Ms Amy Leo Wen Ling (IMH) Ms Clara Lin Yihong (SKH) Ms Daphne Chan (AH) Ms Esther Huang Peien (Guardian) Ms Goh Zhining (JHS/NTFGH) Ms Jessalyn Chan Mei Xuan (TTSH) Ms Kelly Chng Bee Ling (NHCS) Ms Lee Pei Ying (AH) Ms Lee Siok Ying (KTPH) Ms Lim Li Ching (NHG) Ms Melissa Wu (SGH) Ms Petrina Fan Yuen Wai (SGH) Ms Phuong Huynh Minh (Unity) Ms Siti Rahil (Watsons) Ms Soh Jia Shing (Guardian) Ms Wong Yoke Cheng (St Luke) Ms Yew Koon Wei (SKH)</p>

<b>Professional Education Chapter</b>  <b>Continuing Professional Education Committee</b>	<b>Ex-officio:</b> Ms Kng Li Lin Grace  <b>Chairperson:</b> Ms Loh Chee Pheng  <b>Secretary:</b> Mr Nicholas Teo Shao Wei	<b>Members:</b> Mr Desmond Seah Teik Ming Mr Wang Hao Yu Ms Amanda Chia Jia Ying Ms Denise Lim
<b>Public Education Chapter</b>	<b>Ex-officio:</b> Dr Yap Kai Zhen  <b>Chairperson:</b> Mr Soo Yi Hao  <b>Secretary:</b> Ms Chan Jue Ning Sarah	<b>Members:</b> Dr Peia Lee Mr Choo Tze Yang Jeremy (Member of the Chapter until February 2022) Mr Quek Xu Ming Joel (Member of the Chapter until August 2021) Mr Tan Zhan Peng Ms Chan Jue Ning Sarah Ms Chuang Xue Fen Ms Erinn Lee Si Min Ms Lee Ying Zhen Candace
<b>Young Pharmacists Chapter</b>	<b>Ex-officio:</b> Mr Ong Kheng Yong  <b>Chairperson:</b> Mr Marshall Liu Mao Sheng  <b>Vice- Chairperson:</b> Ms Vivian Chin Hui Min  <b>Secretary:</b> Ms Denise Yeo Jia Qi  <b>Members:</b> Mr Benjamin Cheng Yue Xuan Mr Chew Woon Seng Mr Chong Jin Jian Mr Franky Mr Ian Tan Sheng Feng	<b>Members:</b> Mr Lew Kuan Yeng Ray Mr Lim Cheong Cheng Ms Bernice Leow Ms Chan Li Ying Ms Chean Ning Wei Tracy Ms Chew Yue Xin Cindy Ms Chong Li Sze Nyx Ms Evelyn Tan Shi Jie Ms Faith Tammy Wong Ms Lee Chiawli Ms Lee Li Xuan Trevina Ms Low Kai Xin Ms Ng Yali Shermain Ms Nguyen Thi Hai Van Ms Tai Jia Yinn Ms Tan Li Yan Ms Tey Xi Wei

## Mission Statements (Chapters, Committees and Workgroups)

<b>20th Asian Conference on Clinical Pharmacy Committee</b>	<p>The Asian Conference on Clinical Pharmacy (ACCP) is a professional society of pharmacy practitioners, scientists, researchers, administrators, educators, and students from 12 countries from Asia committed to promote excellence in clinical pharmacy in Asia.</p> <p><b>Vision:</b> ACCP is the leading force in Asia in initiating and promoting clinical pharmacy practice, education, and research.</p> <p><b>Mission:</b> The ultimate goal of ACCP is to improve health care by providing leadership, advocacy, education, and resources to clinical pharmacy practitioners in order to promote excellence in clinical pharmacy.</p> <p>Annual Conference: Annual conference of ACCP is held each year around each country in Asia to disseminate and exchange new clinical knowledge and experiences in clinical pharmacy practice, education, and research.</p>
<b>Community Chapter</b>	<p><b>Missions:</b></p> <ol style="list-style-type: none"> <li>1. Establish the professional practice of community pharmacist.</li> <li>2. Improve health outcomes for patients by increasing access to preventive care by community pharmacist in the management of minor ailments, as well as chronic conditions.</li> <li>3. Enhance and promote the role of community pharmacist as the trusted and accessible healthcare professional of choice, fostering collaborative care to promote health.</li> </ol>
<b>Hospital Chapter</b>	<p><b>Missions:</b></p> <ol style="list-style-type: none"> <li>1. To serve in the best interests of hospital pharmacists</li> <li>2. To build rapport among hospital pharmacists through networking and other activities</li> <li>3. To initiate and maintain special interest groups that serve as a platform where hospital pharmacists can interact and grow professionally</li> </ol>



<b>Industry Chapter</b>	<p><b>Vision:</b></p> <p>To develop the potential of pharmacists in Singapore and foster a supportive society where pharmacist can return to.</p> <p><b>Missions:</b></p> <ol style="list-style-type: none"> <li>1. Facilitate development of growth mindset and professional development</li> <li>2. To create opportunities for all pharmacists working in the various sectors of the industry a platform to meet, interact with each other and to share experiences and ideas</li> </ol>
<b>Infectious Disease Special Interest Group (IDSIG)</b>	<p><b>Missions:</b></p> <p>To realize these goals, PSS is developing Special Interest Groups (SIGs) – forums for members with similar interests to:</p> <ol style="list-style-type: none"> <li>1. Network, exchange ideas, and discuss relevant issues</li> <li>2. Organise educational opportunities to further the knowledge of the practicing pharmacist</li> <li>3. Recommend pertinent activities to PSS</li> </ol>
<b>Intermediate And Long-Term Care (ILTC) Pharmacists Workgroup</b>	<p><b>Missions:</b></p> <ol style="list-style-type: none"> <li>1. Standardise pharmaceutical care practices within the workgroup by:             <ol style="list-style-type: none"> <li>a) Acting as a platform for health information and pharmaceutical care knowledge exchange</li> <li>b) Creating and sharing standard operating procedures</li> <li>c) Offering standardised training framework for workgroup members</li> <li>d) Upskilling team members on their capability to deliver best pharmaceutical practices</li> </ol> </li> <li>2. Drive pharmaceutical care initiative / practice standards in ILTC sector through:             <ol style="list-style-type: none"> <li>a) Promoting collaboration with various stakeholders to develop quality or improvement projects</li> <li>b) Providing medication related training to the ILTC healthcare professionals and care staff</li> <li>c) Providing advisory support to ILTC partners</li> </ol> </li> </ol>

<b>Media and Communications Committee</b>	<p><b>Mission:</b></p> <p>To build PSS' image as a provider of trusted source of current, relevant and accurate medication related information, and position PSS as the society which brings the best out of the profession.</p>
<b>National Medication Information (NMI) Workgroup</b>	<p><b>Missions:</b></p> <p>Our final vision is 1-drug 1-medication information leaflet (MIL) to harmonise medication information across the nation. This will lead to optimization of pharmacist efforts in coming up with new education materials and regular updates, avoid information overload and confusion for our patient as well as align to one source of medication information as we move towards national IT systems such as HealthHub and National Harmonised Integrated Pharmacy System (NHIPS).</p>
<b>Pre-Registration Pharmacists' Training Committee</b>	<p><b>Mission:</b></p> <p>To support pre-registration pharmacist training, and promote pharmacy values, principles and ethnics to build impetuses, in every pre-registration pharmacist.</p>
<b>Professional Education Chapter</b>	<p><b>Missions:</b></p> <p>This committee under the Professional Education Chapter is responsible for organising Continuing Professional Education for pharmacists with the following missions:</p> <ol style="list-style-type: none"> <li>1. Provide comprehensive Continuing Education (CE) programmes for pharmacists from all sectors, to ensure they remain current in knowledge and skills</li> <li>2. Continually develop and expand the scope of topics covered in the Continuing Education programmes in keeping with evolving healthcare landscape and training requirements</li> <li>3. Organise relevant courses and accreditation programmes for Pharmacy professionals</li> </ol>

<b>Public Education Chapter</b>	<b>Missions:</b> <ol style="list-style-type: none"> <li>1. Empower members of the public with appropriate information to be better informed about their own health management.</li> <li>2. Establish pharmacists' role in public health promotion including promotion of health awareness and well-being, disease prevention and identification of ill health.</li> <li>3. Promote and encourage the public to practice safe and effective self-care in the area of self-medication for minor ailments and playing an active role in the management of chronic diseases.</li> <li>4. Organise events and other nation-wide pharmacy campaigns to promote the above goals.</li> </ol>
<b>Young Pharmacists Chapter</b>	<b>Missions:</b> <ol style="list-style-type: none"> <li>1. To engage young pharmacists and cultivate a stronger sense of belonging to the profession</li> <li>2. To provide avenues for greater social interaction among pharmacists</li> <li>3. To develop an abled Young Pharmacists Chapter that can represent Singapore/PSS at regional and international levels</li> <li>4. To foster stronger cooperative ties with other Chapters and pharmacy student body (NUSPS), through mutual support and collaboration for events organised</li> </ol>

## PSS Secretariat

In May 2021, PSS bid farewell to Ms Janet Low, Manager, who served in the PSS secretariat office for 9 years since February 2012. The Council thanked Ms Low for her contributions which included providing a strong PSS secretariat support and assisting to coordinate and oversee the smooth and successful running of PSS conducted courses like the Certified Pharmacy Technician Course (CPTC).

The PSS secretariat office welcomed a new Assistant Manager, Ms May Siau, in June 2021. Ms Siau brought along with her 18 years of customer service and operational experiences from the private sector and a year of service in the hospital sector. Within 6 months of onboarding, Ms Siau proposed and implemented a change in secretarial payroll from cheque issuances to online GIRO. This helps to save time and effort and increases staff satisfaction as there is no delay in the crediting of payrolls.

The PSS Secretariat Team has also been instrumental in the revamp of the PSS Annual Report (AR) for FY21 and had undertaken key role in the coordination, design, and circulation of the report to members.

PSS recognized the importance of caring for our employee's health and well-being. Hence, a new policy on prolonged illness coverage was also introduced for the Secretariat team. This policy governs the staff's eligibility of Prolonged Illness Leave and provides an extension to the staff medical benefits in the event of medical boarding out.



*From left to right: May Siau (Assistant Manager), Jessin Ching (Executive) and Tiffany Yong (Executive)*



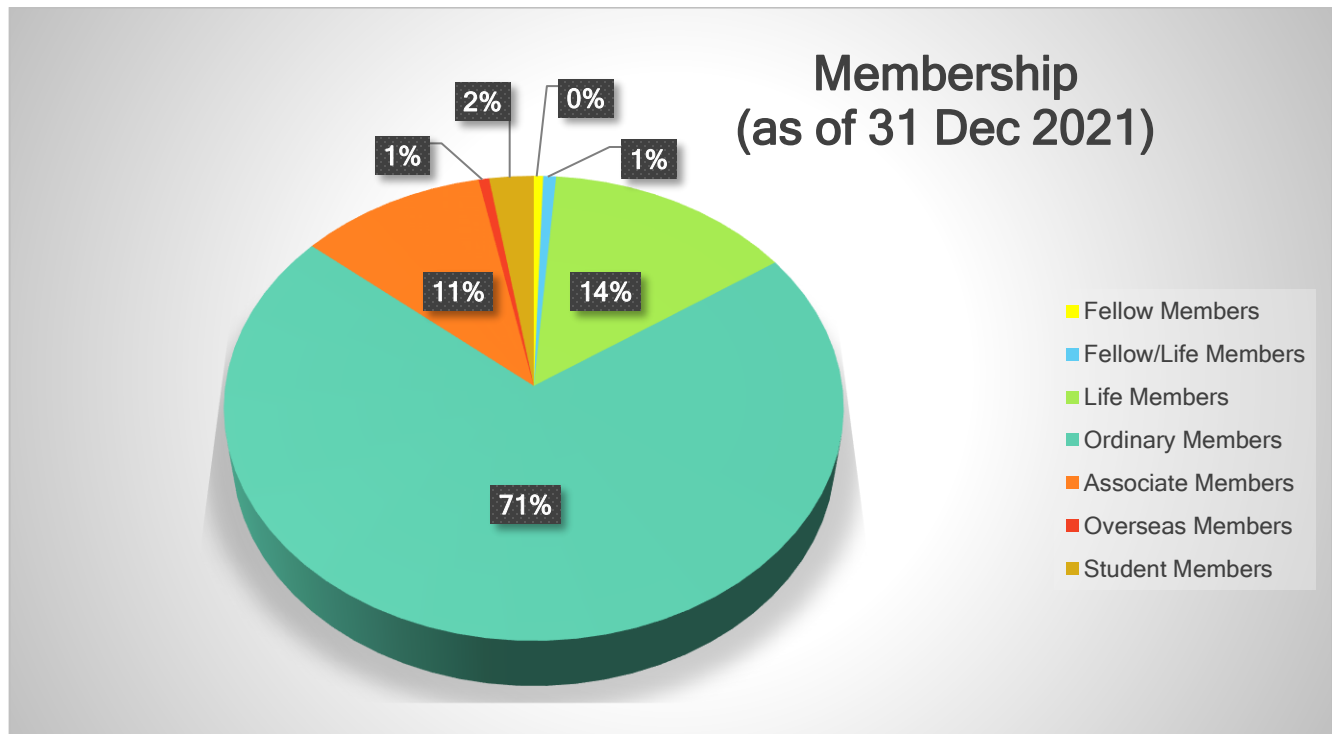
# OUR MEMBERS

## Membership & Engagement

As the only professional body representing pharmacists in Singapore, PSS prides itself in playing a key role in supporting & educating their members by providing up-to-date resources for ongoing learning and skill relevance and providing platforms to create networking opportunities.

The Young Pharmacists Chapter (YPC) has been the key driver for membership engagement. It has been actively creating programmes and opportunities to encourage all registered pharmacists in Singapore to join PSS, enabling the society to be an active voice for the pharmacy profession.

Despite the challenges posed by COVID-19 where events such as the Singapore Pharmacy Congress, Continuing Professional Education (CPE) talks and other social activities were either conducted virtually or cancelled, overall PSS membership remained steady as compared to 2020. There was a marked increase in student members which could be attributed to various YPC projects such as YPConnect.



The breakdown of 2021 and 2020 PSS membership is represented in the table below.

	No. of members as of 31 Dec 2021	No. of members as of 31 Dec 2020	% Change
Fellow Members	8	9	-11%
Fellow/Life Members	11	10	10%
Life Members	212	206	3%
Ordinary Members	1058	1060	0%
Associate Members	160	204	-22%
Overseas Members	9	10	-10%
Student Members	38	19	100%
<b>Grand Total</b>	<b>1496</b>	<b>1518</b>	<b>-1%</b>

Table 1: Breakdown of PSS membership for Year 2021 vs 2020

## PSS Membership Survey 2021

In 2021, a membership survey was conducted for both PSS members and non-members to understand the needs of our pharmacists. A similar survey was conducted in 2016.

The results from the recent survey showed a steady emphasis on value-based activities, with 87% of pharmacists indicating that they are “Interested” or “Most Interested” in activities such as Continuing Professional Education (CPE) talks. It was also observed that pharmacists were significantly less interested in social activities as compared to 2016. This could potentially be due to the COVID-19 pandemic, whereby social activities are more restricted than before.

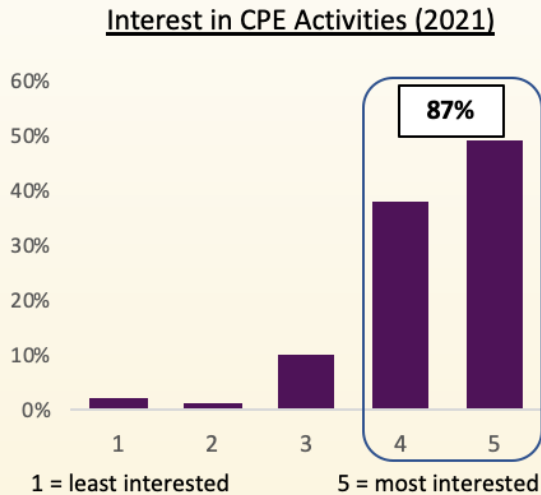
Apart from value-based activities, the survey results also showed that pharmacists perceived PSS as a professional body that represents the pharmacy profession. PSS has been consistently involved in shaping the pharmacy profession through various platforms such as Chief Pharmacist meeting. However, these efforts are not made visible to the wider pharmacy community.

Therefore, YPC proposed to increase the awareness of PSS’s activities among pharmacists through its Media and Communications Committee (MCC). This includes increased transparency of PSS actions in shaping the pharmacist profession and a calendar of planned CPE activities. Given that pharmacists are extremely keen in PSS-organised CPE activities, a calendar of such activities could empower members to make prior arrangement for attendance and showcase the breadth of CPE activities organised by PSS.

## Membership Survey Results Key Findings

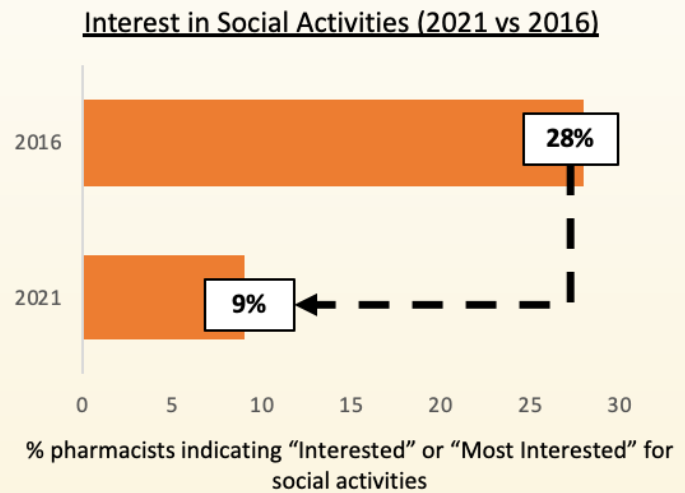
### 1) Professional Enrichment

- Pharmacists remain extremely interested in CPE activities.



### 2) Social Activities

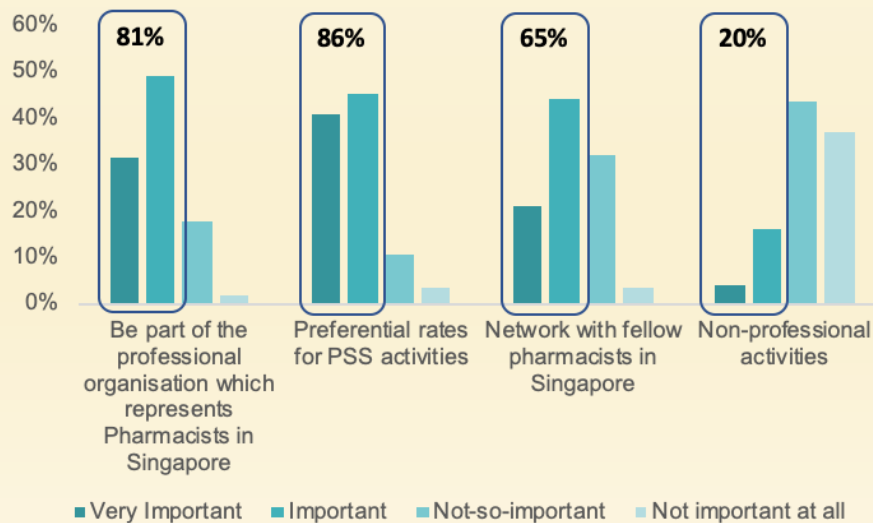
- Less emphasis on social activities in 2021 VS 2016



### 3) Together, We are Stronger

- Other than preferential rates, pharmacists joined PSS to be part of the pharmacists community.

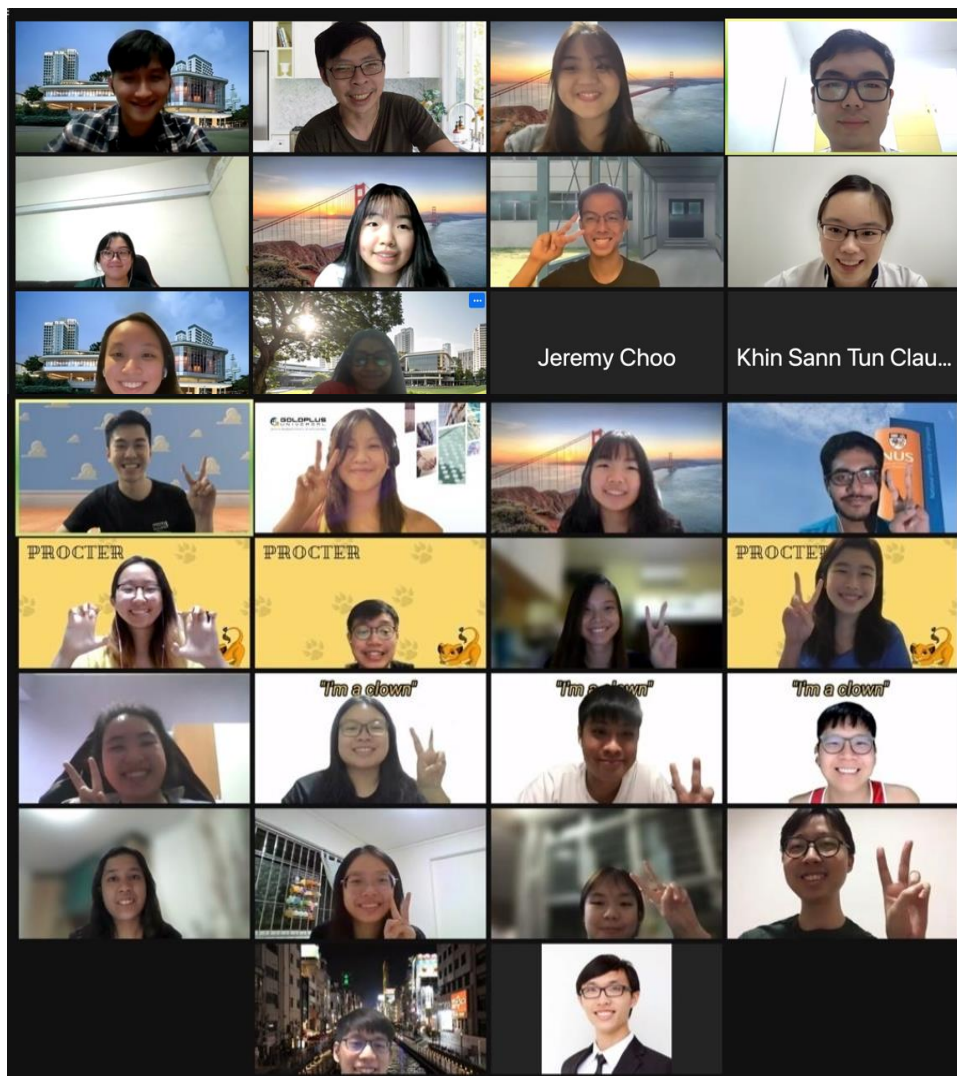
#### Motivators to Joining PSS (2021)



## YPConnect

The Young Pharmacists Chapter (YPC) recognised that the pharmacy student body is a key driver for PSS membership growth. As such, YPC has been introducing initiatives that can resonate better with the students. YPConnect, a networking platform, is an embodiment of such an initiative, where pharmacy students are paired up with young pharmacists (befrienders), who are able to provide practical advice and manage expectations for students, preparing them for life as a pharmacist post-graduation.

Driven by the success of the pilot in 2020, YPConnect continued its second year with an increase in participation of young pharmacists and students. For 2021, we expanded our pharmacists pool to include more pharmacists from various chapters and industries, and had a total of 15 pharmacist befrienders (up from 12 in 2020). The number of registered pharmacy students had also increased from 15 (in 2020) to 23 (in 2021). After the initial “matchmaking” session, pharmacy students were assigned to their befrienders based on their career interests. The students would then initiate conversation with their befrienders. This provides both pharmacists and students the flexibility to connect with each other.





## PSS Membership

### List of PSS Fellow and/or Life members as of 31 December 2021

FELLOW							
1	10109	MS	CHAN SOO CHUNG	5	10372	MR	LIM MUN MOON
2	10146	A/PROF	CHEW SUI TSIEN, LITA	6	10908	MR	NG CHENG TIANG
3	10749	DR	CHUI WAI KEUNG	7	10605	DR	TAN WENG MOOI
4	10198	MS	FATIMAH BTE MOIDEEN KUTTY	8	10682	DR	WONG MING LEE, CAMILLA

FELLOW/LIFE							
1	10078	DR	ANG HUI GEK	7	10456	DR	NGIAM TONG LAN
2	10110	A/PROF	CHAN SUI YUNG	8	10008	MRS	ONG PAULINE
3	10144	MRS	CHEW KWEE TIANG	9	10594	MRS	TAN SHOOK FONG
4	10002	MR	ENG TONG SENG	10	10011	MR	WONG YIP LUNG
5	10006	PROF	LEE HOW SUNG	11	10696	MR	WU TUCK SENG
6	10007	MR	LIAK TENG LIT				

LIFE							
1	10012	PROF	AB ELLIOTT	27	10147	MR	CHEW TOH TSENG
2	10732	MS	ANG GEOK HONG	28	10148	MR	CHEW YAK BOO, JEFFREY
3	10077	MR	ANG GIM CHUAN, SAM	29	10152	MS	CHIANG KHIM KEE
4	10089	MR	BOEN DAVID	30	10156	MR	CHIN CHEE SHENG GEOFFREY
5	10091	MR	BOON MEOW HOE	31	10158	MS	CHIN MEE FONG
6	11133	MR	CHAI CHOI WEI	32	10267	MDM	CHONG CHOON NGOR
7	10118	MRS	CHAN AH LUI	33	10015	MR	CHONG KIM FATT
8	10096	MRS	CHAN CHING OI	34	10165	MR	CHONG PENG SEEN, STEVEN
9	10098	MRS	CHAN EK HUAR	35	10167	MR	CHOO KER YONG
10	10100	MR	CHAN HUI	36	10168	MRS	CHOO KUEI TING, TINA
11	10102	MR	CHAN KOK TONG, ANTHONY	37	10169	MR	CHOO LYE HUAT, JIMMY
12	10104	DR	CHAN LAI WAH	38	10016	MR	CHOO TIAN HOCK
13	10111	MS	CHAN SZE HONG	39	10174	MR	CHOW TUCK ONN
14	10116	MRS	CHAN YIAM MOI	40	10178	MR	CHU SIU BUN, FRANCIS
15	10119	MR	CHANG MING WEN	41	10180	MS	CHUA CHWEE HONG
16	10122	MR	CHANG WEI YUNG	42	11492	MDM	CHUA GEOK TONG, ANGELA
17	10123	MS	CHANG YOK YING	43	10182	MS	CHUA KIM SUAN
18	10124	MRS	CHANG-TAN NAI KEOW	44	10813	MS	CHUNG CHIAN HUEY
19	10127	MRS	CHAY SWEE HWA	45	10017	MR	CHUNG WING KONG
20	10128	MRS	CHEAH ELIZABETH	46	10018	MR	DIEU SIEW PIN
21	10129	MR	CHEE HERN KHIAN	47	10202	MS	FOO AH LAN, JOYCE
22	10130	MR	CHEE SAY HEAN	48	10212	MR	GAN KOK HOE
23	10133	MR	CHEN YIN FOOK	49	10217	MS	GOH BEE LEONG
24	10134	MR	CHENG KWONG GHEE	50	10227	MS	GOVINDASAMY SHIAMALA
25	10140	MR	CHER YOON KWONG	51	10228	DR	GWEE CHOON ENG, MATTHEW
26	10822	MR	CHEW HOCK HUA	52	10229	MR	GWEE THIAN HOCK

## LIFE

53	10230	MR	HAN FANN CHOUR	93	10313	MS	LIEW LEE CHING, DORIS
54	10239	MS	HO BENG NEO	94	10357	MR	LIM CHWEE KWANG
55	10752	DR	HO CHI LUI, PAUL	95	10026	MR	LIM HOCK KONG
56	10196	MDM	HO GUEK KEOW, CYNTHIA	96	10027	MR	LIM HOCK LEONG
57	10242	MR	HO SOON JIN, GERALD	97	10360	MR	LIM JOO CHYE
58	10243	MR	HO TECK SWEE	98	10363	MR	LIM KIN NAM
59	10244	MDM	HO YEON NGAN	99	11609	MR	LIM KOK WAH
60	10250	MR	HOR KIM CHOON, CASEY	100	10058	MR	LIM LAY YEW
61	10256	DR	HWANG CHI LOOI	101	10365	MS	LIM LU GIOK, AMY
62	10259	MR	JAYARAJ S/O SANMUGANATHAN	102	10371	MR	LIM MENG LEE
63	10266	MR	KEE TAH PENG	103	10374	MS	LIM POH CHOO, PATRICIA ANN
64	10022	MR	KHOO BOON INN	104	10376	MR	LIM POH TECK, PETER
65	10277	MS	KOE SWEE KIOK	105	10028	MRS	LIM QUEE CHENG
66	10278	MR	KOH CHIN LEE, HENRY	106	10307	MDM	LIM SEOW LING, CHRISTINA
67	10279	MR	KOH CHOON YONG	107	11680	MDM	LIM SHIU CHIN
68	10280	MR	KOH CHWEE LIAT	108	11679	MS	LIM SIEW KHENG
69	10281	MR	KOH HOCK BIN	109	10387	MRS	LIM YAE FOONG
70	10023	MR	KOH KAY SENG	110	10392	MDM	LIN CHI HING, RUFINA
71	10282	DR	KOH KIM SENG	111	10030	MRS	LING SHAO-PIN, HELEN
72	10283	MS	KOH LEK PENG	112	10031	MR	LIONEL DA SILVA
73	10286	MRS	KOH POH NEO, JOANNA	113	10398	MS	LIS HARTINI BTE AGOES
74	10287	MR	KOH SENG GAY	114	10401	MS	LO LIP MIN DAWN
75	10827	MR	KOLAKARAN TOM THARAKAN	115	10403	MR	LOH KUM CHUEN
76	10295	MRS	KOO-KWA PECK KIAM	116	10419	MR	LOW JEE-MUNN, MAURICE
77	10298	DR	KURUP, TRR	117	10033	MR	LUM PAK KIT
78	10300	MR	KWAN YEW HUAT	118	10431	MS	MERCI ANNE RODRIGUES
79	10301	MR	KWEK LIAN CHIN, RICHARD	119	10434	MS	MONTEIRO CHRISTABEL
80	10309	MRS	LAM POH YIN	120	10710	MRS	NAIR-YEO KHEE ENG
81	10310	MR	LAU CHEE PHONG, JOSEPH	121	10173	MDM	NG BOON CHENG
82	10024	MR	LAU KIENG POH	122	10439	DR	NG CHU TECK
83	11097	MR	LEE CHIONG GIAM	123	10445	MS	NG LEE KIM
84	10560	MRS	LEE CHOON LAIN @ CECILIA TAN	124	10455	MRS	NG PECK TYE
85	10325	MS	LEE KENG CHAN	125	10035	MR	NG SER HOCK
86	10326	MR	LEE KIM SIONG, PETER	126	10036	MR	NG YEW MUN
87	10331	MRS	LEE LYNETTE	127	10459	MRS	ONG DELIA
88	10337	MS	LEE SWAN KEE, AGNES	128	10463	MR	ONG HENG
89	10339	MR	LEE WENG CHEE	129	10467	MR	ONG LAI POH
90	10340	MR	LEE YEOW HUA	130	10274	MS	ONG SEOK ENG
91	10341	MRS	LEE-LIM ENG TIN	131	10897	MS	ONG YONG BOK
92	10344	MR	LEONG JUAN HAW	132	10786	MR	OOI AUN CHENG, TONY

LIFE							
133	10794	MRS	OOI CHEW ENG	173	10628	MR	TEO WEE SENG
134	10475	MS	PAN PAW SHAN	174	10633	MR	THAM KWOK ONN
135	10482	MR	PHUA NGEE CHENG	175	10635	MRS	THAM POON KING
136	10484	MS	PNG HONG LAN	176	11616	MDM	THAM YIN HAR
137	10488	MR	PONG GIM YAN	177	10637	MRS	THAM YU LIN, MARIE
138	10492	MR	QUAH SIN PHAY	178	10638	MR	THANARAJAH N
139	10495	MR	QUEK SOON KEE	179	10042	DR	THIAGARAJAH S
140	10497	MR	R RAMANATHAN	180	10647	MR	TIT YIN SENG
141	10265	DR	R. KARUNANITHY	181	10650	MRS	TOH PUI CHUN, PRISCILLA
142	10436	MS	SHAKILAH BEGUM MUJTABA	182	10655	MR	TUNG KOOI YOON, GEORGE
143	10511	MRS	SHUM GOH LIAN	183	10656	MRS	UNG LAY KHAM
144	10514	MR	SIA CHONG HOCK	184	10665	MR	WEE JONG CHENG
145	10515	MR	SIA KIN TONG, KINGSTON	185	10043	MR	WEE KENG BOON
146	10527	MR	SLOW KIM CHEW, HENRY	186	10668	MS	WEE SHUNG CHING, LINDA
147	10530	MDM	SITI MAIMUNAH BTE JAMIL	187	10670	DR	WONG CHEE KIK, ELLICK
148	10039	MR	SOH LIANG HONG	188	10674	MRS	WONG FIFI
149	10539	MR	SOON BOON TAN, EDMUND	189	10045	MRS	WONG JOYCE
150	10540	MRS	SOON LOUISE MARGARET	190	10678	MS	WONG KWAI FONG
151	10192	MS	SUEN SIEW LUAN	191	10061	MS	WONG LI CHOO
152	10546	MDM	SUWARIN CHATURAPIT	192	10679	MRS	WONG MEI CHAN
153	10548	MR	TAI CHEONG HUI	193	10684	MR	WONG MUN CHIANG
154	10551	MR	TAN AH BEE	194	10686	MRS	WONG SIOK LAY
155	10556	MR	TAN BUANG KHER	195	10693	MRS	WONG SWEE YIAN JOANNA
156	10562	MS	TAN GEOK MUI	196	10690	MR	WONG YOW FOOK, JACK
157	10563	MR	TAN HAN YONG	197	10694	MR	WOO FONG MENG, MICHAEL
158	10566	MR	TAN JIN YING, JAMES	198	10695	MS	WU SIEW SEE
159	10569	MS	TAN KEAT YONG	199	10701	MS	YAP MEE FAH
160	10576	MR	TAN KIOK K'NG	200	10703	MRS	YAP YEW BEE, PATRICIA
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162	10586	MS	TAN MUI CHAI	202	10708	MR	YEE SHEN KUAN
163	10587	MS	TAN MUI LING	203	10709	MR	YEO GEOK HOE, RICHARD
164	10590	MRS	TAN POH CHUAN, JANE	204	10711	MRS	YEO MIR HAW, CONSTANCE
165	11121	MDM	TAN SIOK KOON JUNE	205	10713	MR	YEO SIEW MENG
166	10598	MRS	TAN SOCK KHEE	206	10716	MR	YEO TOCK SOON
167	10601	MRS	TAN SWEE SIN	207	10723	MS	YEW SOK HAR
168	10602	MR	TAN TEK SENG	208	10902	MS	YIP YOKE MOI
169	10896	MS	TAN YOKE SOON	209	10727	MR	YONG KAH TECK
170	10608	MRS	TAN-YEE POH CHON, AGNES	210	10728	MR	YONG KAM SENG
171	10614	MRS	TAY CHENG KUI, GLADYS	211	10729	MR	YONG KENG WOH
172	10342	MDM	TEH YOKE KENG	212	10734	MS	YOONG NGEUN YOON

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