



Issue 176 August 2021

PSS E-BULLETIN

To maximise the contribution of Pharmacists to the healthcare of Singaporeans



SINGAPORE Pharmacy Week 2021

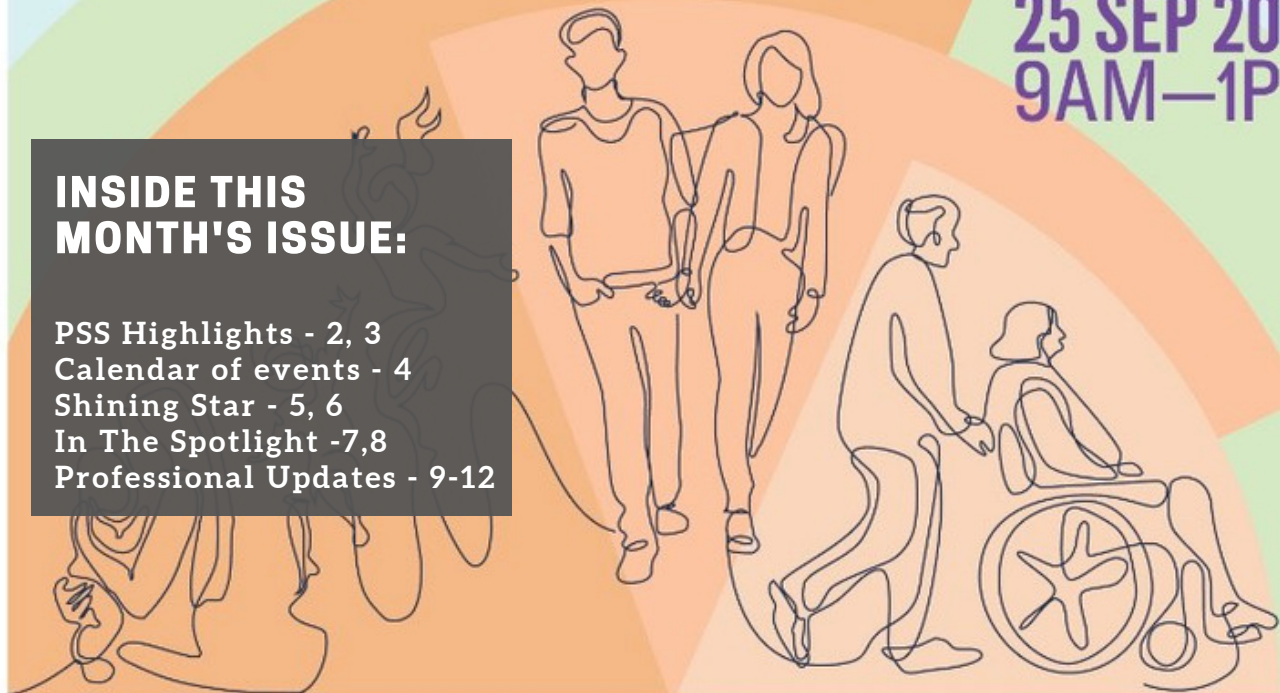
20-26 SEP

Saturday
25 SEP 2021
9AM-1PM



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PARTNERING YOU IN YOUR HEALTH JOURNEY

UPCOMING EVENT: PHARMACY WEEK

Taking place on 25 September 2021 (Saturday)

Details on Page 4 of our bulletin!

PSS HIGHLIGHTS

20TH ASIAN CONFERENCE ON CLINICAL PHARMACY

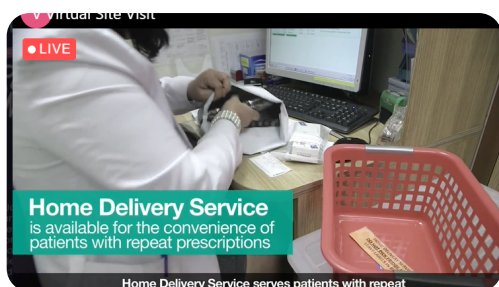


The 20th Asian Conference on Clinical Pharmacy (ACCP), in conjunction with the 30th Singapore Pharmacy Congress, was successfully held virtually in Singapore from 1-4th July 2021, connecting clinical pharmacists across Asia, despite the ongoing COVID pandemic.

“Pharmacy Beyond 2020: Changing Landscapes, Improving Lives” was this year’s theme, and attracted more than 1,000 participants and 200 abstract submissions across Asia.

Mr Ong Ye Kung, Minister of Health, Singapore was the Guest of Honour and Prof Kwon Kwang-il, ACCP Board President (2020/2022) welcomed everyone to the conference. Prof Kwon expressed his hopes that this event will help all clinical pharmacists in Asia to improve healthcare services through the interchange of the education system and clinical practice experience.

Ms Yong Pei Chean, President of the 115th PSS Council along with Mr Lai Yi Feng and Ms Chean Ning Wei Tracy, Co-Chairpersons of the 20th ACCP Organizing Committee marked the opening of the conference by striking on the traditional “gong”.

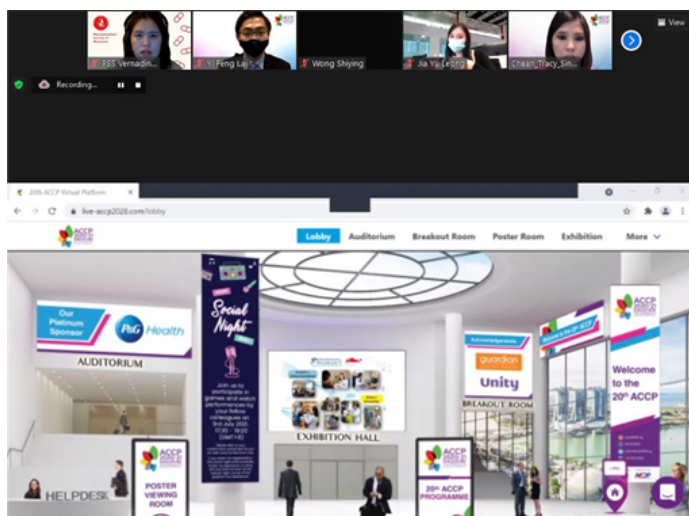


This was the first ever online ACCP, and participants were treated to a virtual site visit to 4 different hospitals in Singapore, namely TTSH, NUH, SGH, KKH and DCH Auriga, specialising in distribution and warehousing. Like a physical event, the virtual 4 day event ACCP was knowledge-packed with plenary sessions and parallel symposium tracks centred on a myriad of topics from clinical sharing, regulatory, education to more recent developments such as COVID, Telehealth and data driven eHealth. At the end of the day 3, a virtual social night was held over Zoom.

Ms. Yong Pei Chean, officially closed the 20th ACCP by passing the baton to Dr. Hiroyuki Kamei, Chairperson for the ACCP 2022 Organizing Committee. The theme for ACCP 2022 will be “The Next Stage of Clinical Pharmacy from Asia” and will be held virtually from Nagoya, Japan from 11-14th Feb 2022.

See you again in ACCP 2022 !

PSS MCC FIRST VIRTUAL PRESS CONFERENCE



On 2nd July 2021, PSS Media & Communications Committee (MCC) assisted the Asian Congress of Clinical Pharmacy (ACCP) 2020/21 committee in hosting PSS's first virtual press conference with reporters from CNA and The Straits Times.

A virtual tour of the conference platform and a brief Q&A was conducted. We hope that through these efforts, the public is able to get a greater insight on what pharmacists do.

Click [here](#) to check out the article on The Straits Times and [here](#) to view the news from CNA.

WELCOMING OUR NEW SECRETARIAT ASSISTANT MANAGER



MS. MAY SIAU

We are pleased to introduce our new PSS Secretariat Assistant Manager, Ms May Siau. She will be taking over from Ms Janet Low. PSS would like to thank Ms Janet for her service. We wish her all the best in her future endeavors.

Greetings from Ms May Siau:

"Hi Everyone, I am May, the new Assistant Manager in PSS Secretariat. I will be working closely with my team in PSS Secretariat, to create an exciting journey together with our valued PSS members."

My career kicked off in the Insurance industry, where I worked my way up from a front-line customer service officer to being a team lead in managing back-end operations and people-relationship. I also had a great experience in NUH, where I was able to co-lead and organized the official opening of the NUH Sports Centre, with Minister Grace Fu, gracing the event. With an acute membership background from a Country Club for 4 years, I continued to build on my experiences in managing members' expectations and implementing new initiatives for the benefits of my members and the Club. As a mother of a young teenager, I believe in setting a positive example for him, instilling the values of responsibility and guiding him on the rewards of seeking continuous improvements and learnings.

I came to PSS with my years of customer service and operational experiences, specifically targeting managing members' expectations and creating a good working team. I hope that over the course of the next few weeks, I will get the chance to know all of you! Cheers and please Stay Safe! "



MS. JANET LOW

CALENDAR OF EVENTS

25th September 2021, Saturday

Pharmacy Week 2021 (FREE)

Pharmacy Week is a yearly event celebrating the roles pharmacists play in various healthcare industries. Join us on Facebook Live for a series of talks that will showcase how pharmacists can play an active role with the public in their health journey.

- **Organizer:** Pharmaceutical Society of Singapore (PSS)
- **Time:** 9am - 1pm
- **Who should attend:** This event is opened to the public.

Register [here!](#)



Programme

9:00–9:30 Opening Ceremony

9:30–10:00 **Atopic Conditions in Children**
Are Steroids a Friend or Foe for My Child?

Ong Kheng Yong (SGH) + Jean Paul (KKH) + Huang Xiaoling (NSC)

10:00–10:30 **Smoking Cessation**
Put It Out Before It Puts You Out

Shanavas Rusana Banu (Woods Pharmacy) + Sean Ang (Success Alliance Enrichment) + Rachael Lee (Guardian)

10:30–11:00 **Acne Management & Scar Prevention**
Zap That Zit

Hanan Helme + Winnie Choo (NSC) + Syatirah Harun (Unity)

11:00–11:30 **Safe Use of OTC medication for the Elderly**
Xero-ing Into Dry Skin & Dry Eyes

Jasmine Yam (Renci) + Deborah Chia (NUH) + Sharene Goh (Watsons)

11:30–12:00 **Health Supplementation**
Are Supplements a Solution to Your Health Trouble?

Chua Kay Tse (Eagles Therapy) + Joy Chong (Watsons) + Carolyn Chan (Unity)

12:00–12:30 **Diabetes Management**
Un-Sugarcoating Diabetes

Waseemah Begam (NHGP) + Khee Giat Yeng (SGH) + Chia Hui Shan (NHGP)

12:30–13:00 **Vaccination**
#IGotMyShotSSS

Grace Hoo (TTSH) + Adeline Cheong (SKCH) + Wendy Ang (CGH)

SUPPORTED BY:

guardian



unity



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 Singhealth Polyclinics.



Hi, I am Ian Tan, a pharmacist at Singhealth Polyclinics and a member of the PSS Community Chapter and Young Pharmacist Chapter.

On a daily basis, I carry out medication counselling for patients, answer drug enquiries and run clinical services like anticoagulation service and medication review service.

Apart from daily duties, I am glad to have been given the chance to be a mentor to juniors, work on research projects, lead a team for a quality improvement project and to have been appointed as a preceptor to a pharmacy undergraduate during her internship.

At PSS, I meet like-minded individuals who volunteer their time to do more for the pharmacy profession. Besides collaborating with community pharmacist counterparts from the retail chains, I ventured out of my comfort zone by planning and organising social events.

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 see 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 smoother application process as she was already running out of the medication. In the end, she managed to obtain a subsidy of 85% on the spot and collect her medications right after that. Seeing the drastic reduction in her bill size 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. I've to say that the more memorable patients are those who either leave a positive or negative impression. The friendly and amicable 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.

3) What do you think are the important skills that a community pharmacist needs to be equipped with? Any advice?

Being able to communicate well with patients and establish rapport with them goes a long way towards patients' adherence to medication therapy. Apart from conversing in their preferred language as far as possible, displaying empathy and being able to relate to patients' concerns can increase trust in the healthcare provider. Besides this, it is also important to keep abreast of the latest drug developments and even the news, especially in this covid-19 pandemic period where new rules can take effect within a very short timeframe and we need to play a part in safeguarding public health, as well as dispel myths and misconceptions.

For anyone interested in being a pharmacist or considering to serve the community, it is important to discover your passion and what you enjoy doing. If you enjoy caring for patients and be one of the most accessible healthcare professionals where people turn to for medical advice, this role is for you.

4) What is one misconception about community pharmacist that you hope to correct?

Some may think that the work in community pharmacy is repetitive and mundane. We do not come across as many rare or unusual medical conditions as compared to tertiary care, but every patient is unique and can present a different set of challenges. In general, it always helps to aim to add value to each encounter. It may be a patient who is confused with his medications, a nurse who is not familiar with a pharmacy workflow or a doctor who is unsure of medicine availability. For each problem resolved or each sharing done, is a step forward. Being in a job role that is patient fronting also makes life more interesting as we get to interact with people from all walks of life and learn to empathise with them by thinking from their perspective



"Hiking Event at Singapore Botanic Gardens in Nov 2019, organised by Ian's team from PSS Young Pharmacist Chapter."



Kudos to all pharmacists for investing time and effort in this long and arduous fight against Covid-19.

HANG IN THERE!

**LAST YEAR, COVID-19 CAME
LIFE COULDN'T BE THE SAME
WE HAD TO ADAPT AND CHANGE**

**GROUPS CANNOT GATHER
REGARDLESS OF THE WEATHER**

**ARRANGE FOR MEETING ONLINE
AND ATTEND CE SESSIONS AS YOU DINE**

**TO FIGHT THE PANDEMIC
WE HAD TO FUNCTION AT OUR PEAK
IN ORDER TO WIN THE BATTLE
WE HAD TO BRING OUT OUR TRUE
METTLE**

**THANK YOU FOR YOUR DEDICATION
THIS IS JUST A SMALL APPRECIATION**

"A short poem featured during the PSS Appreciation Night in Jan 2021."

Penned by Ian Tan as a tribute to fellow pharmacists.

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 (NTFGH).

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 NTFGH. He subsequently went on to pursue his Doctor of Pharmacy (PharmD) 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 NTFGH. He went on to spearhead the formation of an outpatient pharmacist-run **Cardiovascular Risk Factor Management Clinic** and has been managing the **Post-Percutaneous Coronary Intervention Clinic in NTFGH** 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 31st 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 (AMI-HOPE) project, and is part of the scientific committee for the 26th International Society of Cardiovascular Pharmacotherapy virtual conference.



◆ 2012 Graduated from NUS with Honors

◆ 2018 Graduated with Doctor of Pharmacy from NUS



◆ 2021 Manages Post-Percutaneous Coronary Intervention Clinic at NTFGH



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 in 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 clinics, 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.



Who would you say is your role model, whom inspired you to excel in the pharmacy field that you chose?

Looking back at my pharmacy career, I find that I am shaped into who I am today through the encouragement and guidance from the many people whom I have worked with over the years. They include my pre-registration pharmacy preceptor and seniors back at Alexandra Hospital where I started my pharmacist career. Along the way, many seniors have also taught me the nuts and bolts of running clinics. The in-charges and heads of department (HODs), along with the hospital's chief preceptor have also provided me immense support. My PharmD classmates and clerkship preceptors, NCPP clinical supervisor, NUS trainers, cardiology physician champions, as well as my very own pharmacy colleagues, have also impacted my practice in one way or another.

Of course, there were those who played more influential roles in my pharmacy career:

-**Ms Kimmy Liew** (my previous HOD), who supported my career endeavours and saw me through a difficult time.

-**Mr Saw Yik Chuen** (my ambulatory clinics lead), who introduced me to my very first pharmacist-run clinic work, which grew into my current portfolio of cardiology-based clinics.

-**Mr Muthukumaran Govindasamy** (my outpatient pharmacy in-charge and reporting officer (RO)), who guided me through my previous operations portfolios and inducted me into my current role as a RO for junior pharmacists, an opportunity that I truly cherish.

-**Ms Goh Zhining** (my hospital's chief preceptor), who witnessed my journey through the teaching/education aspect of my career and provided much guidance to making me into the preceptor/educator that I am today.

What would your best advice be for the younger pharmacists, especially when faced with challenges to motivate them and keep them going?

At some point in your pharmacy career, you may face doubts or crossroads related to your career progression, and you may therefore compare yourself with your peers, or speak with seniors in the hopes of seeking resolution. My advice is to check in with yourself, look back at your previous endeavours and look towards your goals, however small or big. Hopefully you will be able to find that missing link and discover the subsequent directions and steps to take.

As you progress in your career, you may encounter days or weeks where work becomes overwhelming and you do not know where to start. To this, I say 'plan, then divide and conquer'. Write up a to-do list of your individual tasks and their deadlines, plan out a schedule and follow it faithfully. You may be surprised at how things look much less overwhelming when you have a systematic plan to follow through.

Last but not least, be kind to yourself. Pick up an interest and devote some time to it. Eat well and have sufficient rest. Praise yourself when you have done right, and do not beat yourself too hard when you make a mistake. You will then have the physical and mental strength to keep going.

Switch to Shared Content
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Moderator

Dennis Chua

26TH INTERNATIONAL SOCIETY OF CARDIOVASCULAR PHARMACOTHERAPY
24-25 July 2021
Keeping in Beat with Advances in Cardiovascular Pharmacotherapy

**Stroke Prevention in Atrial Fibrillation:
The Whole Person**
25 July 2021 1300-1400 hours

Organised by:
International Society of
Cardiovascular Pharmacotherapy

Hosted by:
Singapore Stroke Society

Endorsed by:
Asian Pacific Society of Cardiology

Accredited by:
ESAC
European Society
of Cardiology

PROFESSIONAL UPDATES

SINGAPORE PHARMACY COUNCIL (SPC) EXCELLENT PRECEPTOR AWARD 2020

Singapore Pharmacy Council recognises the key role that preceptors play, in the mentoring and training of future pharmacists.

Every year, the SPC confers the Excellent Preceptor Award to recognise the outstanding preceptors who have made a positive impact in the training of our pre-registration pharmacists and to identify role model preceptors, so as to encourage and promote excellence in preceptorship among pharmacists.

Some of the criteria for this award include demonstrated leadership qualities and professional competency; significant contributions made to pre-registration training. On top of this, the pharmacist is able to engage, inspire and motivate the preceptees, providing them with regular constructive feedback, to guide and nurture them.

On 18 June 2021, 5 outstanding pharmacists were awarded the SPC Excellent Preceptor Award 2020 at the SPC Pharmacist's Pledge Affirmation Ceremony 2021.

Congratulations to the 5 deserving winners!

- Ms. Chong Boon Ka, Joy (Watson's Personal Care Stores Pte Ltd)
- Dr. Neo Xue Rui Constance (Khoo Teck Puat Hospital)
- Ms. Huang Peien Esther (Guardian Health & Beauty)
- Dr. Leow Pay Chin (Abbott Laboratories)
- Ms. Wu Melissa, Faye (Singapore General Hospital)



I find much fulfilment and joy as preceptorship is a form of "continuing professional education" whereby the preceptor is both a teacher imparting experience, knowledge and values to the preceptee but at the same time a student learning from the preceptee.



Ms. Chong Boon Ka, Joy



A quote from an interesting article, [What Makes a Good Teacher?](#)

- You may never be as funny, approachable, or creative as your favourite teacher - the key is to try.



Dr Neo Xue Rui, Constance



Being a preceptor is a most fulfilling experience - helping your preceptee to grow, and learning new knowledge alongside them.



Ms. Huang Peien, Esther

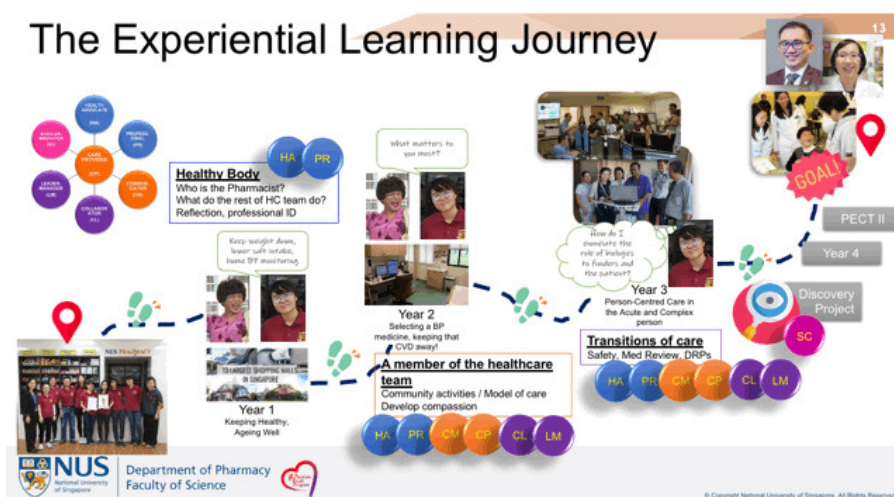
The National Day Awards are presented to individuals who have dedicated their service to the betterment of Singapore. We warmly congratulate our PSS members who were awarded this prestigious award, on being recognised for their efforts in nation-building.

Ms Yong Pei Chean
Mdm Ho Swee Geok
Mr Boon Meow Hoe

Mdm Ho Swee Geok
Mr Ian Wee Yew Jin
A/Prof Koh Hwee Ling

Dr Lim Shu Fang
Ms Lee Siok Ying

Written by A/Prof Doreen Tan



BPharm(Hons) represents the NUS Pharmacy Department's response to shifts in healthcare. Rising healthcare costs, a shift from care in the acute to community settings, automation and delivery services as well as the ageing population have resulted in the need for Pharmacists to develop new attitudes, knowledge, skills and competencies.

BPharm(Hons) curriculum was designed to integrate between the basic, clinical and (health) systems sciences, spiralling in complexity as a student advances through their undergraduate study. **Pre-Employment Clinical Training (PECT) will now extend into the first 3 years of undergraduate study, complementing the classroom's didactic activities.** Students will be guided through carefully crafted experiential learning within health systems - first learning concepts and skills in class and then observing those in the real world of practice. They will be taken through an end-of-activity debrief and reflection exercises by their dedicated facilitator to contextualise their learning at the sites. To find out more, click to watch the “**Ethos of BPharm(Hons) and PECT**” video and gain more insights into how it will be done!

JOIN US FOR WORLD PHARMACISTS DAY



The COVID-19 pandemic has highlighted the significance of globalisation, but it has also emphasised the value of solidarity. This year, part of FIP's global campaign includes a **WPD2021 Champions Wall** and we're calling on colleagues around the world, and especially our valued members, to join by making a personalised graphic.

It takes just a few simple steps, the first of which is to click here:

<https://www.fip.org/world-pharmacists-day#Powerpoint>

CAREER OPPORTUNITIES

Principal / Senior Pharmacist

Singapore General Hospital



**Singapore
General Hospital**
SingHealth

Singapore General Hospital is Singapore's largest flagship tertiary hospital and caters to over 1 million visitors, providing advanced medical care under its 36 clinical specialties. As an academic medical centre, SGH plays a key role in nurturing doctors, pharmacists, nurses and allied health professionals, and is committed to innovative translational and clinical research to provide the best care and outcomes to patients.

We are looking for an Infectious Disease (ID) Principal / Senior Pharmacist to provide specialty care as a crucial member of a multidisciplinary health care team that includes ID physicians, microbiologists, epidemiologists, and nurses. Our ID Pharmacists optimise antibiotic use, maximise cost-effectiveness, reduce antibiotic resistance and promote good infection control within the institution, cluster and at national level.

Requirements:

- Eligible for registration with the Singapore Pharmacy Council
- Relevant experience in General Medicine and/or Infectious Diseases

Click [here](#) for more information.

An initiative under the PSS Media & Communications Committee
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