



PSS E-BULLETIN

To maximise the contribution of pharmacists to the healthcare of Singaporeans



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BRIDGING COMMUNITIES AND PHARMACISTS: A RECAP OF KYMGIR 2024'S IMPACT ON MEDICATION MANAGEMENT AND PUBLIC HEALTH

Article contribution: Mr. Chng Yi Yan, Ms. Goh Ting Ting Stefanie, and Ms. Kyra Tan Kai Xin from NUS Pharmaceutical Society

For the first time, "Know Your Medicines, Get It Right! (KYMGR)" was hosted in Central Singapore at the Bishan Community Club on 2 November 2024. Organized by the 22nd and 23rd Essential Medicines (EMed) Committee under the NUS Pharmaceutical Society, in partnership with the Public Education Chapter of the Pharmaceutical Society of Singapore (PSS) and Central Community Development Council (CDC), this is an annual event that serves to connect pharmacists with residents, facilitate medication reviews and provide public education on optimal health management and medication use.

In all, 12 dedicated pharmacists volunteered their Saturday to offer personalised consultations and pharmaceutical care plans for effective and safe medication use as well as optimal health management to over 170 KYMGIR participants. More than 100 student volunteers from NUS Department of Pharmacy and Pharmaceutical Sciences were also activated to provide education on general medication management tips at the poster displays.



Ms. Tan Ching Yue (Year 1 BPharm student volunteer) sharing tips on proper medication waste disposal with KYMGIR participants using posters by PSS Public Education Chapter



"Know Your Meds" posters on display at KYMGIR



Dr. Yap Kai Zhen (advisor of NUSPS EMed) sharing about the significance of pharmacists' role in medication review with Mr. Chong Kee Hiong, Member of Parliament of the Bishan East Sin Ming constituency (Guest of Honour)



Pharmacist volunteers engaging KYMGIR participants at the medication review booths

The event was graced by Mr. Chong Kee Hiong, Member of Parliament of the Bishan East Sin Ming constituency, who actively engaged with both the participants and volunteers, showing a keen interest in the activities offered at the event. His enthusiasm underscored the community's commitment to supporting residents for health and wellness.

This KYMGIR also featured a series of talks on the theme of osteoporosis and fall prevention by Dr. Golda Wang (Principal Clinical Pharmacist at Alexandra Hospital), Ms. Chan Shi Mun (Pharmacist at Alexandra Hospital), and Ms. Jessie Chan (Senior Occupational Therapist at Pacific Rehab & Therapy). This series of talks was enriched with a Tai Chi session led by Ms. Jennifer Chung (Tai Chi for Health trainer at the People's Association), who shared about the health benefits of Tai Chi and demonstrated a routine specifically for managing osteoporosis.



Top: Ms. Jennifer Chung leading participants in simple Tai Chi moves; Bottom: Mr. Chong Kee Hiong interacting and sharing light-hearted moments with participants



Ms. Jessie Chan on "Fall Prevention Interventions at Home"



Dr. Golda Wang on "Osteoporosis: What is it & what I can do about it?"



Ms. Chan Shi Mun on "Taking Medications Safely at Home"

In collaboration with esteemed partners such as the SG Digital Office, Health Promotion Board, Healthier SG Office, Ministry of Health Holdings, and the Silver Generation Office, the event also showcased how the respective community-based initiatives can come together to support residents in active aging and disease prevention. Through the comprehensive and enriching booths by the above partners, residents gained accessibility to personal health and medication information for self-management of medicines via HealthHub, digital health literacy and use of mobile apps like Healthy 365, awareness of frailty prevention from the functional screening booth, and assistance to enroll in the Healthier SG initiative.



The digital literacy, functional screening and Healthy 365 booths by SG Digital Office, Silver Generation Office and Health Promotion Board

Calling all pharmacists who are looking for a meaningful way to connect with the community, do join us in next year's KYMGIR!

WE HAVE MOVED!!

Article and Photo contribution: Ms Lim Hong Yee, Vice-President, 118th PSS Council

Pharmaceutical Society of Singapore (PSS) office relocation took place on 3rd December 2024 and we shifted from Singapore Manufacturing Federation (SMF) to One Connection building at Bukit Merah Central. Our secretariat and council office occupied SMF Jalan Bukit Merah for a good 6 years with Singapore Medical Association office as our neighbor on the same floor. Office relocation had to take place due to Economic Development Board (EDB) not continuing the building lease with our professional societies' offices. We were able to find a suitable re-homing location for our office at One Connection building after some extensive searches at a few sites.



Our new office address:

Connection One,
168 Jalan Bukit Merah.
Tower 3. #03-07C
Singapore 150168.





Our council members with volunteer PSS members helping in the office packing and relocation. Still in happy mode after 6 hours of packing on a Saturday morning



On the actual day of our move, all ready to help direct and coordinate.



We found the past PSS events materials and screened to discard the unwanted content. It brought back fond memories.

PSS council would like to offer our appreciation to three volunteer members who kindly reached out to us when we called for office relocation help. They are namely Ms Claudine Oh, Ms Corrinne Tan and Ms Koh Seow Ken with advice from our mentors, Mr Lim Mun Moon and Ms Fatimah Moideen Kutty. They helped the council manage renovation, office move, unpacking and reinstatement works of old office. We would also like to offer great appreciation to our PSS office secretariat colleague, Mr Eugene Fok who helped greatly in the renovation coordination. Sharing pictures and snippets below to commemorate our significant office relocation!



Our new office conference room and display cabinet are ready!

PSS SHINING STAR

Hi, my name is Shane Liaw, and I am a senior pharmacist with Guardian Health and Beauty. With over 10 years of experience in community practice, I have had the opportunity to manage dispensaries across various locations, mentor interns and pre-registration pharmacists as a preceptor, and served the role of chief preceptor in my earlier years. I currently lead clinical services initiatives such as Guardian's diabetes patient care workgroup.

Beyond my role at Guardian, I have contributed to the profession through the Public Education Chapter and National Medication Information (NMI) workgroup under the Pharmaceutical Society of Singapore (PSS). I have also conducted public health talks on skincare, heart health, and elderly conditions such as osteoporosis. These experiences have enriched my career in community care and continue to motivate me to find new ways to contribute to our profession.



What is the most memorable moment in your pharmacy career?

The most memorable moment in my pharmacy career occurred when I was a resident pharmacist at Guardian's NEX Serangoon outlet. One Saturday afternoon, a 60-year-old uncle came to my dispensary with a prescription for his mother's chronic medication. He approached me with a humble request: "Sir, I live with my mother and work odd jobs. I don't have enough money to purchase the full supply of her prescribed medications. Can you help me? Can I buy just a small amount for today?"

This gentleman's dedication to his mother moved me deeply. He not only needed help with her medications but also had questions about her condition. I assisted him with his request and patiently addressed his concerns about his mother's health. This encounter stands out as the most memorable in my career because, while I have had many similar interactions, his story highlights the challenges some face in accessing medical care due to financial constraints and mobility issues. It was a powerful reminder of the vital role we play as community pharmacists, not just in dispensing medications but also in offering advice, counseling, and support to our local community. This experience has motivated me to continue doing my best to help my customers in any way I can.



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



Seeing the positive impact of my advice, such as improved blood pressure or glucose readings and better medication adherence, along with patient compliments and smiles, motivates me to continue my work in community pharmacy.

I currently lead a diabetes care collaborative service with the medical team from National University Hospital (NUH). Through counseling sessions with Guardian pharmacists, we aim to improve glucose control, reducing perioperative insulin needs, post-surgery complications, and enhancing clinical outcomes. Witnessing patient appreciation and progress before cardiac surgeries affirms the value of interdisciplinary collaboration.

Balancing work and family is challenging, especially for community pharmacists. I emphasize work-life integration, prioritizing urgent tasks efficiently to leave more time for patient counseling. For time-intensive tasks like drafting proposals, I set timelines to manage work and personal commitments effectively. My supportive wife plays a vital role in enabling this balance, and I'm grateful for her understanding amidst her own busy schedule. This helps me manage both work and personal time effectively, enabling me to produce quality work while spending meaningful time with my family.

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

One important skill that I feel a community pharmacist should have is to be a good listener. Being attentive to the needs and concerns of our customers will allow us to better consider appropriate remedies to address their requests and concerns. In addition, observing their struggles to find the right words to express their health difficulties allow us to better empathize with them.

Another important skill for community pharmacists is the ability to problem solve on the fly. Community pharmacists often serve as the first point of contact for customers seeking help and advice. For example, they may seek our help in finding an alternative to a supplement they saw online, require assistance in translating instructions on a dosing regimen or setting dosing reminders on their phone to enable medication compliance.



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

A common misconception about community pharmacists is that their main responsibility is simply to pack, prepare and dispense medications. While this is an important task that we perform every day, we have many other responsibilities to handle, be it managing a dispensary, training staff or performing a medication reconciliation or review.

As health information becomes more accessible, and our society experiences the effects of the burgeoning use of artificial intelligence and automation; Community pharmacists are the unsung heroes who can leverage on technology to enhance health education. By creating accessible resources such as patient information leaflets and infographic posters, community pharmacists help to improve public health literacy.

As mentioned above, we also collaborate with hospitals and institutions on various health service initiatives focusing on patient care and counselling on chronic conditions such as diabetes and hypertension. These services have been impactful in improving patients' health outcomes. I am confident that the common misconception of community pharmacists 'only dispense medications', will gradually change over time to recognize their broader role in healthcare



**Quote of advice:
What is your advice for
your fellow pharmacists
and for people who are
considering this career?**

1. Find joy in the care you have provided for your customers or patients.
2. Find satisfaction in knowing that you've made a positive impact on your customer's health condition.
3. Find purpose in your daily work and contributions to the community.
4. Never be too serious or hard on yourself.
5. Find balance in your work at the dispensary and for your social commitments.
6. Always seek to improve on your drug knowledge and skills,
7. and be an inspiring and memorable mentor to your interns and pre-reg pharmacists.




REFLECTIONS FROM PSS AWARD WINNERS

I am deeply humbled to be awarded the Professor Lucy Wan Outstanding Pharmacist Award. I would like to thank PSS for considering my contributions worthy of this incredible honour. This award is never about me nor personal achievements. It is a representation of the collective effort and unwavering support of numerous selfless seniors, amazing colleagues and supportive friends who have inspired me and journeyed with me over the many years, for whom I am truly grateful.

My Pharmacy career started in SGH, where I have been blessed with many opportunities – training and specialty practice in Haematology that I have been passionate about until today, exposure and development in various aspects of pharmacy and hospital practice, personal and professional growth in an environment with supportive seniors and like minded peers. I have seen how the landscape for Pharmacy practice evolved over the past 2 decades and am proud of how far we have come.

As we chart on into the future, navigating through the various challenges in healthcare with innovation and new models of care, I hope that we continue to nurture and develop our juniors and next generation of Pharmacy workforce as the way we have been nurtured. Because People are the most valuable asset, and People make the Profession.. While we are working hard at delivering care and raising our pharmacy profile, we do not forget about taking care of our people and helping them connect with the purpose of doing good for the health and care of our population.

A photograph of two women standing together. The woman on the left, Professor Lucy Wan, is wearing a black blazer over a green top and glasses. She is holding a large, white certificate with a red border. The woman on the right, Ms Ng Hong Yen, is wearing a patterned jacket and a black skirt. She is holding a small trophy. The certificate is titled 'Professor Lucy Wan Outstanding Pharmacist Award' and is presented to 'Ms Ng Hong Yen'.

*Professor Lucy Wan
Outstanding Pharmacist
Award 2024 Presented to
Ms Ng Hong Yen by Dr Shih
Lee Chuen Vivianne*

MS. NG HONG YEN

Professor Lucy Wan Outstanding Pharmacist Award Winner

REFLECTIONS FROM PSS AWARD WINNERS

I am deeply honored to receive the PSS-DCH Auriga Community Pharmacist of the Year Award 2024. Receiving such a prestigious award is not only a proud moment for me but also an encouragement to uphold the standards of community pharmacists. This recognition is a significant milestone in my career and serves as a testament to the hard work and dedication I have put in while carrying out my roles and responsibilities as a community pharmacist.

Service to others is its own greatest reward, but this acknowledgment is truly uplifting. I will continue to advocate and work towards uplifting the name and image of community pharmacists in Singapore. Just like the motto of PSS, I will continue to maximize the contribution of pharmacists to the healthcare of Singaporeans in every aspect possible. At the end of the day, helping our people remains a priority. Thank you once again for this prestigious recognition.

MS SITI RAHIL BINTE MOHD YUSSOF

PSS-DCH Auriga Community Pharmacist of the Year Award Winner



PSS-DCH Auriga Singapore Community Pharmacist of the Year Award 2024 Presented to Ms Siti Rahil Binte Mohd Yussof by Mr Wong Sian Lin (Senior Regulatory Affairs Associate, DCH Auriga) and Dr Shih Lee Chuen Vivianne

REFLECTIONS FROM PSS AWARD WINNERS

I am deeply humbled to receive the PSS-Mrs Tan Shook Fong Hospital Pharmacist of the Year Award 2024. I am grateful to PSS for this recognition, and I gladly share this honour with my bosses and dear colleagues from the Department of Pharmacy, Khoo Teck Puat Hospital. Thank you for the many years of unwavering support, guidance, and friendship.

Hospital pharmacy work is demanding, but also rewarding and meaningful. I am privileged to be amongst like-minded and passionate hospital pharmacists who strive for excellence despite all the challenges that come our way. I am indebted to my mentors and patients, who inspire me to improve myself and continue contributing to betterment of care. With this award, I renew my commitment in delivering the highest level of patient care, and empowering other colleagues to do the same.

DR. CHANG SHU-WEN GRACE

PSS-Mrs Tan Shook Fong Hospital Pharmacist of the Year Award Winner



PSS-Mrs Tan Shook Fong Hospital Pharmacist of the Year Award 2024 Presented to Dr Chang Shu-wen Grace by Mr Tan Joo Hock and Dr Shih Lee Chuen Vivianne

REFLECTIONS FROM PSS AWARD WINNERS

To receive the PSS Innovation & Scientific Research Award for a project that is close to my heart, is a great honour.

The award is testament to the collaborative effort of the entire team that worked tirelessly to improve patient care through innovative medication management strategies. I would like to thank the TTSH PopMed pharmacist team, mentors, clinicians, and stakeholders who supported us every step of the way.

Incorporating PROMs is a humbling experience where we tailor our care according to what matters to patients. I believe it will continue to shape the way we deliver care, and is the future of how good healthcare should look like.

Thank you PSS once again for this incredible honour.

DR. SOH HUIMIN

PSS Innovation & Scientific Research Award Winner



PSS-Pfizer Innovation & Scientific Research Award 2024 Presented to Dr Soh Huimin by Dr Aditya Purushottam Pathak (Director, Oncology Medical Lead- MISP Cluster, Pfizer) and Dr Shih Lee Chuen Vivianne



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PSS wishes you
Happy New Year 2025!

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