



Issue 187 June 2023

PSS E-BULLETIN

To maximise the contribution of Pharmacists to the healthcare of Singaporeans



REIMAGINING POSSIBILITIES – The Pharmacist's DNA

9–10 September 2023
Grand Copthorne Waterfront

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**JOIN US AT THE 32ND SINGAPORE
PHARMACY CONGRESS**

PSS HIGHLIGHTS

32ND SINGAPORE PHARMACY CONGRESS 9TH - 10TH SEPTEMBER 2023



REIMAGINING POSSIBILITIES – The Pharmacist's DNA

9–10 September 2023
Grand Copthorne Waterfront

Why 'Reimagining Possibilities'?

The 32nd Singapore Pharmacy Congress is going to be revolutionary.

Stay tuned for a major announcement that promises to **redefine the Pharmacy landscape**, an inaugural tie-up with a **medical association**, and an exciting **Gala Dinner**.

The meticulously curated two-day program will leave you spellbound with an upcoming tsunami of changes set to hit our shores.

Get ready for an ensuing **era of change**, an **evolution of possibilities** and a **new frontier of discovery**.

**Transcend the boundaries with
'Reimagining Possibilities – The Pharmacist's DNA'**

Explore the Program here: <https://pharmacycongress.org.sg/programme/>

REIMAGINING POSSIBILITIES – The Pharmacist's DNA

9–10 September 2023

Grand Copthorne Waterfront



WELCOME Dr Fei Sim, the National President and Chair of the Pharmaceutical Society of Australia (PSA) Board and academic from Curtin University as our esteemed keynote speaker.

She is the first female and the first from a diverse cultural background to be elected as President and Chair of the PSA since its foundation in 1977.

**DON'T MISS THIS OPPORTUNITY
TO GAIN INVALUABLE KNOWLEDGE
AND INSIGHTS FROM DR FEI SIM!**

Scan QR Code & REGISTER NOW



Organised by:



SHINING STAR: MR TAN WEI XUN

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 Tan Wei Xun from Guardian Pharmacy.



I'm Wei Xun, currently the resident pharmacist of Guardian Holland Shopping Centre. I did my pre-registration training at SGH and have been with Guardian for 5 years. Over the past 2 years, I have taken up the team lead role of various project groups in Guardian, such as the Inventory team and recently the Guardian Telepharmacy Services team.

My day-to-day duties in the dispensary include providing advice and dispensing medications to patients, topping up and ordering of medications, and answering telepharmacy calls from Pharmacy Technicians. I am also a preceptor to both PECT and polytechnic pharmacy interns. On some days, I also do face-to-face counselling for smoking cessation and diabetes management. Over the years, I have followed up with 11 patients for the IQUIT smoking cessation programme and 3 patients for the Guardian Diabetes Patient Care program.

What is the most memorable moment in your pharmacy career?

• Last year, there was an elderly lady who came to the dispensary alone looking for a knee guard for herself. Worried that she could not stand for long, I offered her my dispensary chair while I helped her with the measurements for her knee guard.

• She also asked for several items which I helped to take for her while she was seated and placed them into a basket. After I had gotten all the items she needed, I told her to take her time to walk to the cashier while I went ahead to place the basket at her cashier first. To my surprise, a lady customer in the cashier queue observed my actions and praised me for being a very nice and helpful pharmacist.

To me, such small acts of kindness are expected of healthcare professionals and it's really nothing to be commendable about. However, what made this incident memorable was that this little act of service had been appreciated by someone else that I did not expect to. This incident touched my heart and served as a reminder for me to always be kind to others without expecting anything in return, especially in the healthcare setting where patients could do with more love and concern from others.

**What helps/motivates you to stay in your practice?
How do you harmonize work and family?**

• My colleagues and customers are the ones who have kept me motivated to stay in my current practice. Nice colleagues and superiors are hard to come by, and I'm very thankful to have colleagues that I can get along with so well. Working in the retail sector is no easy feat, and having colleagues whom I know will be there for me really helps make the work environment much more pleasant. I also appreciate my superiors who believe in me and provided me with opportunities to grow and develop my career.

Appreciative customers are another major source of motivation for me to continue what I have been doing – serving the healthcare needs of the community. Knowing that customers have benefited from my advice and recommendations and are thankful, really warms my heart and makes me want to help even more people with their health concerns.

For example, I was initially hesitant to become a smoking cessation or diabetes care counsellor. This was because I did not have any prior experience doing a full counselling session on either diabetes or smoking cessation patients. As there were many topics and advice to share with the patients, I was nervous that I might miss out some valuable piece of advice and initially prepared many materials to read up on before the session.

However, during the first session, although I managed to ask the patient all the questions I wanted to ask, it felt like an awkward one-way interview instead. Over time as I talked to more patients, I realise it is more important to listen to them and understand their concerns rather than to just feed them advice. The sessions have become more natural since, and I could observe that the patients have also become more receptive to change. For those who have the opportunity, go ahead and do it as this will be the best way to gain experience and greatly improve your communication skills!

Both work and family are important to me, and I'm grateful for having a supportive family that I can return home to. On my part, I make sure to dedicate time to my family and be there for them whenever they need me. Open communication and strong support from my family have helped me to manage my time well.

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

One common misconception about community pharmacists is that we can dispense all kinds of medications to our patients without prescription. Many of these medications are prescription-only because these medications are not safe to consume without thorough assessment and follow-up by the doctor.

Instead, I would like people to think of us as a healthcare professional who works closely with doctors as part of the healthcare team, who can provide advice and help with the monitoring of certain chronic medical conditions such as diabetes and hypertension in the doctor's absence. This will complement the doctor's consultation and further optimise the patient's standard of care. However, when the patient has finished their medication, they should then return to the doctor for a regular follow-up to ensure that their medication therapy is still appropriate.



Being in direct patient care will not always be smooth-sailing, as we meet different patients with different health concerns every day. On some days, we may feel exhausted after a busy day or an encounter with a difficult patient, but on other days, we experience a sense of fulfilment when we meet patients who are appreciative of our advice and the things we do for them.

Don't let the negative experiences deter you from helping more patients with their problems. You might have made a difference in someone else's life without yourself knowing.

PROFESSIONAL UPDATES

EXCELLENT PRECEPTOR AWARD 2022

Congratulations to our fellow PSS Members!

Every year, the Singapore Pharmacy Council confers the Excellent Preceptor Awards 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.

Criteria for this award include demonstrated leadership qualities and professional competency; significant contributions made to pre-registration training, and the commitment to engage, inspire and motivate the preceptees.



Ma Yuet Ting

Senior Pharmacist (Clinical), NHG Pharmacy

Many pharmacists are actively involved yearly in developing our pre-registration pharmacists to the best of their abilities. I'm humbled to be selected as one of the recipients of the award this year. Every one of my preceptees has taught me valuable lessons – the most important one is to never judge them based on their current competencies or try to change them to fit a certain “mould” of what you expect them to be, but instead to help them unleash their potential based on their strengths. I am delighted to see my past students achieving their goals and doing great work for the community. Training others have also helped me in my personal growth as I reflect on past mistakes and experiences, hoping to do better for every future student.

Chan Zhi Yao

Senior Clinical Pharmacist, National University Hospital

I am deeply honoured to have received the SPC Excellent Preceptor Award. I have been inspired by the many preceptors and mentors I have met along my journey. They have shared their expertise and rich experiences inspiring me to do the same.

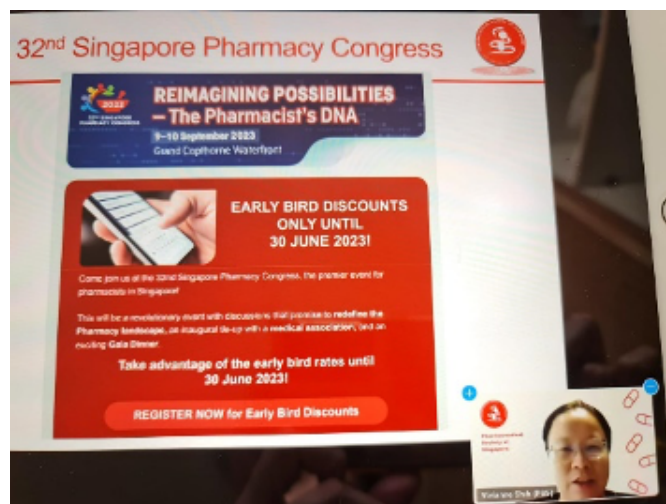
I am also grateful to my bosses and supervisors who besides mentoring me, have also given me various opportunities to constantly enhance my skills. This award would not have been possible without them.

The award motivates me to continue to put in my best in training and educating others to enhance our pharmacy workforce!



PRE-REGISTRATION PHARMACISTS' TRAINING PROGRAMME OPENING CEREMONY 2023

by Louis Lim (NUH), Ex-officio, Pre-registration Pharmacists' Training Committee 2023



The PSS Pre-Registration Pharmacists' Training Programme Opening Ceremony 2023 was successfully held virtually on 24th June 2023. This event marks an important milestone for Pre-Registration Pharmacists, the beginning of them stepping into the workforce. The opening ceremony was hosted by Ms Clara Lin (Vice Chairperson, PSS Pre-Registration Pharmacists' Training Committee) and Dr Camilla Wong (Chief Pharmacist, MOH), Dr Vivianne Shih (President, PSS), Ms Felicia Ling (Executive Secretary, Singapore Pharmacy Council (SPC)), A/Prof Christine Teng (Chief Examiner, SPC Board of Examiners), Mr Chaing Kwok Fai (Chairperson, PSS Pre-registration Pharmacists' Training Committee) addressed the pre-registration pharmacists during the event.

In Dr Camila Wong's segment on "Beginning your Journey of Exploration, Reflection and Destinations", she shared a quote from Patch Adams.

"You treat a disease, you win, you lose. You treat a person, I guarantee you, you'll win, no matter what the outcome" - Patch Adams

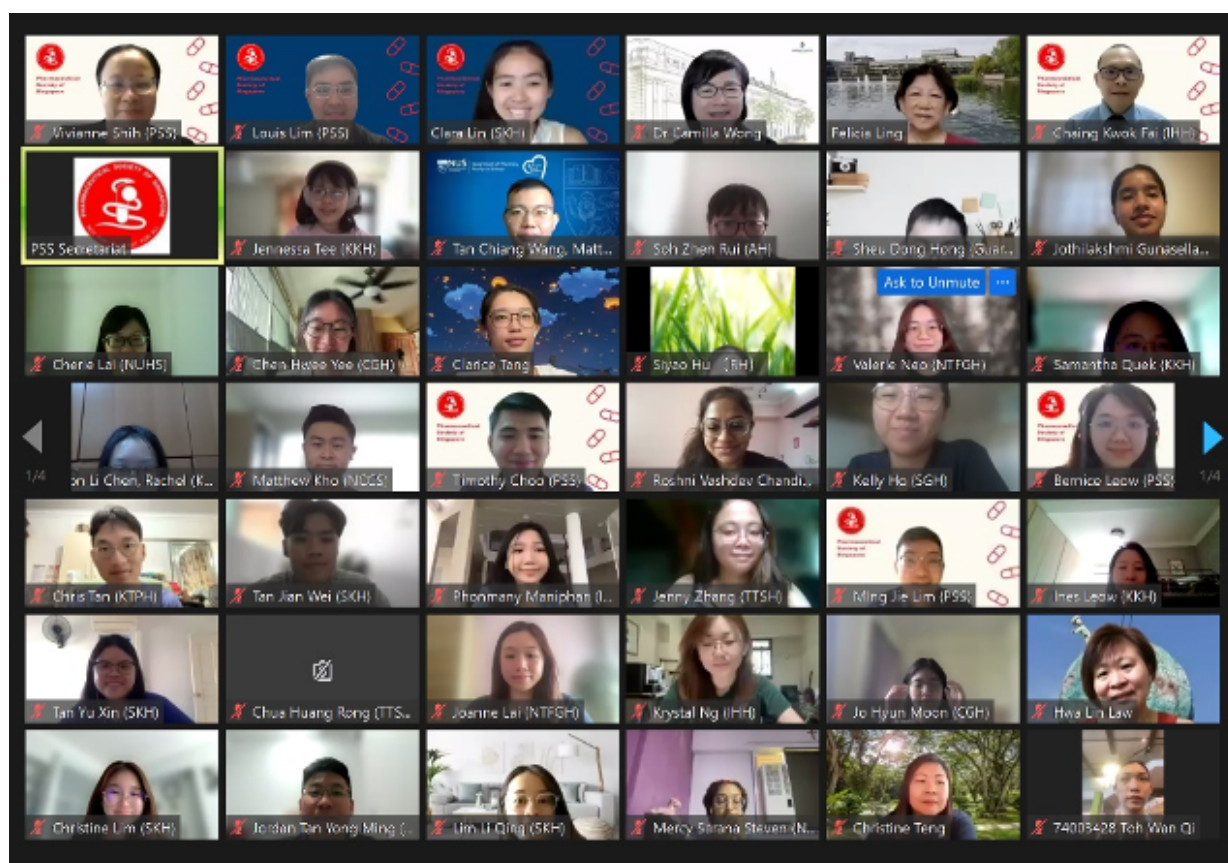
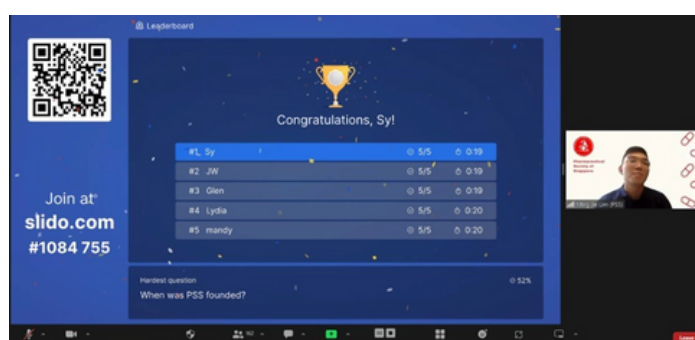
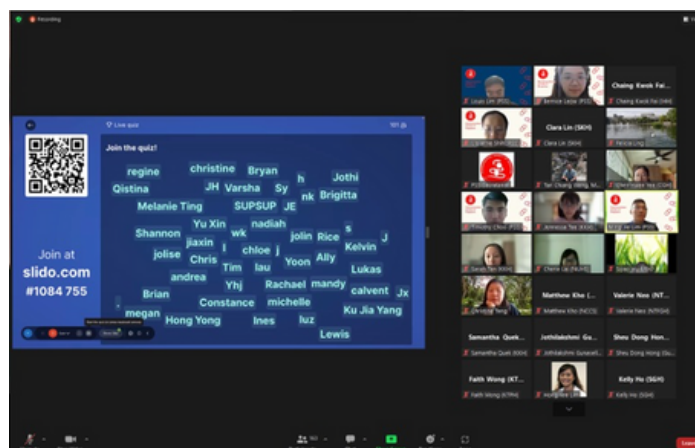
While we can have all the pharmacotherapy knowledge, we might not guarantee that we can win the battle against diseases. She urged everyone to reflect on how we could treat patients, using the analogy of "how we serve a cup of milo" for them.

Dr Vivianne Shih welcomed the pre-registration pharmacists into the Pharmily and shared on PSS, our chapters and committee and upcoming exciting activities to look out for.

This year, we had the privilege of having the PSS Membership Committee to join us to engage the Pre-Registration Pharmacists during the short break in between sharing sessions. This segment involved the introduction of PSS, membership perks of being PSS members and it ended with a slido quiz with attractive prizes, won by the fastest, most alert and most accurate pre-registration pharmacists online!

This was followed by Ms Felicia Ling's and A/Prof Christine Teng's briefing on SPC Pre-registration Pharmacists' Training and SPC Competency Standards and Examinations respectively. The event ended with sharing on the Guidelines of PSS sessions by Mr Chaing Kwok Fai.

We wish our pre-registration pharmacists all the very best and may their learning journey be a very fruitful one.





Renewal of PSS membership for 2023

A gentle reminder for PSS Members who have not renewed your membership.

Payment of the membership fees can be made easily via PayNow QR code and indicate your PSS membership number as reference.



Update Of Member Particulars And Survey

PSS would like to ensure that Members' contact information in our records is up to date.

Kindly scan this QR code to fill up the "Update of Member's Particulars" form



CAREER OPPORTUNITIES

Singapore General Hospital

Senior / Pharmacists



Singapore
General Hospital
SingHealth

Singapore General Hospital is seeking Senior/Pharmacists. Duties include identifying, resolving, and preventing drug-related problems, recommending and monitoring patient-specific drug therapy, assuring safe and effective alternatives as appropriate, documenting the outcomes and overseeing drug distribution.

Click [here](#) for more information.



OPEN CALL

TRAINERS AND DEVELOPERS FOR PSS COURSES



PSS IS HIRING. JOIN PSS AS A TRAINER TO TEACH AND INSPIRE!
ATTRACTIVE REMUNERATION WILL BE OFFERED.

Please submit your interest, CV and relevant certs to admin@pss.org.sg by 16 July 2023.
Shortlisted candidates will be notified.

An initiative under the PSS Media & Communications Committee
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