

# PSS E-BULLETIN

To maximise the contribution of pharmacists to the healthcare of Singaporeans



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# PSS UPDATES

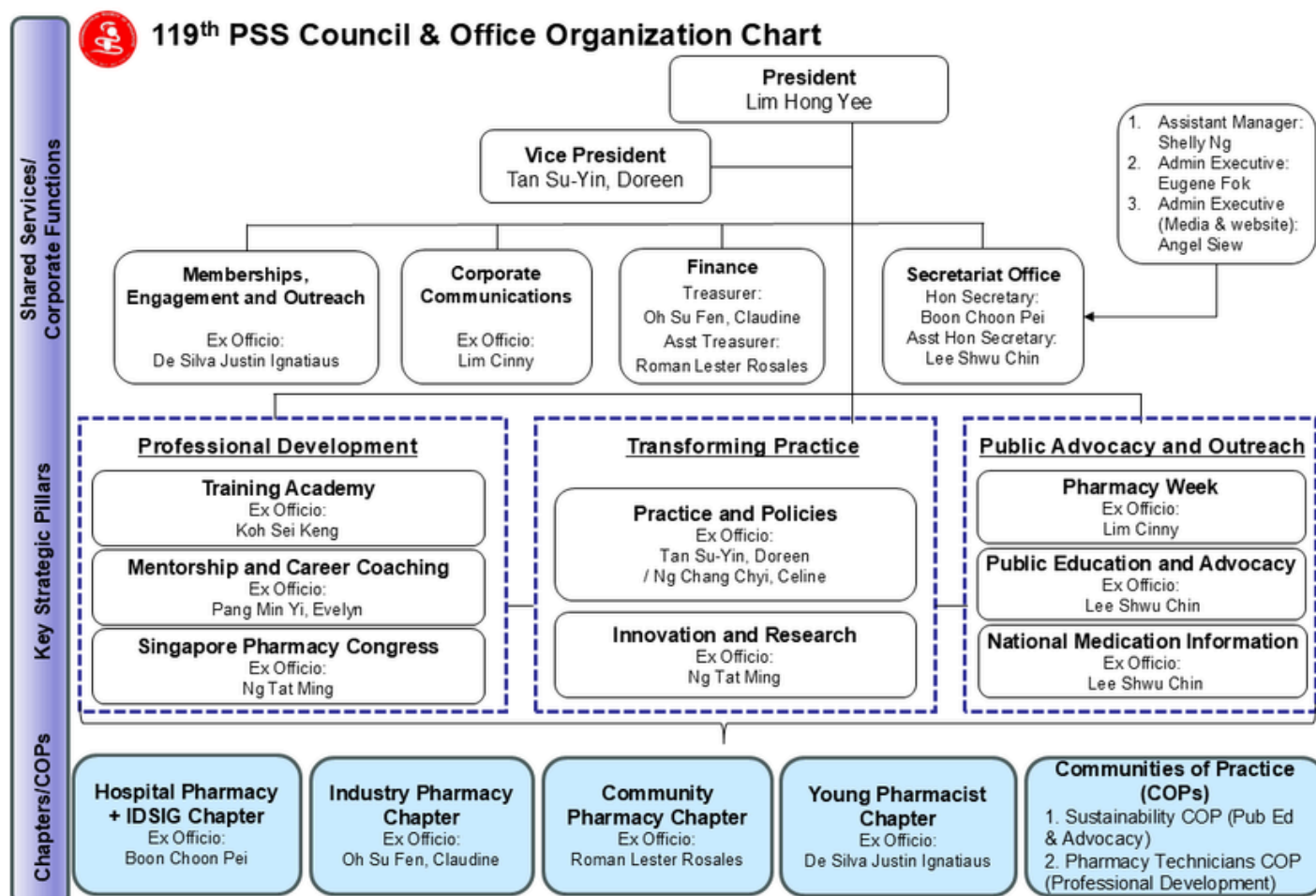
The 119th Council is thrilled to unveil our new organizational structure with 3 key strategic pillars.

- 1. Professional Development:** Our Training Academy, mentorship programs, and the Singapore Pharmacy Congress form the backbone of our learning initiatives.
- 2. Transforming Practice:** Here, we are transform policies and fostering innovation to push our profession forward.
- 3. Patient Education and Advocacy:** From Pharmacy Week to public outreach programs, we are making a direct impact on community health.

At the core of this structure is our commitment to strategic prioritization, ensuring every initiative contributes to our collective growth and impact.

This is not just a new chart - this is our roadmap for the future! We invite you to find your place in this exciting new landscape and join us in shaping the future of pharmacy in Singapore.

Together, we will grow, innovate, and make a difference!



119th PSS Council and Office Organization Chart

# MEET OUR SECRETARIAT



**Ms Shelly Ng**



**Mr Eugene Fok**



**Ms Angel Siew**

Our PSS Secretariat comprises three full-time staff members who provide essential support to the PSS Council and serve the needs of our members. The team oversees the Society's daily operations, manages communications, and ensures the successful implementation of PSS programmes and initiatives.

## **Ms Shelly Ng - Assistant Manager**

Ms Shelly Ng leads the Secretariat team and oversees key administrative functions within the Society. In addition to managing office operations and handling official correspondences, she supports the PSS Council in executing its directives. Shelly also acts as a vital bridge between the Council and PSS members, facilitating communications, coordinating feedback, and ensuring that members' needs are addressed in a timely and effective manner.

## **Mr Eugene Fok - Administrative Executive**

Mr Eugene Fok manages the membership portfolio of PSS, including new registrations, renewals, and database maintenance. He also provides administrative support across various office functions and assists in the coordination of PSS-led courses and initiatives, such as the Certified Pharmacy Technician Course (CPTC). His work ensures that members receive consistent support and smooth access to developmental opportunities.

## **Ms Angel Siew - Administrative Executive (Media & Website)**

Ms Angel Siew joined the Secretariat in May 2025 and focuses on digital communications and outreach. She manages PSS's social media platforms and curates marketing content to support Society events and initiatives. She works closely with the Corporate Communications Committee as to support their directive. Angel is also part of the team spearheading the PSS website revamp to enhance user experience and improve digital engagement for members.

Our Secretariat remains committed to supporting our members and driving the mission of the Pharmaceutical Society of Singapore forward. Feel free to reach out to the team for assistance or enquiries at [admin1@pss.org.sg](mailto:admin1@pss.org.sg).

# INTRODUCING TRAINING ACADEMY!

## What is Training Academy?

The Training Academy (TA) is a strategic initiative by PSS to serve as a central platform for advancing the professional development of pharmacists and the wider pharmacy workforce. Our mission is to develop and deliver high-quality, relevant, and future-ready training programmes that empower members across all sectors of pharmacy.



*Lum Zheng Kang  
Chairperson  
PSS Training Academy*

## What can members look out for from Training Academy?

Members can look forward to a dynamic calendar of Continuing Education (CE) sessions, skills-based courses, and professional development initiatives tailored to emerging trends and evolving practice needs across all sectors of pharmacy. In line with national health priorities and the profession's advancement, our focus will be on delivering practical, impactful training that supports meaningful career progression and better health outcomes.

The TA is also committed to supporting pharmacists in the industrial, regulatory, and research sectors. Programmes will be designed to equip industrial pharmacists with insights into innovation, manufacturing processes, quality assurance, regulatory science, and research methodologies. Whether members are early in their career or a seasoned practitioner looking to deepen their expertise, the TA aims to be their trusted platform for learning, collaboration, and transformation.

## How can members contribute?

- **Support Operations**  
Help with programme planning and event coordination, and assist in logistics, administrative matters or training material development
- **Shape Future Training**  
Share learning needs from your practice, and suggest new topics or training formats
- **Be a Trainer or Mentor**  
Volunteer to teach or guide fellow pharmacists, and co-develop new courses with the TA team
- **Grow Through Volunteering**  
Build leadership and teamwork skills, expand your professional network and make a meaningful impact on the pharmacy profession





# PSS SHINING STAR

My name is Doreen Ng Jia Yi, and I have been working with Unity for more than 10 years, currently serving at the Bukit Merah outlet as the resident pharmacist and store-in-charge.

Other than ensuring the smooth running of the pharmacy, I ensure that sales targets are met and merchandising standards are maintained to provide an excellent customer experience.

Additionally, I serve as the Chief Preceptor for polytechnic interns. I am also actively involved in the training and development of pre-registration pharmacists and pharmacy technicians, helping them build the practical skills and knowledge needed to succeed in their careers.



*Doreen Ng Jia Yi  
Senior Pharmacist, Unity Pharmacy*

## **What is the most memorable moment in your pharmacy career?**

One of the most memorable moments I've had as a community pharmacist was when a regular elderly customer came in to reorder her chronic medication, only to find out that our supplier was out of stock with no estimated restock date. None of the other Unity outlets had it either, and she began to panic, worried because she was running low and didn't know what to do. To help her, I took the initiative to call around to other pharmacy chains and finally found a Guardian outlet that had the medication. However, she was unfamiliar with the area and had no one to assist her, so I used her valid prescription and personally went down to purchase the medication on her behalf. She was incredibly relieved and grateful to receive it just in time before her supply ran out. That experience reminded me how much trust our patients place in us, and how even small acts of support can mean everything to someone in need.

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

Being able to help patients take better care of their health and knowing that I'm making a difference in their lives motivates me to continue what I'm doing. It's always nice to have appreciative patients come back and thank you for your advice. And the relationships I've built with regular patients and my pharmacy team make the job feel more satisfying.

Balancing work and family as a retail pharmacist definitely has its challenges, especially with long hours and the shift work. For me, I try to set clear boundaries between work and home so I can give my full attention to each when I'm there. Having a supportive family is also really important as they understand my schedule and are always willing to step in to help when needed. Self-care is also important so I also try to protect time for self-care and rest so I don't burn out.



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



### 1. Think and adapt fast:

The healthcare landscape is constantly evolving with new medications, treatment guidelines, and regulations. We have to be able to keep up so that we can respond effectively to the dynamic demands of our role.



### 2. Communication skills:

Empathy plays a key role in ensuring patient safety. Strong communication helps build trust and rapport, encouraging patients to share concerns and follow treatment plans, and also promoting public health services like vaccinations and screenings within the community.



### 3. Empathy:

It helps us connect with our patients on a personal level, fostering trust and building relationships with them. It also allows us to provide compassionate care, especially to those who may be anxious, confused, or dealing with chronic illnesses. Demonstrating genuine care helps them feel valued and encourages them to take greater ownership of their health.

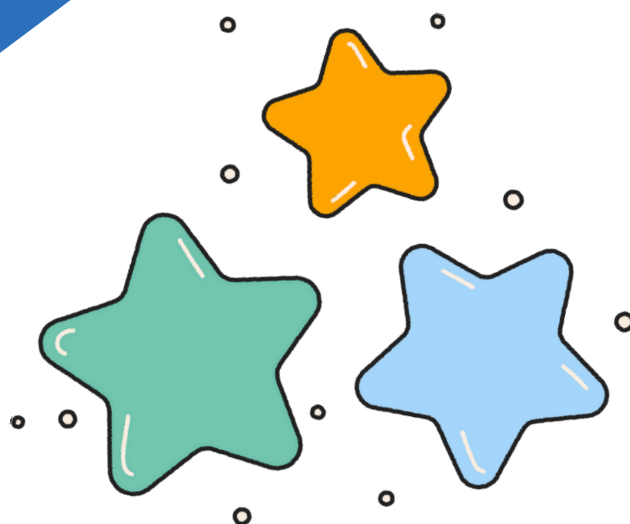
## What is one misconception about community pharmacists that you hope to correct?

One of the most common misconceptions is that community pharmacists just count pills and hand out medication. While dispensing is certainly part of the role, it's only one aspect of a much broader set of responsibilities. Community pharmacists are often responsible for running the entire pharmacy operation. We also perform other clinical tasks such as medication reconciliation and chronic disease management to help patients manage conditions such as hypertension and diabetes. Beyond clinical duties, we're also involved in staff training, mentoring new pharmacists or pharmacy assistants.

## What is your advice for your fellow pharmacists and for people who are considering this career?

*To my fellow pharmacists,  
passion is what keeps you motivated to make a  
difference in your patients' lives. Go beyond and  
face each challenge with purpose.*

*To those considering a career in community pharmacy, this is  
a dynamic, challenging, and incredibly rewarding career.  
It's much more than just dispensing medications. It's about  
being a trusted healthcare provider and a problem solver.  
If you are passionate about helping people, and making  
healthcare more personal and approachable, then  
community pharmacy is a rewarding place to be.*





# PHARMACY WITHOUT BORDERS: KPA X PSS



On April 24, 2025, a heartfelt dinner in Seoul brought together the Pharmaceutical Society of Singapore (PSS) and the Korean Pharmaceutical Association (KPA) —a celebration of continuing professional friendship, cultural exchange, and shared aspirations.

This meaningful meeting was initiated by Mr. Ng Cheng Tiang, former PSS President (2006–2008), and Mr. Chang Seok Goo, former Vice President of the Federation of Asian Pharmaceutical Associations (FAPA) and a senior leader at KPA. Their vision and mentorship created this opportunity for Ms. Xinran Yak, a young pharmacist from Singapore, to connect with KPA's Young Pharmacists Group.

The evening was more than just a meal—it was a vibrant exchange of ideas, experiences, and culture. Over sizzling Korean barbecue and Singaporean snacks paired with somaek (a Korean beer-soju cocktail expertly mixed by Mr. Woojin Nam), pharmacists from both countries bonded over their shared passion for the profession and our visions for the future.

*"It was inspiring to see how one connection can spark so many meaningful conversations."*

*"I hope to pass on the same hospitality when KPA visits Singapore!"*

– Xinran Yak  
PSS industry chapter



*Dinner with the team at a barbecue restaurant*

## **To all PSS members:**

*Let this be a reminder: Your network is your superpower.*

*Keep building it. Keep sharing it. Let's continue to grow together, across borders.*



# NEW BENEFITS FOR OUR MEMBERS!

We are pleased to announce our new partnership with Millennium Hotels and Resorts and One Farrer Hotel, who have graciously extended exclusive privileges to PSS members. As part of this collaboration, members will enjoy special room rates, along with exclusive dining offers at participating restaurants within the Millennium hotel group.

More details, including redemption instructions and full terms, will be shared soon. Look out for more updates on our website!

## Exclusive Hotel Deal Partners



## Wellness Partners



## Exclusive F&B Deal Partners



**Beast and Butterflies**



**Café2000**



**Food Capital**



**Hua Ting**



**Memo Café**



**Princess Terrace**



**Riverside Terrace**



**San Sara**



**The Buffet**



**The Lobby Lounge**



**Orchard Cafe**



**Tien Court**

# OUR WEBSITE IS GLOWING UP!

## Website Launch

We're thrilled to re-introduce our website, it's bigger, bolder and better. We can't wait for you to explore it.



WWW.PSS.ORG.SG



**You've been waiting.  
We've been working:  
Our Website is on the way!  
Stay tuned in August !**

PSS is pleased to share that a refreshed PSS website is currently in development as part of our ongoing efforts to enhance the digital experience for our members.

In collaboration with our partner vendor DMZ, we have been working diligently to redesign the site with improved functionality, a cleaner interface, and a more intuitive layout, all while maintaining alignment with the PSS brand identity.

Moving forward, we will continue to expand the platform by introducing new features and content tailored to the needs of our members. We look forward to unveiling the updated site in August and providing you with a more seamless, user-friendly platform to connect with PSS resources and services.



**JOIN NOW**  
by scanning the QR  
code or the link below:  
<https://tinyurl.com/PSS-TelegramChannel>

## PSS Telegram Channel

*We keep you connected*



# JOIN OUR TELEGRAM CHANNEL!

We're excited to share that we've launched a new Telegram channel just for our members and the pharmacy community!

Hello and a very warm welcome to the official Pharmaceutical Society of Singapore (PSS) Telegram channel! 🙌 We're so glad you've joined our community.

Stay connected with the latest updates, events, and more. We'd love to have you there! Don't miss out, simply scan the QR code to join us today!

## AN INITIATIVE UNDER THE PSS CORPORATE COMMUNICATION TEAM

**Ex-Officio**  
Lim Cinny

**Edited and Designed by:**  
Angel Siew  
Myat Thu Kyaw  
Grace Chew  
Grace Kng  
Vernon Tay

**Contributors**  
PSS Secretariat  
Korean Pharmacy Association  
PSS Industry Chapter  
PSS Community Chapter  
Training Academy

Please send your enquiries, comments, and suggestions to: [corpcomms@pss.org.sg](mailto:corpcomms@pss.org.sg).