

MEDIA RELEASE

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EMPOWERING PATIENTS, REDEFINING CARE: NUHS PIONEERS NEW PATIENT AND COMMUNITY PARTNERSHIP INITIATIVE AT TENGAH GENERAL AND COMMUNITY HOSPITAL

NUHS celebrates Caregivers' Day 2025 with a transformative partnership to collaborate with patients and community to co-create the future of healthcare at TGCH

SINGAPORE — At its annual Caregivers' Day, the National University Health System (NUHS) honoured the extraordinary contributions of caregivers, celebrating their resilience, hard work and devotion in caring for their loved ones. The special day, graced by Dr Amy Khor, Senior Minister of State of the Ministry of Sustainability and the Environment, and Ministry of Transport, was filled with heartfelt tributes and activities to empower and support caregivers and their families.

Partnering patients and community stakeholders to co-create TGCH

During the event, a transformative partnership was launched to plan and design the new Tengah General and Community Hospital (TGCH) as a hospital that is developed 'with the people, by the people and for the people'. The TGCH campus, set to open its doors in early 2030s, will provide a comprehensive range of clinical specialties and healthcare services including emergency, inpatient, rehabilitative and outpatient specialist care.

Known as the **Patient and Family Advocacy Council at TGCH**, the partnership invites individuals who are patients, caregivers, patient advocates and residents of the Tengah district to play an active role in the planning of TGCH. Harnessing the unique strengths, experiences and perspectives of these stakeholders, the partnership will tap on and integrate their feedback, in critical areas such as patient care practices, hospital design and services, feedback channels, community health education and family support programmes.

Associate Professor Victor Koh, Project Lead and Deputy Chairman, Hospital Planning Committee, TGCH said: "We are expanding beyond our engagements with patients to include caregivers and residents at Tengah who are also integral partners in our community. We want to involve them in our planning journey from the onset, to focus our efforts where they matter most to our patients; avoid blind spots; and co-create a healthcare facility that is aligned with community needs. Ultimately, we want to deliver better patient experience and health outcomes, while fostering an innovative and rewarding workplace culture. With this goal in mind, we look forward to involving the members of this programme in an equal partnership during the hospital planning stage, and as co-leaders in various quality improvement projects after our campus is operational."

The Council currently comprises two core members: a patient at NUHS and an active caregiver advocate. Plans are underway to expand the Council to include more representatives in mid-2025, with community consultations and engagement set to begin over the next few months. More details of the Council's current members can be found in Annex A.

Honouring caregivers for their unwavering dedication

Another key event highlight was the **NUHS Caregiver Appreciation Ceremony**, which pays tribute to all of our caregivers who play a vital role in providing care to their loved ones. This year, the event honoured 19 caregivers - parents, spouses and children of NUHS patients - who represented the remarkable strength and compassion of the caregiving community.

“Caregivers are the unsung partners of our healthcare system,” said Ms Soh Lai Yee, Group Chief Patient Officer, NUHS. “They shoulder immense responsibilities and are vital to the continuum of care, from overseeing daily care to advocating for their loved ones’ needs to the medical team, all of which they take on stoically and with tenacity. Their stories of love, dedication and resilience have been inspiring and have strengthened our resolve to deliver better care for our patients and their families.”

Chinese Glossary

National University Health System (NUHS)	国立大学医学组织 (国大医学组织)
NUHS Caregivers' Day	国大医学组织看护者关怀日
Tengah General and Community Hospital (TGCH)	登加综合与社区医院
Patient and Family Advocacy Council at TGCH	登加综合与社区医院 病患与家庭倡导理事会
Associate Professor Victor Koh Project Lead and Deputy Chairman Hospital Planning Committee TGCH	许德彰副教授 登加综合与社区医院项目负责人兼医院 规划委员会副主席
Ms Soh Lai Yee Group Chief Patient Officer National University Health System (NUHS)	苏丽仪女士 国大医学组织集团首席病患护导官

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About the National University Health System (NUHS)

The National University Health System (NUHS) aims to transform how illness is prevented and managed by discovering causes of disease, development of more effective treatments through collaborative multidisciplinary research and clinical trials, and creation of better technologies and care delivery systems in partnership with others who share the same values and vision.

Institutions in the NUHS Group include the National University Hospital, Ng Teng Fong General Hospital, Jurong Community Hospital, Alexandra Hospital and the upcoming Tengah General and Community Hospital; three National Specialty Centres - National University Cancer Institute, Singapore (NCIS), National University Heart Centre, Singapore (NUHCS) and National University Centre for Oral Health, Singapore (NUCOHS); the National University Polyclinics (NUP); Jurong Medical Centre; and three NUS health sciences schools—NUS Yong Loo Lin School of Medicine (including the Alice Lee Centre for Nursing Studies), NUS Faculty of Dentistry and NUS Saw Swee Hock School of Public Health.

With member institutions under a common governance structure, NUHS creates synergies for the advancement of health by integrating patient care, health science education and biomedical research. As a Regional Health System, NUHS works closely with health and social care partners across Singapore to develop and implement programmes that contribute to a healthy and engaged population in the Western part of Singapore.

For more information, please visit www.nuhs.edu.sg.

About the Tengah General and Community Hospital

Nestled in the heart of Tengah Forest Town, the new Tengah General and Community Hospital (TGCH) will be an exciting and innovative health campus with a comprehensive range of clinical specialties and healthcare services including emergency, inpatient, rehabilitative and outpatient specialist care. As part of National University Health System (NUHS) cluster, this state-of-the-art facility is slated to be ready by early 2030s.

Intricately connected with the surrounding community, TGCH offers you the opportunity to create a healthcare facility of the future, tightly integrated with the residents and nature. As a people-focused organisation, we believe in respect and recognition. By harnessing the passion and strength of our team and putting them at the core of our culture, we create a nurturing environment to excel and deliver fulfilling care.

For more information, please visit www.nuhs.edu.sg/patient-care/tengah-general-and-community-hospital.

Members of the Patient and Family Advocacy Council at Tengah General and Community Hospital

S/N	Name	Write-up
1.	Ms Chee Wai Yee	<p>Ms Chee is a seasoned social work leader who has assumed practice and management roles, with health and social service agencies. Currently the Executive Director of The Compassionate Network, she had co-founded the startup in 2023 to support and empower family caregivers as they navigate the complexities of end-of-life care.</p> <p>Since 2020, Ms Chee had been a member of the NUHS Patient and Family Advocacy Council, actively contributing to projects aimed at improving internal processes and enhancing the patient experience. Ms Chee has a deep passion for championing the needs of caregivers and advocating for a more patient-centred healthcare system. She believes that healthcare facilities must be designed with the holistic needs of both patients and their caregivers in mind, to enable them to navigate the care journey with greater ease, dignity, and peace of mind.</p>
2.	Ms Nidhi Swarup	<p>Ms Nidhi's journey as a patient advocate began with a personal challenge. Diagnosed with Crohn's disease in 2011, she struggled to find a supportive community to navigate the emotional and practical aspects of living with the condition. Recognising this critical gap in support, Ms Nidhi founded the Crohn's and Colitis Society of Singapore in 2012, marking the beginning of her impactful journey as a patient advocate.</p> <p>Today, Ms Nidhi's contributions extend beyond her own community. Besides being a member of the NUHS Patient and Family Advocacy Council and Founding Chair of the Alliance of Patients' Organizations Singapore which she established in 2023, Ms Nidhi also actively participates in various health-related committees and had co-authored research papers bringing in a patient's perspective. A passionate advocate for patient engagement, she is dedicated in emphasising the crucial role of patient partnerships in co-creating healthcare solutions that truly address the needs and priorities of the population.</p>