

Primary Care Network:

Transforming GP Practice Through Team-Based Care

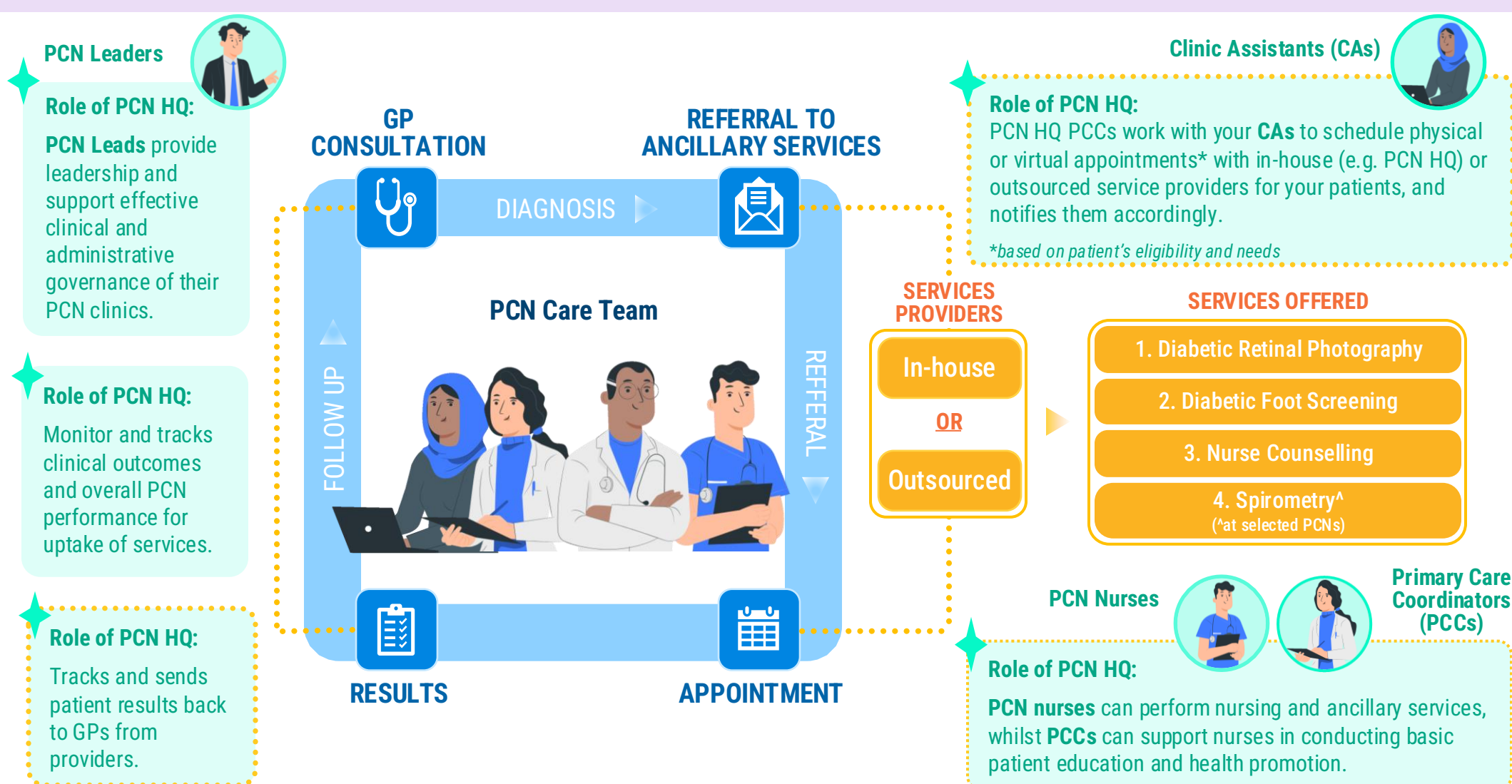
What is the PCN scheme? Started in 2018, MOH funds the Primary Care Network (PCN) scheme to organise GP clinics into a virtual network. Each PCN is supported by a dedicated headquarter (HQ) office. PCN HQs are staffed with PCN nurse, care coordinators and admin coordinators to help coordinate multi-disciplinary care, working alongside member clinics to deliver the best possible care for patients.

How can PCN support your clinic?

1 Support holistic care and delivery of ancillary services to patients

PCN HQs comprise of a team of dedicated healthcare professionals and administrators (PCN leaders, nurses, and care coordinators) who support your clinic by managing patient referrals, coordinating ancillary service appointments and performing the services.

Please refer to the illustration below to see how PCN HQs can support you in delivering ancillary services.



2 Support professional development of PCN Care Team

All members of the PCN care team have access to a wide range of subsidized, approved training courses.

Staff who are permanently employed in a HSG clinic or by PCN HQ can apply for training subsidies for eligible courses. These funds are made available in the **Professional Development Fund (PDF)**.

3 Support for Quality Improvement (QI) initiatives

PCN HQs organize regular meetings with member clinics to **share best practices, gather feedback and review performance data from the Primary Care Quality Improvement Dashboard (QID)**, a tool developed by MOH and Synapxe to:

- Identify areas for care improvement through data-driven insights
- Provide valuable insights into clinic-level performance
- Enable benchmarking against peer clinics

Visit the links and reach out to your PCN HQ today for more information on PCN services and support:

Useful resources/links	
Introduction to PCN	Primary Care Networks (PCN)

PCN HQs	PCN Leaders	PCN HQ Contact details
1. ASSURANCE PCN	Clinical Lead: Dr Jacqueline Yam Admin Lead: Dr Koh Eng Hoe	8818 2699 (SMS or whatsapp)
2. CENTRAL-NORTH PCN	Clinical Lead: Dr Eng Soo Kiang Admin Lead: Dr Christopher Chong	pophealth.cn-pcn@nhghealth.com.sg
3. CLASS PCN	Clinical Lead: Dr Leong Choon Kit Admin Lead: Dr Quah Soon Wee	contactus@classpcn.sg 6951 8726
4. FRONTIER PCN	Clinical Lead: Dr Chong Chin Kwang Admin Lead: Dr Koh Thuan Wee	6991 5511
5. I-CARE PCN	Clinical Lead: Dr Lim Chien Chuan Admin Lead: Dr Chi Wei Ming	6856 9807
6. NUHS PCN	Clinical Lead: Dr Kwong Kum Hoong Admin Lead: Dr Franco Wong	pcn@nuhs.edu.sg 8764 4086
7. PARKWAY SHENTON PCN	Clinical Lead: Dr Sharon Ngoh Admin Lead: Mr Kenneth Lee	PCN.support@parkwaysshenton.com.sg 9823 7396 (SMS or whatsapp)
8. RAFFLES MEDICAL PCN	Clinical Lead: Dr Chng Shih Kiat Admin Lead: Dr Melvyn Wong	pcnenquiries@rafflesmedical.com 6311 1684
9. (a) SINGHEALTH DOT PCN	Clinical Lead: Dr Roy Teow Admin Lead: Dr Emily Ho	dotpcn@singhealth.com.sg
9. (b) SINGHEALTH REGIONAL PCN	Clinical Lead: Dr Rick Chan Admin Lead: Mr Benjamin Cheam	pcn@skh.com.sg
10. UNITED PCN	Clinical Lead: Dr Lim Hong Shen	unitedpcn@bridgepointhealth.sg 9737 1550

For further queries, you may contact AIC GP helpline at 6632 1199 or find your clinic Account Manager [here](#).