

Republic of Singapore

Provisional agenda item 12.5

Primary Healthcare

Written Statement

1. Singapore is now a super-aged society, as defined by the WHO. The rapid pace of aging, rising chronic disease burden and increased demand for healthcare necessitates a fundamental rethink on how Singapore approaches healthcare provision. Healthier SG (HSG), a multi-year national programme, represents a deliberate shift from reactive episodic care towards a more proactive, relationship-oriented system that focuses on prevention and the anchoring of the population in primary care.
2. HSG involves building a long-term patient-provider relationship through a “One Resident, One Family Doctor” model. Residents aged 40 and above are encouraged to enrol with a chosen doctor, either in public polyclinics or private general practices. Within three years, from launch in July 2023 until April 2026, more than 1.4 million residents have enrolled at more than 1,100 primary care clinics and public polyclinics nationwide. The family doctor will holistically manage the patients’ (the “enrollee”) health. This enrolment-based approach moves accountability beyond individual encounters, enabling providers to monitor patients over time, initiate early interventions, and personalise preventive and chronic care plans.
3. Under HSG, care protocols have been progressively rolled out. Each care protocol provides comprehensive evidence-based guidance to assist the HSG Primary Care Providers in assessing and managing their enrollees. On top of clinical guidance, CPs also include operational workflows, information on preventive care and social prescriptions as part of holistic primary care.
4. HSG builds on a partnership with private sector primary care practitioners, with HSG annual service fees provided to private primary care providers. These fees support the holistic care of the HSG enrollees and completion of preventive health actions. Enrolled residents are incentivised to seek care at their enrolled HSG private primary care provider through special subsidies for nationally recommended preventive care actions and access to enhanced subsidies for a selected list of chronic medications.
5. Recognising that health outcomes extend beyond clinical care, HSG strengthens integration between primary care providers and community services. For example, primary care providers can refer patients with mild to moderate mental health conditions to the community mental health teams for counselling and psychotherapy interventions.

Primary care providers can also refer seniors aged 60 and above to Active Ageing Centres (AACs) to take part in activities relating to frailty preventions, connect with other seniors and takes up new interest. This supports active ageing in the community.

6. As HSG stabilises, Singapore is increasing efforts to motivate HSG enrollees to follow through on their Health Plan and adopt healthy lifestyle behaviours, whilst deepening care integration across all healthcare partners. WHO and its partners should continue advocating for primary health care as the foundation of universal health coverage, with Singapore committed to supporting these collective efforts.

(444 words)