

HEALTHSERVE ANNUAL REPORT 2012

It's been a year since our major fund-raising dinner *Around The Table*. With generous support from donors, we have been able to step up our activities and outreach to the disadvantaged and marginalized amongst us – Migrant workers and the Local poor. Medical aid remains the core of HealthServe's work. We saw 1,800 patients in our Geylang and Jurong clinics this year, compared to 1,657 patients in 2011. Other than the common ailment, work place injury remains the most common reason for the visits to our clinics.

The Ancilliary services which HealthServe provides has grown over the years, and comes from our walk with these injured workers along their arduous journey from injury to compensation to returning home.

1. Social assistance – we have helped 109 injured migrants on our social assistance programme in 2012 to date, against 131 last year...

The time it takes for the worker to process his case during which he is not allowed to work (and therefore has no income) averages 6-12 months. It is at this time when Healthserve stands in the gap by topping MRT cards, phone cards and daily

2. Geylang food project – we've given 17,609 meal vouchers in January-August 2012, almost double 3937 for the whole of 2011

3. Legal assistance – NUS law students now actively serving with a team of senior lawyers together with social workers and other volunteers. Fortnightly legal advisory clinics

Restoring physical health is just one aspect of supporting the migrant workers who come through our doors. Supporting the mental and emotional health of these workers who have left behind kith and kin in search of a better living is just as important. We have stepped up our dormitory work in Jalan Papan with weekly English classes, computer classes and even an advance English class for those who completed the Basic English class. Health talks and community celebrations were held.

With the increase in the demand for our aid and services, we've engaged a nurse and increased our headcount by 1. Volunteers, however, remain the backbone of our work. We currently have 225 volunteers in the first half of the year 2012. Of these, 83 are clinically trained volunteers.

A highlight this year has been the commencement of the NUS Family Medicine Selective program for half the cohort of the 3rd year medical students. 150 students in batches of 30 have begun this week-long clinical posting program in August. This program is held conjunction with the Department of Family Medicine

in NUS. We hope to teach, broaden and deepen knowledge while inspiring students to be doctors with competence and compassion.

We continue to target to raise the awareness of the public, medical community and youths to the plight of those we seek to help. Over the last 12 months, we've conducted student programs with NUS, Ngee Ann Poly, Republic Poly, RI, ACSI, SMU, SP Poly and developed a partnership with Migrant Worker's Centre (NTUC) for the Geylang Food Project. There is ongoing engagement and consultation with MOM on policies and Work Injury Case Management of Injured Migrant Workers.

HealthServe conducted a simple research on Occupational Therapy led by two occupational therapists. TTSH has officially recognized HealthServe as a partner-NGO, serving and helping migrant worker patients through the post-hospitalization process. The Medical Social Work department will start referring cases to us and help us to expedite medical reports and appointments. The Geylang clinic has seen a rising number of dermatological and orthopedic cases. Dermatology and Orthopedic specialist clinics now operate monthly. In addition to the existing clinics, we have seen and followed up 25 skin cases and 20 orthopedic cases since it started 2 months ago.

HealthServe's work amongst the local community continues to focus on families living in rental blocks at Taman Jurong. We organised programmes with Lakeside Family Service centre for these families and conducted health talks and screening for more than 200 residents there. The clinic at Jurong also largely served these families as well as migrant workers once a week on a Sunday.

Finally we are thankful to our supporters and donors for a healthy surplus of \$ 73 849; and we expended \$ 643 173 out of a total income of \$ 717 023 for the Year 2012. We have a reserve policy of six months, but aim to build the reserves to one year.