“A reassuring presence and support rekindled my hopes.”

Mdm Ng Ngiap Eng

Ms Angeline Song
Senior Counsellor
Counsellors Walk With Patients

Holistic care through psychosocial and emotional support is important for patients’ rehabilitation. This is especially needed when patients are first diagnosed with kidney failure as it is a traumatising experience. Many are unable to come to terms with their illness and some lose the will to live.

Hence, NKF has introduced a new initiative where counsellors walk with patients and their caregivers by providing emotional and family therapeutic support during this crucial period, from assisting with the admission application process to helping patients adapt to their dialysis regime and planning their rehabilitation. The Allied Health team even makes home visits to further understand the family’s needs. We do our best to ensure that the patients’ journey is smooth, comfortable and pleasant.

We were very touched by a recent letter from a patient’s daughter, in which the family’s courage and resilience resonate with us. We would like to share an excerpt of her letter with you. We hope that you are encouraged by it just as it has us.

"I have been on chemotherapy since February 2016. My eldest brother (a cancer patient) was diagnosed with cancer in Malaysia and he was unable to work. As such, my mother took on the stress and difficulties, which we were told that our mother needed dialysis. She was so brave as she did not want to do dialysis initially, but was told by the doctor to go for it as not to place extra burden on us.

Fortunately, ever since my mum started dialysis, Angeline and her team (a nurse and medical social worker) have been in close contact with my mum during her dialysis sessions. Not only to understand more about our situation but most importantly, provide her with encouragement, moral support and confidence that things can be worked out. They try their best to help us with the issues we face. The team has been like a beacon of light in our darkest hours who guides and encourages us, letting us know that we are not alone in this battle."

We sincerely hope that the Patient Advocacy and Rehabilitation team can be expanded and given more resources so that they can reach out to more dialysis patients and help them cope with the financial burden and psychological stress that all dialysis patients face.

Ms Serene Tan, daughter of kidney patient Mdm Ng Ngiap Eng

Advocate Appreciation

96 Patient Advocates gathered on 24 July 2016 for the biannual Advocate Appreciation event to honour our dedicated Patient Advocates and welcome new ones. They were treated to a trip to Gardens by the Bay. New Advocate Leaders received their vests to recognise their outstanding contributions and leadership skills.

Ms Teo Siew Poh, 47, appointed as an Advocate Leader to provide support and guidance to fellow patients.

Computer Classes

Computer skill classes are now being held at NKF HQ in collaboration with NTUC Learning Hub. Classes are open to everyone. SkillsFuture credit can be used or cash payment. If you or someone you know is interested, call Mr Srikanthan at 6262 6197.

Our Patient Advocates enjoyed a fun-filled morning at National University of Singapore’s Engin Run on 28 August 2016, participating in the obstacle race. All proceeds went towards patient care.
Some of our patients based in elderly homes are not able to travel to dialysis centres for treatment by themselves. While providing them ambulance transportation, they are not able to have lunch before their dialysis session. Through Makan Kakis, a new programme launched in July 2016, volunteers help purchase lunch for these patients and follow up by keeping them company during their dialysis sessions.

The experience has proven to be really fulfilling and fun for me. I interacted with them and learnt about their lives. Knowing what they have been through and having the privilege to help them a little made me understand why people should do volunteer work.

Mr Isaac Tian, our first volunteer in this programme, who brings lunch to patients Martin and Tuck Choon at Jurong West dialysis centre.

Mr Martin Lee

Makan Kakis is a helpful programme. I enjoy this time with Isaac eating and talking. Simple things like these make me feel better.

Mr Toh Tuck Choon

To find out more about volunteering, please contact Ms Adelyn Chong at 6506 2142.