



Primary Health Care Services



Service Orientation

Our Primary Health Care Services plays an active role in raising the awareness of health and developing healthy lifestyles, in order to promote holistic well-being and to engage all members of the public in building healthy communities.



Learn more about our
Primary Health Care Services



Service Highlights

New Initiatives in our Services

During the past year, our Medical Clinic and Chinese Medical Clinic began to offer tele-medical consultations as part of our Primary Health Care Services, providing patients with the opportunity to receive medical consultations via online video-conferences instead of physically visiting community clinics, which effectively reduced the risk of infection during the pandemic. In addition, our Chinese Medical Services collaborated with the Chinese Medicine Department of the Hospital Authority to provide Chinese tele-medical consultation services to elderly patients residing in residential care homes that were under lockdown due to COVID-19, with Chinese medications delivered to them after the consultation.

Jockey Club Affordable Outpatient Services Subsidy Scheme

During the fifth wave of the COVID-19 pandemic, over 30 General Outpatient Clinics (GOPCs) were converted to designated COVID-19 clinics, or temporarily closed down, resulting in a shortage of general public outpatient services. Supported by the Hong Kong Jockey Club Charities Trust, the Agency worked hand-in-hand with more than 25 private clinics in Kwun Tong, Wong Tai Sin and Shum Shui Po Districts to address this shortage. The resulting trilateral cooperation allowed affordable outpatient services to be provided to more than 9,000 eligible non-COVID-19 patients, to increase the number of ways for citizens to find Western medicine services.



The Agency collaborated with private clinics in Kwun Tong, Wong Tai Sin and Sham Shui Po Districts to provide outpatient services to eligible patients.

The Hong Kong Polytechnic University's COVID-19 Community Health Education Research Project "Assistance, Improvement, Development (AID)"

Our Primary Health Care Services and the Hong Kong Polytechnic University collaborated on a COVID-19 community health education research project named "Assistance, Improvement, Development (AID)", with the aim of helping citizens strengthen their self-protection against COVID-19, promote early detection, increase vaccination rates and reduce the risk of transmission in the community. The project successfully conveyed information on topics including self-care, early detection and vaccinations to 160 participants, through education activities focused on self-protection against the pandemic (such as online lectures, parent-child activities, information sharing via WhatsApp, etc.). Furthermore, 320 epidemic prevention kits were distributed in an effort to alleviate the shortage of epidemic prevention materials in society. More than 90% of the participants agreed that the activities helped them understand COVID-19 better, among which 38 participants received the COVID-19 vaccination. Hong Kong Polytechnic University has shown its appreciation of our efforts and more collaborations are planned for the upcoming year.



The project helped citizens strengthen their awareness of protection against COVID-19 and reduced the risk of community transmission.



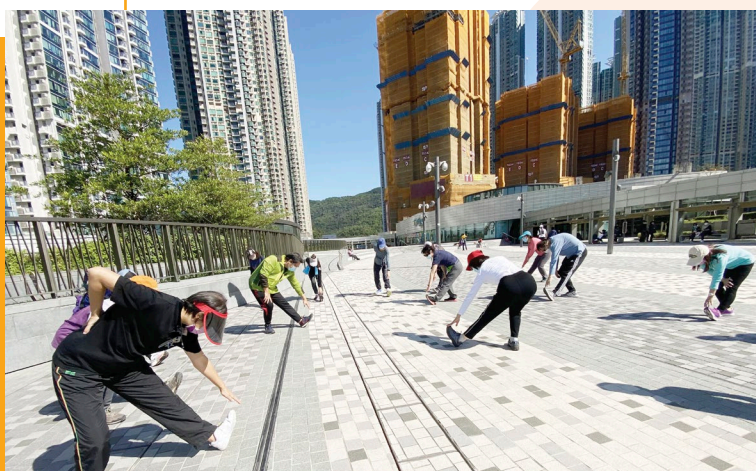
We shared information on the prevention of COVID-19 with the participants and distributed epidemic prevention materials during the event.

Health Coach Service for The Middle-aged

Supported by a donation from the Hong Kong Jockey Club Charities Trust, Christian Family Service Centre InnovAGE Team and the Jockey Club School of Public Health and Primary Care of the Chinese University of Hong Kong joined forces to launch the “Jockey Club WeWATCH Healthy Lifestyle Project”. The aim of the project, which will continue from 2022 to 2025, is to raise their awareness and understanding that “a good lifestyle is the best medicine” to middle-aged individuals from 35 to 59 residing and working in Sha Tin and Kwun Tong Districts. Behavioural science will be applied to help the participants overcome difficulties in changing their lifestyle, along with a 6-month personalised health management programme, tailored health courses and activities, as well as 24-hour digital health management. It is expected that the participants can learn to lead a healthy lifestyle, which will help to prevent or delay the chances of developing chronic diseases in the long run, and will thereby improve their personal and their family’s quality of life. The project is expected to serve the participants on 3,334 occasions.



Learn more about the “Jockey Club WeWATCH Healthy Lifestyle Project”



Free health management consultations are expected to be provided to middle-aged individuals in Sha Tin and Kwun Tong Districts.



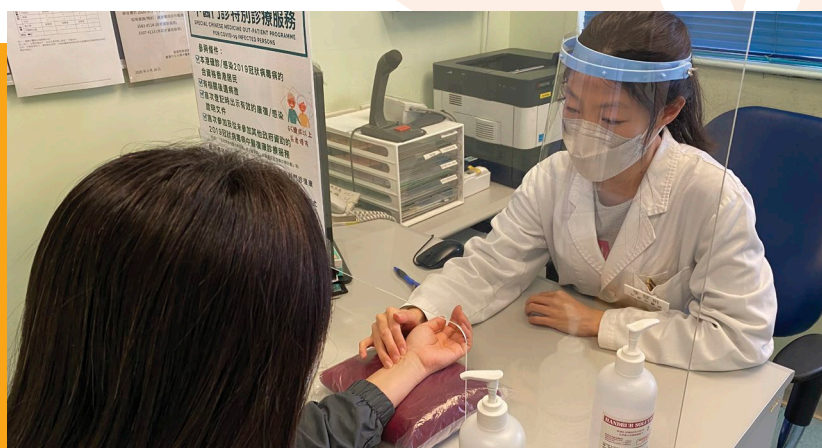
Participants can cultivate healthy lifestyle habits under the guidance of health management coaches.

Chinese Medicine Services to Alleviate COVID-19

Our Chinese Medicine Clinics cum Training and Research Centre (Kwun Tong District) continued to provide special outpatient services to individuals who have recovered from COVID-19. To respond to the clinical needs of recovered persons and arrange their first medical appointment as early as possible, CMCTR set up extra sessions beyond their normal service hours to provide Chinese medicine consultations. As of March 2023, over 8,600 individuals had received Chinese medicine rehabilitation treatments.



Learn more about the services of Chinese Medicine Clinics cum Training and Research Centre (Kwun Tong District)



Chinese Medicine Clinic cum Training and Research Centre (Kwun Tong District) provides Chinese medicine outpatient consultations and treatments for individuals recovering from COVID-19.



Chinese Medicine Clinic cum Training and Research Centre (Kwun Tong District)'s Chinese and Western Medicine Collaboration Project Team, along with the Hospital Authority Chinese Medicine Department's medical team at the stroke ward in the United Christian Hospital, exchanged knowledge and experience on integrated Chinese and Western Medicine treatments for stroke patients with Chinese Medicine (CM) scholars from the Greater Bay Area CM Visiting Scholar Programme.



Primary Health Care Services team gathered together to discuss the 2023-2025 strategic directions.





Primary Health Care Services were awarded the Partner and Supporting Organisation Memorial Award at the 13th “Quit to Win” Smoke-Free Community Campaign organised by the Hong Kong Council on Smoking and Health (COSH).



Sponsored by Pfizer, our nurses and Chinese medicine practitioners organised educational activities for the elderly living alone, with advice on how to manage COVID-19 and upper respiratory infections.

Outlook

In response to the government policies and community needs, we will continue to expand our Primary Health Care Team and Services. A new community pharmacy will be established in the coming year, together with the launch of new health programmes that are more closely-aligned to the needs of our community members. We will also strengthen the application of digital technologies and ICT, in order to enhance service experience and improve service quality.



Volunteers learned how to care for patients and provide them with emotional support, in order to support the survivors and carers on their journey to recovery.

Service Statistics 2022-2023 (as of 31st March 2023)



387

No. of health education programmes

30,147

No. of attendance of new cases



163,091

No. of service attendance in the year



8,927

No. of attendance of health education programmes



15,342

No. of attendance of health check-ups