IMPROVEMENT GUIDE FOR PRIMARY CARE NETWORKS

Scaling Diabetic Foot and Eye Screening (DFS/DRP) in Primary Care

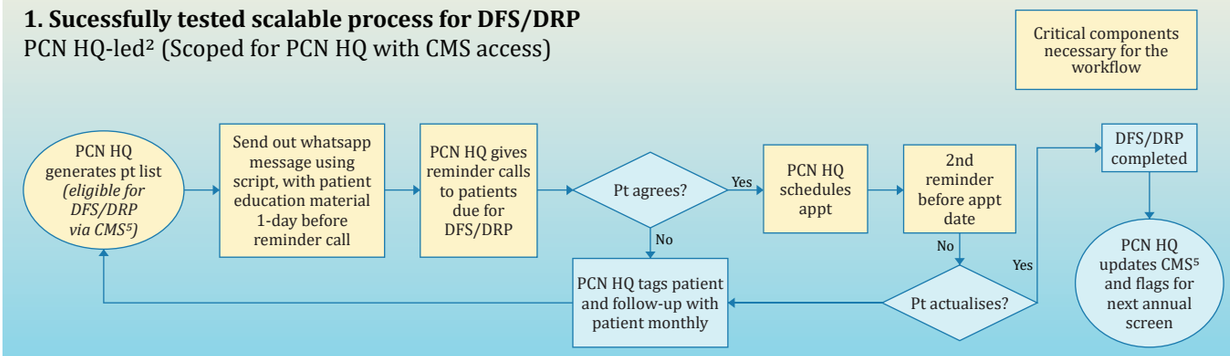
National Improvement Unit Singapore

About this guide:
This guide offers a simple, tested process that clinics can adapt to improve uptake regardless of whether the model is Clinic-led, HQ-led[2] or Hybrid[3]. A structured, team-based workflow to ensure timely Diabetic Foot Screening (DFS) and Diabetic Retinopathy Screening (DRP) for HSG[4]-enrolled patients.

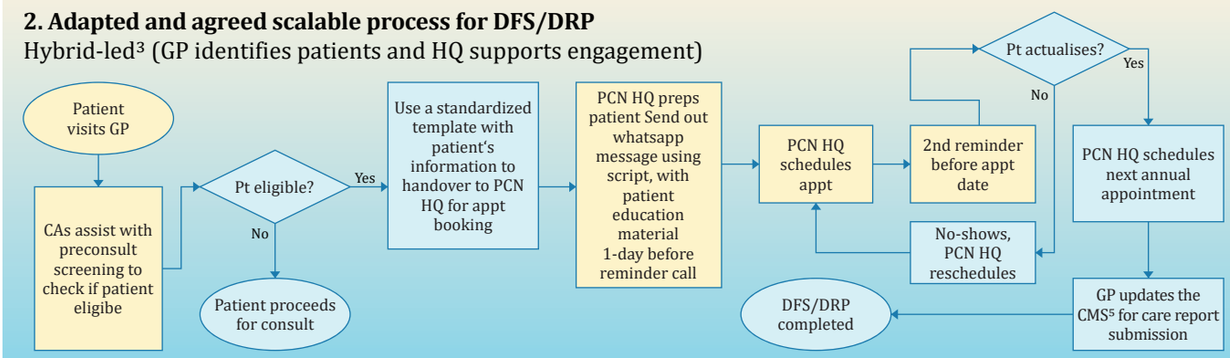
What is the DFS/DRP Workflow?
Key Components:
- Identifying eligible patients
- Proactive engagement of eligible patients with standardized patient education
- Appointment booking
- 2nd reminder before appointment date

Adaptable DFS/DRP Workflow

1. Sucessfully tested scalable process for DFS/DRP
PCN HQ-led[2] (Scoped for PCN HQ with CMS access)



2. Adapted and agreed scalable process for DFS/DRP
Hybrid-led[3] (GP identifies patients and HQ supports engagement)



Outcomes from Initial Testing

HSG Indicator	Baseline Median	New Median	Improvement
DFS Uptake	60	90	+50%
DRP Uptake	47	81	+72%

** Results from 25 clinics within one PCN over 12 months*

Monitor & Sustain

Adoption Measure
- Number of clinics that have adopted the scalable DFS/DRP process

Outcome Measure
- Uptake rate of DFS & DRP in adopting clinics

Scaling and spreading the DFS and DRP workflows means ensuring that every clinic adopts the same simple, proven process so that all patients with diabetes receive annual foot and eye checks. By standardising reminders, booking, and Clinic Management System (CMS) updates, GPs help reduce preventable complications, cut down unnecessary hospital referrals, and build a sustainable system of care across the Primary Care Networks.

Footnote:
[1] *Clinic-led: Refers to initiatives, programs, or operations that are primarily driven by individual clinics.*
[2] *HQ-led: Refers to initiatives or strategies that are driven by headquarters (HQ) — the central, organizational, or corporate office.*
[3] *Hybrid: Refers to initiatives or operations that are jointly driven by clinics and headquarters.*
[4] *HSG: Healthier Singapore*
[5] *CMS: Clinic Management System*

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