

## MY VIEWS IN



SECONDS

## TOO MANY PATIENTS AT CCK POLYCLINIC?

I VISITED Choa Chu Kang (CCK) Polyclinic last Tuesday at 11.15am.

To my surprise, a sign at the entrance said that registration for walk-in patients had ended at 11am and that patients would have to return at 1.30pm to get a queue number for an afternoon consultation.

I last visited the polyclinic on Aug 27 at 11.30am and was able to register myself for a consultation.

I was informed by the polyclinic's customer-service manager that the new rules were to allow the clinic to better manage the crowd when there were too many walk-in patients in the morning.

The manager also said that the registration times could change, depending on the number of walk-in patients.

My questions are:

■ Could patients have been better informed, whether through circulars mailed to them or a notice on the polyclinic website?

■ Is the early closure of registration common across National Healthcare Group (NHG) polyclinics?

If not, is it because CCK has a particularly high number of walk-in patients?

If the latter is the case, NHG might want to consider opening another polyclinic in the CCK/Bukit Panjang area to meet the growing demand.

Madam Jay Oh

## PARTY ABROAD, BUT KEEP LOW PROFILE

HAVING worked abroad, I would like to advise Singaporeans to be cautious when visiting entertainment venues.

Most patrons at pubs and nightclubs indulge in liquor.

Some might be intoxicated, and it would be unwise to get involved in a conflict with such people.

Singaporeans should also keep a low profile in such places, so that they do not attract undue attention from the locals.

Be friendly to the locals as everyone likes a happy face.

Mr Gilbert Goh Keow Wah



MY SAY

Write to us at my paper. Please include your full name, address and a telephone contact number. E-mail your opinions to [myp@sph.com.sg](mailto:myp@sph.com.sg). We reserve the right to edit letters for clarity and length.

## Start kids off with smaller pets

I REFER to the report, "Singaporeans more animal-friendly" (*my paper*, Oct 5).

It is heartening to hear that more pet owners are taking greater responsibility for their pets, and that more people are adopting unwanted animals.

The Society for the Prevention of Cruelty to Animals (SPCA) deserves credit for its active involvement in developing a culture of "animal-friendliness".

Firstly, it does a wonderful job of maintaining a shelter.

Secondly, its campaigns and advertisements, which urge people to exercise caution and consideration before getting a pet, have been effective.

There are many benefits to pet ownership. They range from providing companionship to the elderly to helping instil a sense of responsibility in young children.

While it is good to encourage pet adoption, future pet owners also need to be aware of their duties towards their pets.

Also, as parents are often caajoled by their children to purchase pets for the family, future campaigns could be more targeted so that this group could be educated about the commitment owning a pet entails.

A "step-up" approach could be employed, such that a child starts with a smaller animal that

is easier to manage, before parents decide if he or she is ready to take care of a larger pet.

It would also be good if the SPCA could continue working with the Agri-Food & Veterinary Authority and pet shops to highlight the importance of pet care, and to educate the public on how to treat pets.

Pet owners should be aware of their pets' specific needs – such as how dogs should not be fed chocolate and grapes – so that the animal's health and well-being will be maintained.

Ultimately, pet owners need to know that taking care of a pet is a long-term commitment.

Pets need not only food and

shelter, but also love and care.

Only then would the relationship between owner and pet be a reciprocal one.

Mr Kwan Jin Yao

## HELPDESK 我的字典

Credit: 表扬 biǎo yáng

Companionship: 陪伴 péi bàn

Commitment: 责任 zé rèn

Reciprocal: 互惠的 hù huì de

## Residents in S&amp;CC arrears should seek help fast

I REFER to recent reports about Housing Board residents who default on their monthly service and conservancy charges (S&CC).

Having been a grassroots leader in Marsiling since 2005, I have had my fair share of experiences dealing with residents who fail to pay their S&CC.

Among the various reasons given by such residents are:

- unemployment
- pay cuts
- other arrears

Most of the cases are genuine.

As sole breadwinners who have to support children and aged parents, men in blue-collar jobs find it difficult to keep up with their bills.

I hope town-council officers could show flexibility, understanding and sympathy towards such residents.

However, I would also urge defaulting residents to take the following steps as soon as possible:

## Contact agency officer

They should contact an officer from the agency concerned and brief him on their situation.

## Set up a meeting

During the meeting, they should detail their situation and take along documents such as their latest payslips, retrenchment letters and unpaid bills.

## Work out a compromise

Both parties should work out a monthly payment plan. Penalty or legal fees should be waived or reduced significantly.

Such residents should also make known their plans to improve their financial situation.

I also hope housewives could return to the workforce so that they can supplement their husbands' incomes.

Mr Muhammad Dzul Azhan Haji Sahban

## S'poreans have right to quiz ERM

I REFER to Dawn Tay's commentary, "It's all about accountability" (*my paper*, Oct 5).

Miss Ris Low should stop talking to the media unless it is necessary.

It was reported in the English press on Sunday that she called Chinese tabloid *Shin Min Daily News* to speak to it.

By doing so, she is drawing attention to herself.

As for Miss Singapore World pageant organiser ERM World Marketing,

it should have told the media it was looking into the matter of Miss Low's conviction when queried instead of avoiding questions from the press.

It also said Singaporeans did not pay for her participation in the pageant.

However, as Miss Low would have represented the country, Singaporeans have the right to question ERM, which should be accountable to all Singaporeans.

Mr Sam Gunasekaran

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