KAMRA TAD-DEPUTATI HOUSE OF REPRESENTATIVES
PARLAMENT TA' MALTA

L-ERBATAX-IL LEĠIŻLATURA

P.L. 1139

Dokument imqiegħed fuq il-Mejda tal-Kamra tad-Deputati fis-Seduta Numru 73 tal-10 ta' Jannar 2023 mid-Deputat Prim Ministru u Ministru għas-Saħħa.

_____

Raymond Scicluna
Skrivan tal-Kamra

SERVIZZ TA’ TABIB FIL-BEREĠ U POLIKLINIĊI TAL-GVERN

***5010. L-ONOR. STANLEY ZAMMIT** staqsa lill-Deputat Prim Ministru u Ministru għas-Saħħa: Jista' d-Deputat Prim Ministru u Ministru għas-Saħħa jindika l-ġranet u l-ħinijiet u fejn jingħata s-servizz ta' Tabib (General Practitioner) fil-bereġ u l-poliklinici tal-Gvern?

03/01/2023

ONOR. CHRIS FEARNE: Ninforma lill-Onor. Interpellant illi l-iskeda tas-servizzi kollha offruti mill-Primary HealthCare tinsab fil-Quality Charter tal-Primary Health, li jiġi aġġornat regolarment u jista’ jiġi aċċessat minn kulħadd mill-homepage tal-Primary HealthCare. Kopja tiegħu qiegħda titpoġġa fuq il-Mejda tal-Kamra.

Seduta Numru 73
10/01/2023

PL5010

Primary HealthCare

Quality Service Charter

August 2021

Preamble

Primary HealthCare (PHC) strives to be sensitively responsive to the dynamic needs of its clients. Over the years it sought to change, adapt, plan resourcefully and design its services in-line with the health demands posed by the community it serves….. people with diversity in culture, colour, language, age, gender, values, beliefs and above all with a colourful assortment of health needs.

The ideology and dedication of its professional, skilled, and talented human assets have obliged Primary HealthCare to take giant steps in the best interest of the clients, committing itself to various initiatives thus, taking quality of care to higher levels each time, transforming a patient-centred care philosophy to an integrated person-focused care, and mobilising the services closer to the clients' habitats.

The Quality Service Charter (QSC) is another golden milestone in the quality service history of Primary HealthCare which will support us with an excellent overarching guiding tool to ensure our goals are always continuously being fully accomplished. The Quality Service Charter will help us identify overlaps, gaps and potential pitfalls in our services, and guide us to take proactive actions to always guarantee optimal service satisfaction for our clients, along with giving an achieving sense of fulfilment and job satisfaction to our employees.

Primary HealthCare staff members are committed to respect and comply with the principles of this Quality Service Charter. They understand and abide by their obligations while our clients are expected to reciprocate in carrying out their responsibilities and cooperate to ultimately ensure each other's rights are always safeguarded and respected.

List of Contents

1	Who We Are & What We Do		5
2	Customers		5
3	How to Reach Us		5
		OUR SERVICES	
	Services delivered by the General Practitioner (GP)	General Practitioner (GP) Service	11
	Services delivered by the Medical and Nursing Team	Adult Down Syndrome Clinic	14
		Cardiac Clinic	14
		Chronic Disease Mangement Clinic (CDMC)	14
		Diabetes/Speciality Clinic	15
		Ear Syringing	16
		Medical Consultant Clinic (MCC)	17
		Ophthalmic Services	18
		Orthopaedic Clinic	19
		Point of Care (POC)	19
		Schedule V Clinic	20
	Services delivered by the Nursing / Midwifery Team	Ambulance Service	21
		Bloodletting Service	21
		Chronic Kidney Disease Prevention Clinic (CKDPC)	22
		Fibromyalgia Clinic	22
		Immunisation Services	23
		Lifestyle Clinic	24
		Plaster Service	24
		Port-a-Cath Management Clinic	24
		Scoliosis Review Clinic	25
		Theatre	25
		Treatment Room Services	25
		Well Baby Clinic	26
		Well Woman Clinic	26
	Services delivered by the Allied Health Professionals	Dietetic Service	28
		Electric Cardiogram (ECG)	28
		Medical Digital Imaging (X-Ray)	29
		Nutrition Service	29
		Physiotherapy Services	30
		Podiatry Services	31
		Social Worker Service	32
		Speech Language Pathology	32
	Services delivered by a Multi-professional Team from PHC	Telemedicine	34
	Services delivered by a Multi-professional Team from other Health Entities	Chest Clinic	35
		Dementia Clinic	35
		Psychiatry Clinic	35
		Sports and Exercise Clinic	36

		Tabacco Cessation Clinic	36
	Special Health Units	Acupuncture	37
		Bloodletting for Donation Clinic	37
		Migrant Health Liaison Office	37
		National Screening Programme Unit	38
		Occupational Health (Medical) Unit	38
		Pharmacy	39
		School Health Services	39
4	Help Us to Help You		40
5	Feedback & Complaints		41
6	Commitment to Continuous Improvement		43

1. Who We Are & What We Do

We are the Primary HealthCare, and we provide primary healthcare services for the population of Malta and Gozo. through our multiple sites distributed in different locations. Our mission states that:

> The Primary HealthCare's multidisciplinary TEAM is committed to excellence; to the highest possible level and quality of integrated primary health care service delivery, while we continue to explore new avenues to increase patients' accessibility further in the community.

Our services are accessible according to the time schedules included in this Charter*. If you are not sure how to access a particular service, you can always seek help by phoning the Client Support Centre on 21231231.* Our public health services/ clinics are physically accessible to persons with disabilities.

2. Customers

Our clients are the entire population. Health care services are free of charge at the point of use to Maltese citizens and refugees. EU citizens are entitled for free immediate care, such as, General Practitioner (doctor) service. Services can also be accessed by ineligible clients against a payment.

3. How to Reach Us

In view that Primary HealthCare offers its services from various health venues on the Maltese Islands, Figure 1 and Figure 2 provide useful information about these venues to help you access our medical and nursing services. You are encouraged to make use of the Health Centre in your catchment area and the Community Clinic in your locality. Other services are offered from the Community Clinics which will be described under **'Our Services'** Section.

Figure1: Primary HealthCare main public facing venues and opening schedule

Venues	Locality	Address	Available to the Public		
			Days	Opens	Closes
Acupuncture	Paola	Corradino	Monday to Saturday Monday to Friday	8.30am 3.00pm	12.30pm 6.30pm
FOR GP SERVICE AT THE HEALTH CENTRES PLEASE REFER TO FIGURE 3					
Health Centres	B'Kara,	Civic Centre, Thomas Fenech Street	Monday to Friday, Sunday & Pub. Hol. Saturday *Note: Pub. Holiday on a Saturday, H.C. opens from 7:00am – 2:00pm* Monday to Friday and Sunday from 8.00pm to 7.00am and on Saturday from 2.00pm to 7.00am, the catchment areas of B'Kara Health Centre patients can attend Mosta Health Centre.	7.00am 7.00am	8.00pm 2.00pm
	Cospicua	1, Sofie Street	Monday to Friday, Sunday & Pub. Hol. Saturday *Note: Pub. Holiday on a Saturday, H.C. opens from 7:00am – 2:00pm* Monday to Friday and Sunday from 8.00pm to 7.00am and on Saturday from 2.00pm to 7.00am, the catchment areas of Cospicua Health Centre patients can attend Paola Health Centre	7.00am 7.00am	8.00pm 2.00pm
	Floriana	12, Frangisk Saver Fenech Street	Monday to Sunday & Pub. Hol.	24 hours	
	Gzira	Meme' Scicluna Square	Monday to Sunday & Pub. Hol. From 8.00pm to 7.00am the catchment areas of Gzira Health Centre patients can attend Floriana Health Centre.	7.00am	8.00pm
	Kirkop	Danny Cremona Street	Monday to Sunday & Pub. Hol. From 8.00pm to 7.00am the catchment areas of Kirkop Health Centre patients can attend Paola Health Centre.	7.00am	8.00pm
	Mosta	Constitution Street	Monday to Sunday & Pub. Hol	24 hours	
	Paola	Antoine De Paule, Square	Monday to Sunday & Pub. Hol.	24 hours	
	Qormi	Victory Street	Monday to Friday, Sunday & Pub. Hol. Saturday *Note: Pub. Holiday on a Saturday, H.C. opens from 7:00am – 2:00pm*	7.00am 7.00am	8.00pm 2.00pm

			Monday to Friday and Sunday from 8.00pm to 7.00am and on Saturday from 2.00pm to 7.00am, the catchment areas of Qormi Health Centre patients can attend Floriana Health Centre		
		Civic Centre, St Kataldo Street	Monday, Friday, Sunday & Pub. Hol. Saturday *Note: Pub. Holiday on a Saturday, H.C. opens from 7:00am – 2:00pm* On Monday, Friday and Sunday from 8.00pm to 7.00am and on Saturday from 2.00pm to 7.00am, the catchment areas of Rabat Health Centre patients can attend Mosta Health Centre	7.00am 7.00am	8.00pm 2.00pm
	Victoria (Gozo)	Enrico Mizzi Street	Monday to Sunday & Pub.Hol. From 8.00pm to 7.00am patients needing an emergency service, or a GP service can go to Gozo General Hospital.	7.00am	8.00pm
Migrant Health Officer	Floriana	7, Harper Lane	Variable days	8:00am	3:00pm
National Programme Screening Centre	Valletta	Lascaris Wharf	Monday Tuesday Wednesday Thursday Friday	8.00am 8.00am 8.00am 8.00am 8.00am	3.00pm 4.00pm 4.00pm 1.00pm 1.30pm
Occupational Health (Medical) Unit	Msida	Rue D'Argens Road	Monday to Friday	7.00am	3.00pm
Podiatry Head Office	B'Kara	Civic Centre, Thomas Fenech Street	Monday to Friday Alt Saturday	8:00am 8:00am -	2:00pm 12:00MD
School Health Services	Floriana	12, Frangisk Saver Fenech Street	Monday to Friday	7:00am	3:00pm
Speech Language Pathology Head Office	Luqa	Florence Nightingale Street	Monday to Friday	8:00am	3:00pm

Figure 2: Health Centres, their catchment area, and Community Clinics

The Community Clinics do not open on Weekend and Public Holiday.

Health Centre	Catchment Area	Community Clinic	Address
B'Kara	B'Kara Balzan Iklin Lija	Iklin	11, Three Villages, Trejqet ir-Rumanzieri
		Lija/ Balzan	214, Triq il-Kbira, Balzan (Main Street close to Balzan Church)
		Gharghur	11, St Bartolomeo Street
Cospicua	Cospicua Kalkara Senglea Vittoriosa	Kalkara	3, St. Michael Street (Local council) *formerly Triq ix-Xatt*
		Luqa	St. Paul Street
		Senglea	Two Gate Street
		Vittoriosa	Berga ta Ingilterra, Triq il-Majjistral (formerly St John's Tower Street)
Floriana	Floriana Blata l-Bajda G'Mangia Hamrun Marsa St. Venera Valletta	Hamrun	St Paul Square
		Marsa	171, Balbi Street
		Mqabba	Parish Street (Local Council)
		Qrendi	7, Triq il-Knisja (Local Council)
		Safi	40, Dar il-Kunsill, School Street (Local Council)
		St. Venera	24, Sacred Heart Street
		Valletta	Evans Bldg Merchants Street
		Zurrieq	105, Mattia Preti Street
Gzira	Gzira Ibragg Kappara Msida Pembroke Pieta' San Gwann Sliema St. Julians Swieqi Ta' Xbiex	Msida	Rue D'Argens
		Pembroke	Alemein Road (Local Council)
		Pieta'	11, 'Il-Pellikan' K. Mifsud Street
		San Gwann	Naxxar street (Local Council)
		Sliema	Depiro Street
		St. Julians	St. George's Street
		Swieqi (Ibragg)	Local Council
		Ta'Xbiex	High Rise Apt, Imradd Street (Local Council)
Kirkop	Kirkop Hal Far Hal Farrug Safi Luqa Imqabba Qrendi Zurrieq	Mqabba	Parish Street (Local Council)
		Qrendi	7, Triq il-Knisja (Local Council)
		Safi	40, Dar il-Kunsill, School Street (local Council)
		Zurrieq	105, Mattia Preti Street
Mosta	Burmarrad Ghajn Tuffieha Gharghur (Xwiekj) Manikata	Mellieha	Mellieha Home
		Mgarr	Primary School
		Naxxar	21st September Avenue
		St. Paul's Bay	70, St Paul Street

	Mellieha (Selmun, Ghadira, Marfa, Cirkewwa) Mgarr (Zebbiegh) Mosta (Bidnija) Naxxar (Birguma, Maghtab, Salina, Bahar ic-Caghaq) Qawra San Pawl il-Bahar (Bugibba) Wardija (Pwales) Xemxija		
Paola	Birzebbugia Fgura Ghaxaq Gudja Marsascala Marsaxlokk Paola Santa Lucia Tarxien Xaghra Zabbar Zejtun	Birzebbugia	9, B'Bugia Square
		Fgura	Hompesch Road (Police Station)
		Ghaxaq	68, Labour Avenue
		Gudja	20, William Baker Street
		Marsascala	42, La Sengle Street
		Marsaxlokk	M'Xlokk Parish Priest Hall
		St. Lucia	Oleander Street
		Tarxien	43A, St Mary Street
		Xghajra	73, Church Street
		Zabbar	Civic Centre Cawsli Street
		Zejtun	42, Mater Boni Consigli Street
Qormi	Qormi Siggiewi Zebbug	Siggiewi	St. Nicholas Square (Local Council)
		Zebbug	Angel's Street
Rabat	Rabat L/o Rabat Attard Bajhrija Dingli Kuncizzjoni Mdina Mtarfa	Attard	B'Kara Street
		Dingli	Guze' Ellul Mercer Street
Victoria (Gozo)	The Islands of Gozo & Comino	Gharb	Triq il-Visitazzjoni,
		Ghasri	Pjazza s-Salvatur,
		Ghajnsielem	Triq JF De Chambray
		Kercem	Pjazza Orvieto
		Munxar	Triq Prof. Guze Aquilina
		Nadur	Pjazza San Pietru u San Pawl
		Qala	Triq l-Isqof Mikiel Buttigieg
		Sannat	Triq Sannat
		St. Lawrence	Triq id-Duluri
		Xaghra	Vjal it-Tmienja ta' Settembru
		Xewkija	Triq l-Indipendenza
		Zebbug	Pjazza l-Assunta

Our services can be accessed in the following ways:

1. As an emergency
2. Walk-in patient in case of an immediate health need, or
3. By an appointment

You may contact Primary HealthCare for information on our services and how to access them by calling our Client Support Centre on 21231231 or visit our website at:

https://www.primaryhealthcare.gov.mt.

To access any of the PHC services you must bring with you an identification document and any other relevant records, example referral ticket, record card etc. **Maltese and EU citizens must present their ID card/ Baby book. Non-EU clients must present at the reception desk a copy of their pay slip and may opt to cover the salary and other unnecessary details.**

Minors under sixteen years must have the consent of a parent/legal guardian to receive a healthcare service/intervention. When a service user has reached the age of 16, s/he has the right to accept or refuse clinical attention/ care/ treatment, provided that the clinician feels that the client/patient has a sufficient level of maturity and understanding to do so. It is in your health interest to comply with the above to guarantee quality service by the clinician.

You may lodge a complaint/complement by either posting it in the address below, contact Customer Care on 25576100 or email it at customercare.phc@gov.mt Our website also has the facility of a suggestion box to help you communicate your complaint/complement.

Client Support
Primary HealthCare
Oxford Centre F74
Technopark
Mosta
MST 3000

Services delivered by the General Practitioner (GP)

General Practitioner (GP) Service

GP service is offered from all the Health Centres and includes treatment and advice on any condition a patient/ client may be suffering from. For emergency and immediate care no appointment is required to see the GP and the waiting time may be shorter outside the morning busy hours.

The service includes:

- Minor medical and surgical interventions
- First aid and basic life support in emergency situations
- Health Promotion advice and primary prevention
- Home visits if circumstances permit and are justified such as in emergencies, bedbound patients, the frail and severely disabled.
- Investigations (blood tests, urine tests, X-Rays, ECG) as considered necessary by the doctor
- Referral to a consultant by the General Practitioner if necessary.

Note: Medical certificates for absence from work are issued from 8am to 11am except for shift workers in which case a certificate may be issued at any time before their shift is due to start.

Figure 3 illustrates the times when GP service is available at the Health Centres.

Documentation:

It is ***very important*** that a Maltese person or a European citizen presents his/her Identification Card, while a non-European citizen who resides in Malta must present his/her pay slip/ working permit and passport.

Figure 3: GP service in Health Centres

Health Centre	Day	Time	Important notes
B'Kara	Monday to Friday Saturday	8:00am to 8:00pm 8:00am to 1:00pm	From 8.00pm to 8.00am (Mon to Fri), from 1:00pm to 8:00am (Sat) and on Sunday and public Holiday, all clients/ patients residing in the catchment area of B'Kara Health Centre can go to Mosta Health Centre.

Cospicua	Monday to Friday Saturday	8:00am to 7:45pm 8:00am to 12:45pm	From 8.00pm to 7.45am (Mon to Fri), from 12:45pm to 8:00am (Sat) and on Sunday and public Holiday, all clients/ patients residing in the catchment area of Cospicua Health Centre can go to Paola Health Centre.
Floriana	Monday to Sunday & Public Holiday	8.00am to 8.00pm **for routine and emergency care** 8.00pm to 8.00am **only for emergency and immediate care** *(not considered urgent but would benefit from early intervention due to pain etc.)*	
Gzira	Monday to Friday Saturday, Sunday, Public Holiday	8:00am to 8:00pm 8:00am to 5:00pm	From 8.00pm to 8.00am (Mon to Fri), from 5:00pm to 8:00am (Sat., Sun., & Pub. Hol), all clients/ patients residing in the catchment area of Gzira Health Centre can go to Floriana Health Centre.
Kirkop	Monday to Friday Saturday	8:00am to 8:00pm 8:00am to 1:00pm	From 8.00pm to 8.00am (Mon to Fri), from 1:00pm to 8:00am (Saturday) and on Sunday and Public Holiday, clients/ patients residing in the catchment area of Kirkop Health Centre can go to Paola Health Centre.
Mosta	Monday to Sunday & Public Holiday	8.00am to 8.00pm **for any degree of care** 8.00pm to 8.00am **only for emergency and immediate care** *(not considered urgent but would benefit from early intervention due to pain etc.)*	
Paola	Monday to Sunday & Public Holiday	8.00am to 8.00pm **for routine and emergency care** 8.00pm to 8.00am **only for emergency and immediate care** *(not considered urgent but would benefit from early intervention due to pain etc.)*	
Qormi	Monday to Friday Saturday	8:00am to 8:00pm 8:00am to 1:00pm	From 8.00pm to 8.00am (Mon to Fri), from 1:00pm to 8:00am (Sat) and on Sunday and public Holiday, all clients/ patients residing in the catchment area of Qormi Health Centre can go to Floriana Health Centre

Rabat	Monday to Friday Saturday	8:00am to 8:00pm 8:00am to 1:00pm	From 8.00pm to 8.00am (Mon to Fri), from 1:00pm to 8:00am (Sat) and on Sunday and public Holiday, all clients/ patients residing in the catchment area of Rabat Health Centre can go to Mosta Health Centre
Victoria (Gozo)	Monday to Sunday & Public Holiday	8:00am to 8:00pm	From 8.00pm to 8.00am all clients/ patients can go to Gozo General Hospital (GGH)

The GP service is also offered in the Community Clinics (Bereg) that are distributed in different localities throughout Malta and Gozo. During this service, a nurse or a Nursing Aide/ Health Assistant is in attendance. This service is by appointment and provides basic medical and nursing/ caring services. Complicated medical issues are best dealt with at the health centre as time is very limited here. For more information, please refer to Figure 2.

GP home visits are offered to clients/ patients only if circumstances permit and are justified such as in emergencies, bedbound patients, the frail and severely disabled. For home visits, when possible, please phone before 9:00am, giving us the following details:

- Your name and age
- Your address with clear directions/landmarks
- Your ID card number
- Your telephone number
- Some details on your condition.

An adult, preferably one of the parents/guardians, should be present when the doctor is called to examine a child.

When calling, our operator may forward your call to the doctor to give further details.

In an emergency, please keep calm and before you hang off make sure that the operator/doctor has ALL the details.

Adult Down Syndrome Clinic

This clinic is by appointment for patients with Down Syndrome over 16 years of age. Service delivered from Zabbar or Pieta' Community Clinics (Bereg) according to demand.

Documentation:

Identification card/ Baby book and an Appointment Letter/ Appointment by SMS.

Cardiac Clinic

This clinic is to follow up patients suffering from cardiac conditions after attending Mater Dei Hospital. An appointment is needed to attend this clinic. For more information kindly refer to Figure 4.

Documentation:

Identification card/ Baby book and referral ticket from Mater Dei Hospital

Figure 4: Cardiac Clinic time schedule

Health Centre	Day	Time
B'Kara	Tuesday and Thursday	8:45am – 11:30am
Floriana	Friday	8:00am – 1:00pm
Mosta	Monday and Tuesday	8:00am – 1:00pm
Paola	Monday	8:00am – 1:00pm

Chronic Disease Management Clinic (CDMC)

You can attend this clinic if you need to be followed-up on a chronic medical condition you may have, such as high blood pressure, high blood cholesterol and asthma amongst others (not if you are already attending the Diabetes Clinic). To be seen at the CDMC you need to do an appointment and must have a reference to this clinic by a General Practitioner (GP). For more information on the opening times of the CDMC, kindly refer to Figure 5.

Documentation:

Identification Card, Appointment Card/ Appointment by SMS, Treatment Card.

Figure 5: Chronic Disease Management Clinic (CDMC)at the Health Centres

Health Centre	Day	Time
B'Kara	Wednesday	10:20am – 12:00MD
Cospicua	Monday and Friday	8:00am – 12:00MD

Floriana	Monday, Tuesday, and Friday (new case) Wednesday and Thursday (follow-up)	11:30am – 1:00pm 11:40am – 12:40pm
Rabat	Monday and Friday (Follow-up)	10:30am – 12:30pm

Diabetes/ Specialty Clinic

The Diabetes Clinic caters for patients with diabetes. Here, the patients are monitored for their chronic condition and its complications. Diabetes Care is a multidisciplinary professional team approach, mainly Doctors, Nurses, Podiatrists and Ophthalmologist. Patients are seen against a standard protocol which includes that all patients undergo yearly, comprehensive foot screening by a podiatrist at their respective Health Centres. If pathology is detected, the patient is subsequently referred for vascular assessment, with the possibility of further specialised assessment by a vascular surgeon if necessary. They also undergo yearly screening for Diabetic retinopathy in addition to an annual ophthalmic referral for full assessment by Ophthalmologists.

Referral is by a GP or from the Diabetes Clinic at Mater Dei Hospital. An appointment is required to attend the Diabetes Clinic and the Specialty Clinic. For more information on the opening times of the Diabetes Clinic, kindly refer to Figure 6.

Documentation:

Identification Card, Referral Ticket by GP for new cases, Appointment letter/ Appointment by SMS, Treatment Card.

Figure 6: Diabetes Clinic at the Health Centres

Health Centre	Service	Day	Time
B'Kara	Diabetes Clinic	Monday to Friday	8:00am – 12:40pm
	Pre-Diabetes Clinic	Friday	8:00am – 12:00MD
	Specialty Clinic	First Wednesday of the month	8:00am – 12:00MD
Cospicua	Diabetes Clinic	Tuesday, Wednesday, Thursday	8:00am – 12:40pm
	Specialty Clinic	2nd Thursday of the month	8:00am – 12:00MD
Floriana	Diabetes Clinic	Monday to Friday	8:00am – 12:40pm
	Specialty Clinic	2nd Thursday of the month	8:00am – 12:00MD
Gzira	Diabetes Clinic	Monday to Friday	8:00am – 12:00MD
	Specialty Clinic	2nd Wednesday of the month	8:00am – 12:00MD
Kirkop	Diabetes Clinic	Monday, Wednesday, Thursday	8:00am – 11:30am
	Specialty Clinic	Alt. Saturday	8:00am – 11:00MD
Mosta	Diabetes Clinic	Monday to Friday	8:00am – 12:40pm
Paola	Diabetes Clinic	Monday to Friday Alt Saturday	8:00am – 12:40pm 8:00am – 12:00MD

	Specialty Clinic	1st Thursday of the month	8:00am – 12:00MD
Qormi	Diabetes Clinic	Monday, Wednesday, Thursday, Friday	8:00am – 12:40pm
	Specialty Clinic	2nd Thursday of the month	8:00am – 12:00MD
Rabat	Diabetes Clinic	Monday, Tuesday, Wednesday and Friday	8:00am – 12:40pm
	Specialty Clinic	3rd Wednesday of the month	8:00am – 12:00MD

Ear syringing

Ear syringing is carried out to remove wax from the ear using water. It is important that the client/ patient applies the treatment prescribed to him/her and follows the directions given by the doctor prior to ear syringing. This service is by appointment and offered from the Health Centres as shown in Figure 7.

The client/patient needs to inform the doctor if:

- You have a perforated ear drum.
- You suffer from peanut allergy or any other allergy.
- You have a grommet (a small tube inserted by an ear specialist in your eardrum).
- You have been operated on the ear in the past.
- You suffer from vertigo (dizziness caused by problems originating from the ear balance mechanism).
- You are suffering from an ear infection.
- You have any other ear condition the doctor should know.
- You feel pain/dizziness at any time during the procedure.

Documentation:

Identification Card. Prescription Note and/or Referral Letter by GP.

Figure 7: Ear Syringing

Health Centre	Day (Not Public Holiday)	Time
B'Kara	Monday to Friday	10:00am – 10:40am
Cospicua	Monday to Friday	11:00am – 11:40am
Floriana	Monday to Friday	10:45am – 11:45am
Gzira	Tuesday, Wednesday, Thursday and Friday	11:30am – 12:00MD
Kirkop	Monday and Friday	11:00am – 11:45am
Mosta	Monday to Friday	11:00am – 12:00MD
Paola	Monday to Friday	11:00am – 11:30am
Qormi	Monday to Friday	11:00am – 11:30am

Rabat	Monday to Friday	10:20am – 10:40am
Victoria (Gozo)	Monday to Sunday	7:00am – 8:00pm

Medical Consultant Clinic (MCC)

The patients eligible for this medical consultation are those referred by the general practitioner (GP), either from the Health Centre or their private GP. An appointment is required for this clinic. Waiting time for an appointment is very volatile and varies from one Health Centre to another, depending on the demand in the catchment area. For more information regarding the opening times of the MCC, kindly refer to Figure 8.

The Medical Consultation Clinic entitles you to

- Provision of consultant medical opinion
- Referral to Schedule V clinic
- Access to all specialized investigations at Mater Dei Hospital, e.g. CT scans, MRI, Echocardiographs, etc.

Documentation:

Identification Card, Schedule V Card (if available), Appointment Card/ Appointment by SMS and in the case when you are attending the clinic for the first time a Referral Ticket by a GP is also needed.

Figure 8: Medical Consultation Clinic at the Health Centres

Health Centre	Day	Time	Important Notes
B'Kara	Monday (New cases) Monday (Follow-ups)	8:00am – 11:30am 11:30am – 3:15pm	
Cospicua	2nd. 4th. and 5th. Monday of the month	8:00am – 11:30am	
Floriana	Wednesday (New cases) Thursday (Follow-ups)	8:00am – 11:00am 8:00am – 11:00am	Appointment will be sent by post/ appointment by SMS and patient informed by phone
Gzira	Tuesday and Friday	8:00am – 2:30pm	Both new cases and follow-ups
Mosta	Tuesday Wednesday Thursday	8:00am – 1:15pm 8:00am – 12:00MD 8:00am – 11:45am	Includes also Sch. V prescription and follow-ups
Paola	Tuesday (Follow-ups) Friday (New Cases)	8:00am – 11:45am 8:00am – 11:30am	Paola caters for Kirkop catchment area
Qormi	Friday (New cases) Friday (Follow-ups)	8:00am – 11:00am 11:00am – 3:00pm	
Rabat	Thursday	8:00am – 3:30pm	

Ophthalmic Services

You can be referred to the ophthalmic services by your private doctor, the Health Centre doctor, Diabetes Clinic or the hospital. School children may be referred by the School Health Services. For glaucoma screening, self-referral is also acceptable. Eye care services are by appointment and delivered according to the schedule at Figure 9.

Documentation:

Identification Card, Pink Form (if available) and Schedule V Form (if available).

Figure 9: Ophthalmic Services

Health Centre (HC)	Service	Day	Time	Note
B'Kara	Refraction Clinic	Tuesday	8:00am – 12:00MD	
	Glaucoma Screening	Thursday	7:30am – 1:30pm	
	Diabetes Retinopathy	Friday	7:30am – 1:30pm	Service from Mosta Health Centre
Cospicua				Ophthalmic services from Paola HC
Floriana	Glaucoma Screening	Friday and Saturday	7:30am – 1:30pm	
	Glaucoma Clinic	Monday and Tuesday	7:30am – 1:30pm	
	Refraction Clinic	Monday and Wednesday	8:00am – 12:00MD	
	Diabetes Retinopathy	Wednesday & Thursday Saturday	7:30am – 1:30pm 7:30am – 12:30pm	Caters for Gzira, Qormi Paola, Cospicua and Rabat catchment areas
	Eye Screening Clinic	**Wednesday**	**7:30am – 1:30pm**	**Caters for all the Maltese localities**
Gzira	Refraction Clinic	Friday	8:00am – 12:00MD	From Floriana HC
	Glaucoma Screening	Wednesday	7:30am – 1:30pm	
	Diabetes Retinopathy	Tuesday	7:30am – 1:30pm	From Floriana HC
Kirkop	Refraction Clinic	Monday and Wednesday	8:00am – 12:00MD	
	Glaucoma Screening	Tuesday and Wednesday	7:30am – 1:30pm	From Paola HC
	Diabetes Retinopathy	Monday	7:30 – 1:30pm	From Floriana HC
Mosta	Glaucoma Screening	Wednesday	7:30 – 1:30pm	
	Glaucoma Clinic	Tuesday	7:30 – 1:30pm	
	Refraction Clinic	Monday and Thursday	8:00 – 12:00pm	
	Diabetes Retinopathy	Friday	7:30 – 1:30pm	Caters for Mosta, B'Kara and Rabat catchment areas
Paola	Refraction Clinic	Thursday and Friday	8:00 – 12:00MD	
	Glaucoma Screening	Tuesday and Wednesday	7:30 – 1:30pm	
	Diabetes Retinopathy	Monday	7:30 – 1:30pm	From Floriana HC
Qormi	Refraction Clinic	Thursday and Friday	8:00 – 12:00MD	
	Glaucoma Screening	Tuesday and Wednesday	7:30 – 1:30pm	
	Diabetes Retinopathy	Monday	7:30 – 1:30pm	From Floriana HC
Rabat				Ophthalmic services from Mosta/ Floriana HC

Orthopaedic Clinic

This clinic opens in various Health Centres as indicated in Figure 10. Access is through appointment from Mater Dei Hospital.

Documentation:

Identification Card/ Baby book, Referral Ticket/ Appointment Letter/ Appointment by SMS.

Figure 10: Orthopaedic Clinic opening schedule

Health Centre	Day	Time
Gzira	Thursday	12:00MD – 3:00pm
Mosta	Friday (Theatre) Friday (clinic) Alternate Saturday	7:30am – 12:00MD 12:00MD – 4:00pm 8:00am – 1:00pm
Paola	Wednesday	8:00am – 3:00pm
Qormi	Monday and Tuesday Wednesday	8:00am – 4:00pm 8:00am – 3:00pm

Point of Care (POC)

This clinic is intended for patients that need treatment with warfarin for a very long time due to their medical condition. Patients may now benefit from INR testing in specialised clinics set up in the health centres themselves. During the visit, INR testing is done from a very small amount of blood taken from one of the fingers. The machines in use give the result in a few seconds. One may discuss any problems or queries with the doctor and is also given a prescription for warfarin there and then.

Patients that are chosen to make use of this service are the ones that have a stable INR level. They may not be suffering from any condition that may give rise to large variations in the INR reading. This service is given by appointment and provided from the health centres as in Figure 11.

Documentation:

Documentation includes Identification Card and the Yellow ACC booklet

Figure 11: POC Clinic Times

Health Centre	Day	Time
B'Kara	Monday, Wednesday, Thursday and Friday	8:00am – 10:20am
Cospicua	Monday, Tuesday, Thursday, Friday	8:00am – 11:00am
Floriana	Monday to Friday	8:00am – 11:00am
Gzira	Monday to Friday	8:00am – 11:00am
Kirkop	Tuesday and Friday	8:00am – 11:00am
Mosta	Monday to Friday (not on Pub. Hol)	8:00am – 10:00am

Paola	Monday to Friday	8:10am – 11:50am
Qormi	Monday to Friday	7:00am – 10:00am
Rabat	Monday to Friday	8:00am – 10:30pm

Schedule V Clinic

You can attend this clinic if you are entitled for free medication for the treatment and control of chronic medical conditions as listed in the Schedule V of the Social Security Act, and you need to either change the medical treatment or add new treatment to your medication list. Attendance to this clinic is by an appointment.

Schedule V cards issued from the Departments of Surgery, Gynaecology, Ophthalmology and Psychiatry at Mater Dei Hospital can only be renewed by the same Department and cannot be renewed at the Health Centre.

If you are still attending the Medical Outpatients Clinic at Mater Dei Hospital on a regular basis, your Schedule V card issue and renewal should be obtained from your consultant at the Medical Outpatient and not from the Health Centre.

For more information regarding the opening times for the Schedule V Clinic, kindly refer to Figure 12.

Documentation:

Identification Card, Schedule V Card (if available), Appointment Card/ Appointment by SMS and in the case when you are attending the clinic for the first time a Referral Ticket by a GP is also needed.

Figure 12: Schedule V Clinic at the Health Centres

Health Centre	Day	Time
B'Kara	Every third Saturday	8:00am – 11:40am
Cospicua	2nd 4th and 5th Monday of the month	12:00MD – 12:50am
Floriana	Wednesday Thursday	11:30am – 11:45am 11:15am – 11:30am
Gzira	Thursday	8:00am – 11:00am
Kirkop		This service is offered from Floriana HC
Mosta	Tuesday Thursday	8:00am – 1:00pm 8:00am – 1:00pm
Paola	Tuesday Friday	12:00MD – 1:10pm 12:00MD – 1:25pm
Qormi	Every third Saturday	8:00am – 11:00am
Rabat	Every third Saturday	8:00am – 12:00MD
Victoria (Gozo)	Monday to Friday Saturday	8:00am – 7:30pm 8:00am – 12:00MD

Services delivered by the Nursing/ Midwifery Team

Ambulance Service

The ambulance service is available at Mosta Health Centre and Paola Health Centre from Monday to Sunday from 7:15am till 7:00pm. During the rest of the day, the service is covered from Mater Dei Hospital. The north and the south regions are covered from these two health centres respectively. For more details, please visit our website at https://www.primaryhealthcare.gov.mt.

Bloodletting Service (venous)

If you are undergoing investigations and you need blood tests, then you are eligible for this service. Clients/ patients must have the blood investigation requests already ordered by their private general practitioner, Health Centre general practitioner or from hospitals.

This service is also offered to patients on anticoagulant treatment such as warfarin.

You will find more information about this service at Figure 13.

Documentation:

- *Blood investigations:* Identification Card and Referral Letter from a GP
- *Patients on anticoagulant treatment:* Identification Card and Anticoagulant Booklet

Figure 13: Bloodletting time schedules

Health Centre	Service	Day	Time
B'Kara	Blood investigations	Monday to Saturday	7:15am – 8:30am
	INR (On anticoagulant treatment)	Monday to Friday	7:15am – 8:30am
Cospicua	Blood investigations	Monday to Saturday	7:00am – 9:00am
	INR (On anticoagulant treatment)	Monday to Friday	7:00am – 9:00am
Floriana	Blood investigations	Monday to Friday Saturday	7:30am – 9:45am 7:30M – 9:00am
	INR (On anticoagulant treatment)	Monday to Friday Saturday	7:30am – 9:45am 7:30M – 9:00am
Gzira	Blood investigations	Monday to Saturday	7:00am – 10:00am
	INR (On anticoagulant treatment)	Monday to Saturday	7:00am – 10:00am
Kirkop	Blood investigations	Monday to Friday	7:00am – 10:00am
	INR (On anticoagulant treatment)	Monday to Friday	7:30am – 9:00am
Mosta	Blood investigations	Monday to Sunday & Public Holidays	7:15am – 9:30am
	INR (On anticoagulant treatment)	Monday to Friday	7:30am – 9:30am
Paola	Blood investigations	Monday to Saturday	7:30am – 8:30am
	INR (On anticoagulant treatment)	Monday to Friday	7:30am – 8:30am

Qormi	Blood investigations	Monday to Saturday (not on Pub. Hol.)	7:15am – 9:30am
	INR (On anticoagulant treatment)	Monday to Friday	7:30am – 8:30am
Rabat	Blood investigations	Monday to Saturday	7:15am – 8:45am
	INR (On anticoagulant treatment)	Monday to Friday	7:15am – 8:45am
Victoria (Gozo)	Blood investigations	Monday to Saturday	8:00am – 10:00am
	INR (On anticoagulant treatment)	Monday to Saturday	8:00am – 10:00am

Chronic Kidney Disease Prevention Clinic (CKDPC)

The principal aim of this clinic is to educate and monitor patients with established early kidney disease and so preventing further deterioration of their condition. Access to this service is by appointment. For more information refer to Figure 14.

Documentation:

Identification Card/ Baby book and Referral Ticket by a GP

Figure 14: Kidney Disease Prevention Management Clinics

Health Centre	Day	Time
Kirkop	Sundays and Public Holidays	8:00am – 12:00MD
Paola	Monday, Friday & Alt Sunday	7:00am – 3:00pm
Qormi	Thursday and Alternate Sunday	7:00am – 3:00pm

Fibromyalgia Clinic

One finds this clinic at Floriana Health Centre and patients are referred to this clinic by an appointment from Mater Dei Hospital. It opens every Friday during alternating times, that is 1:00pm to 5:00pm and 2:00pm to 6:00pm.

Documentation:

Identification Card/ Baby book.

Immunisation Services

An Immunisation Clinic can be found in every Health Centre from where immunisation to children from 6 weeks to 16 years are administered. This service is by appointment and not offered on Sunday and Public Holiday. A Schedule of the opening hours is at Figure 15.

Documentation:

The Baby Book and parent/guardian Identification Card.

Travelling vaccinations and advice are also offered to travellers from the Immunisation Clinics at Floriana and Victoria (Gozo) Health Centres.

Documentation:

In case of children and adolescents, the Baby Book and the Identification Card of the parent/guardian are required. In case of adults the Identification Card and Immunisation Records are required.

Figure 15: Immunisation Clinics opening hours

Health Centre	Day	Time
B'Kara	Monday and Thursday	7:30am – 1:30pm
Cospicua	Tuesday and Thursday Alternate Saturday	7:30am – 1:30pm 7:30am – 12:00MD
Floriana	Monday to Friday Tuesday, Wednesday, Thursday Saturday	7:30am – 1:30pm 2:30pm – 7:00pm 7:30am – 12:00MD
Gzira	Monday, Wednesday, Friday Alternate Saturday	7:30am – 1:30pm 7:30am – 12:00MD
Kirkop	Tuesday and Friday	7:30am – 1:30pm
Mosta	Monday to Friday Tuesday Saturday	7:30am – 1:30pm 2:30pm – 7:00pm 7:30am – 12:00MD
Paola	Monday to Friday Wednesday Saturday	7:30am – 1:30pm 2:30pm – 7:00pm 7:30am – 12:00MD
Qormi	Tuesday, Wednesday, Friday Alternate Saturday	7:30am – 1:30pm 7:30am – 12:00MD
Rabat	Monday and alternate Thursday Alternate Saturday	7:30am – 1:30pm 7:30am – 12:00MD
Vittoria (Gozo)	Monday to Friday Alternate Saturday with Sunday	7:00am – 1:30pm 7:00am – 7:00pm

Lifestyle Clinic

The purpose of this clinic is to carry out individualised health needs assessment to adult persons (18 years of age and older) to identify the risks to person's health. You need to do an appointment to assess this clinic. Lifestyle clinics are carried out in the Health Centres (B'Kara, Qormi, Mosta, Paola, Rabat) and Community Clinics (Msida, San Gwann, Attard, Pieta', Zurrieq, Gudja, Tarxien, Zabbar, Siggiewi) during varying times. To set an appointment you may either phone the Call Centre on 21231231, send an email to customeercare.phc@gov.mt or leave a message on the Primary Health Care Department Malta Facebook page or on the Lifestyle Clinics Primary Health Care Department Facebook page.

Documentation:

Identification Card/ Baby book.

Plaster Service

Plaster application may be advised by the Health Centre General Practitioner following an X-Ray. Plaster service is delivered according to schedule at Figure 16.

Figure 16: Orthopaedic Clinic opening schedule

Health Centre	Day	Time
Floriana	Monday to Saturday	8:00am – 7:00pm
Gzira	Monday to Saturday	8:00am – 2:00pm
Mosta	Monday to Sunday	24 hours
Paola	Monday to Saturday	8:00am – 7:30pm
Qormi	Monday to Saturday	8:00am – 2:00pm

Port-a-cath management Clinic

The client is referred to this service by the Medical Doctor from SAMOC. Subsequent appointments are made at the Health Centre. This service includes the maintenance of port-a-caths by flushing the catheter with heparin to ensure patency of the line. Service is provided by appointment to all patients from the Health Centres shown in Figure 17.

Documentation:

Information booklet provided from SAMOC.

Figure 17: Port-a-cath Management Clinics

Health Centre	Day	Time
B'Kara	Sunday	8:00am – 11:30am
Cospicua	Sunday	8:00am – 11:30am
Rabat	Sunday	8:30am – 11:30am

Scoliosis Review Clinic

This clinic is at Floriana Health Centre and is for children and adolescents with mild scoliosis. It opens on Tuesday and Thursday from 4:00pm till 7:00pm. Access to this clinic is by appointment from GP or School Health Service.

Documentation:

Identification Card/ Booklet and Referral Ticket

Theatre

Patients are referred from Mater Dei Hospital and Dermatology, Boffa Hospital, to Mosta Health Centre for minor surgical interventions as in Figure 18. The theatre operates through an appointment system.

Documentation:

Identification Card/ Baby Book.

Figure 18: Theatre Sessions

Consultant	Day	Time
Ms. Sultana (surgical)	Monday	7:30am – 12:00MD
Mr. Schembri (surgical)	Monday	2:00pm – 6:00pm
Mr. Cini (surgical) alternating with Mr. Farrugia (ophthalmic: Avastin Inj.)	Tuesday	7:30am – 12:00M
Ms. Portelli (gynae) alternating with Mr. Pace (gynae)	Wednesday	7:30am – 12:00MD
Mr. Ellul (surgical) alternating with Mr. Andrejevic (surgical)	Thursday	7:30am – 12:00MD
Dr. Livori/ Dr. Grixti (dermatology)	Thursday and Friday	3:00pm – 7:00pm
Mr. Sultana (orthopedic)	Friday	7:30am – 12:00MD
Ophthalmologist (Avastin Inj.)	Saturday	7:30am – 12:00MD

Treatment Room Services

Due to the busy schedule of services that are delivered by nurses from the ***Treatment Room*** on a daily basis (for opening times see Figure 1), different time slots are given to patients/clients to manage more resourcefully the various services. Most of the services are offered by appointment, such as changing of dressing, wound management, leg ulcer care, removal of sutures, administration of injection etc. If the client/ patient is accessing one of these services for the first time, it is advised that s/he enquires how to make use of the service by phoning the Client Support Centre on 21231231. Other services, mainly of an emergency nature, can be accessed without an appointment.

It is therefore very important for a client/ patient accessing a specific service at the Treatment Room to comply with the appointment given. In case of any query one can always phone the Client Support Centre for further assistance.

An emergency case may need the assistance of a GP. For this reason, it is also important to note the times when the GP is on duty at the Health Centre (see Figure 3).

Documentation:

One or more of the following: Identification Card, Discharge Letter, Treatment Card/ Notes (e.g from Tissue Viability Unit, Boffa Hospital, MDH) and/or Referral Letter from a GP.

Well Baby Clinic

The Well Baby Clinic serves the purpose of clinical examinations and developmental assessments for babies between the ages of 6 weeks and 18 months. Three routine visits are carried out at 6 - 10 weeks, 8 months, and 18 months respectively. This service is also offered to babies born in private hospitals or at home. In this case, parents are requested to set an appointment at the Well Baby Clinic, Floriana Health Centre on 25680228. For more information view (Figure 19).

Documentation:

Baby Book, parent/guardian Identification Card or Passport and the Appointment letter/ Appointment by SMS

Figure 19: Well Baby Clinics opening hours

Health Centre	Time	Note
B'Kara	8:00am – 1:40pm	Specific Clinics * according to demand
Floriana	8:00am – 6:30pm	Specific Clinics * according to demand
Kirkop	8:00am – 1:40pm	Specific Clinics * according to demand
Mosta	8:00am – 6:30pm	Specific Clinics * according to demand
Paola	8:00am – 6:30pm	Specific Clinics * according to demand
Qormi	8:00am – 1:40pm	Specific Clinics * according to demand
Rabat	8:00am – 1:40pm	Specific Clinics * according to demand

Well Woman Clinics

These clinics include Gynaecology, Antenatal, Postnatal and Maternity Health Needs Assessment, including Peri-Natal Mental Health. All these clinics are run by an appointment system according to schedule at Figure 20.

Documentation:

Gynaecology Clinics: Identification Card and Referral Ticked by a GP.

Antenatal Clinics, Postnatal Clinics and *Maternity Health Needs Assessment Clinics:* The Identification Card and Co-op Card (blue antenatal card).

Figure 20: Well Woman Clinics opening hours

Health Centre	Woman Wellbeing Clinics	Day	Time
B'Kara	Antenatal & Postnatal Clinic	Alternate Fridays	8:00am – 11:45am
	Gynaecology Clinic	Alternate Fridays	11:30am – 12:30pm
Cospicua	Antenatal & Postnatal Clinic	Alternate Saturdays	8:00am – 11:45am
	Gynaecology Clinic	Alternate Saturdays	11:30am – 12:30pm
Floriana	Antenatal & Postnatal Clinic	Tuesday	8:00am – 11:45am
	Gynaecology Clinic	Tuesday	11:30am – 12:30pm
Gzira	Antenatal & Postnatal Clinic	Thursday	8:00am – 11:45am
	Gynaecology Clinic	Thursday	11:30am – 12:30pm
Kirkop	Antenatal & Postnatal Clinic	Monday	8:00am – 11:45am
	Gynaecology Clinic	Monday	11:30am – 12:30pm
Mosta	Antenatal & Postnatal Clinic	Monday	8:00am – 11:45am
	Gynaecology Clinic	Every 4th Saturday	11:30am – 12:30pm
Paola	Antenatal & Postnatal Clinic	Wednesday	8:00am – 11:45am
	Gynaecology Clinic	Every 4th Saturday	11:30am – 12:30pm
Qormi	Antenatal & Postnatal Clinic	Alternate Friday	8:00am – 11:45am
	Gynaecology Clinic	Alternate Friday	11:30am – 12:30pm
Rabat	Perinatal Clinic	Alternate Thursday	8:00am – 11:45am

Dietetic Service

Based on one to one consultation whereby a meal plan is drawn up centred around the patient's dietary needs, health conditions and cooking skills. The clinic is run by an appointment system.

Documentation:

The Identification Card/ Baby Book and referral ticket by GP.

The service can be accessed from Cospicua and Rabat Health Centres to cover the South and North regions respectively as can be seen in Figure 21.

Figure 21: Provision of a Dietetic Service

Health Centre	Day	Time
Cospicua	Monday, Thursday, and Friday	8:00am –1:00pm
Rabat	Tuesday, Wednesday, and Saturday	8:00am –1:00pm

Electric Cardiogram (ECG)

You are referred for an ECG by your doctor, the Health Centre doctor or MCC consultant. ECGs are taken by appointment. For more information, please refer to Figure 22.

Documentation:

The Identification Card, Referral Ticket by your private doctor or ECG Request Form and Appointment Card/ Appointment by SMS.

Figure 22: Provision of ECG Clinics and opening hours

Health Centre	Day	Time
B'Kara	Alternate Mondays	7:30am – 1:15pm
Cospicua	Alternate Mondays	7:45am – 12:45am
Floriana	Alternate Wednesdays	8:00am – 2:00pm
Gzira	Alternate Tuesdays	8:00am – 2:00pm
Kirkop	Alternate Wednesdays	7:45am – 12:45pm
Mosta	Thursday	8:00am – 6:00pm
Paola	Friday	8:30am – 12:45pm

Qormi	Alternate Saturdays	8:30am – 1:00pm
Rabat	Alternate Saturdays	8:00am – 12:00MD

Medical Digital Imaging (X-Ray)

You are referred for an x-ray by your private doctor or the Health Centre doctor. This service is mainly delivered at request and on rare occasions by appointment. The service is available during the opening hours of the unit as shown in Figure 23.

Note: *After respective daily closure of the X-Ray units within Health Centres, patients are to be referred to the closest X-Ray Unit still in service. After 7.30pm, all patients requiring X-Rays are to be referred to Mosta Health Centre by the General Practitioner/ Private Doctor unless advised to go to Mater Dei.*

Documentation:

The Identification Card, the 'Private Family Doctor X-Ray Request Form' (on-line via MyHealth) if referred by your private doctor or Request Form/ Note if ordered by the Health Centre doctor.

Figure 23: Provision of X-Ray service and opening hours

Health Centre	Day	Time
B'Kara	Make use of X-Ray service at Mosta HC	
Cospicua	Make use of X-Ray service at Paola HC	
Floriana	Monday – Saturday	8:00am – 7:00pm
Gzira	Monday - Saturday	8:00am – 2:00pm
Kirkop	Make use of X-Ray service at Paola HC	
Mosta	Monday to Sunday & Pub. Hol.	24 hours
Paola	Monday – Saturday	8:00am – 7:30pm
Qormi	Monday – Saturday	8:00am – 2:00pm
Rabat	Make use of X-Ray service at Mosta HC	
Vittoria (Gozo)	Gozo General Hospital (GGH)	

Nutrition Services

Nutrition services are offered to promote healthy lifestyles throughout the life-course. An appointment is required to access this service. For an appointment with the nutritionist, kindly phone the Client Support Centre on 21231231

Documentation:

The Identification Card/ Baby Book and Referral Ticket by a GP.

Physiotherapy Services

The physiotherapy clinics are equipped to mainly treat and manage patients who present with a variety of musculoskeletal disorders of an acute or chronic nature. An appointment is needed to access these services. Refer to Figure 24 for more information on physiotherapy services.

Documentation:

The Identification Card, a Referral Ticket from a private doctor or a Health Centre doctor.

Figure 24: Provision of physiotherapy services

Health Centre	Service	Day	Time
B'Kara	Muscol-skeletal conditions and facial palsy Physical activity and movement classes Weight loss exercise classes Adult Down Syndrome exercise classes Back care educational programme for school children EducationalTalks on • Arthritis • Active Ageing Talks	Monday – Friday Alternate Saturday Thursday Tuesday Friday Monthly Tuesday	7:30am – 3:00pm 7:30am – 12:30pm 3:00pm – 7:00pm 10:00am – 11:00am 12:00MD – 1:00pm 10:00am – 11:00am
Cospicua	Musculo-skeletal conditions and facial palsy	Monday – Friday Alternate Saturday	7:30am – 3:00pm 7:30am – 12:30pm
Floriana	Musculo-skeletal conditions and facial palsy	Monday – Friday Alternate Saturday Monday and Tuesday	7:30am – 3:00pm 7:30am – 12:30pm 3:00pm – 7:00pm
Kirkop	Musculo-skelatal and facial palsy AFM sessions	Monday – Friday Alternate Saturday Monday	7:30am – 3:00pm 7:30am – 12:30pm 3:30pm – 7:30pm
Mosta	Musculo-skeletal conditions and facial palsy	Monday – Friday Alternate Saturday Wednesday	7:30am – 3:00pm 7:30am – 12:30pm 3:00pm – 7:00pm
Paola	Muscol-skeletal conditions and facial palsy	Monday – Friday Alternate Saturday Thursday Fortnightly Friday	7:30am – 3:00pm 7:30am – 12:30pm 4:00pm – 8:00pm 4:30pm – 8:30pm

	Adult back care talks		
Zejtun community clinic (Berga)	Musculo-skelatal conditions and facial palsy	Monday – Friday Alternate Saturday	7:30am – 3:00pm 7:30am – 12:30pm
Qormi	Musculo-skelatal conditions and facial palsy	Monday – Friday Alternate Saturday	7:30am – 3:00pm 7:30am – 12:30pm

Podiatry Services

Podiatry services focus on the preventive care and treatment of foot conditions. Services are offered by appointment from various health centres and Community Clinics. Details of services delivered from the health centres are available in Figure 25.

Documentation:

The Identification Card and a Referral Ticket when attending to the vascular clinic and the Identification Card/ Baby Book if attending to the paediatric clinic

Figure 25: Provision of podiatry services

Health Centre	Service	Description of Service	Day	Time
B'Kara	Core list	Any type of adult foot pathology (above 16 years of age)	Monday to Friday Monday Saturday	8:00am – 1:40pm 3:15pm – 6:10pm 7:30am – 11:40pm
	Biomechanics & Gait Analysis	Gait analysis and other biomechanical issues & injuries (via referral)	Monday, Tuesday & Thursday Wednesday & Friday	8.00am – 1.00pm 8.00am – 11.00am
	Vascular Screening Clinic	Any pathologies related to vascular insufficiency of the lower limb (via referral)	Monday – Friday	8.00am – 1.00pm
	Nail evulsion surgery	Total or partial removal of nail by surgical intervention (via referral)	Monday & Thursday	8:00am – 10:00am
	Podopaediatrics	Any type of children's foot pathology (below 16 years of age)	Tuesday & Thursday Wednesday	7:30am – 2:00pm 7.30am – 4.00pm
Cospicua	Core list	Any type of adult foot pathology (above 16 years of age)	Monday to Friday Saturday	7.300am – 1:10pm 8:00am – 12:30pm
Floriana	Core list	Any type of adult foot pathology (above 16 years of age)	Monday to Friday Monday & Tuesday Saturday	7:30am – 1:15pm 3.30pm – 6:10pm 7.30am – 11:40pm
Kirkop	Core list	Any type of adult foot pathology (above 16 years of age)	Monday to Friday Saturday	7:30am – 1:40pm 7.30pm –11.40am
Mosta	Core list	Any type of adult foot pathology (above 16 years of age)	Monday to Friday Tuesday Saturday	7:30am – 1.40pm 3.00pm – 4.30pm 8:00am – 12:10pm
Paola	Core list	Any type of adult foot pathology (above 16 years of age)	Monday to Friday Monday, Tuesday, Wednesday & Friday Saturday	7:30am – 1:10pm 3.30pm – 18.10pm 7:30am – 11.40am
	Vascular Screening Clinic	Any pathologies related to vascular insufficiency of the lower limb (via referral)	Monday & Wednesday	7:30am – 12.30pm
	Sports Clinic	Assessments of the sports patient (via referral)	Thursday	8.00am – 11.00am
Qormi	Core list	Any type of adult foot pathology (above 16 years of age)	Monday to Friday Monday to Thursday Saturday	7:30am – 1:30pm 3:30pm – 6:00pm 7:30am – 12:00pm
Rabat	Core list	Any type of adult foot pathology (above 16 years of age)	Monday to Friday Wednesday	7:30am – 1:30pm 3:00pm – 4:40pm

			Saturday	7.30am – 11.40pm
	Sports Clinic	Assessments of the sports patient (via referral)	Friday	8.00am – 12.30pm
Pieta' District Clinic	Core list	Any type of adult foot pathology (above 16 years of age)	Tuesday, Wednesday and Thursday	8:00am – 1:40pm
Zurrieq District Clinic	Core list	Any type of adult foot pathology (above 16 years of age)	Tuesday, Wednesday & Friday	7.30am – 1:10pm
Fgura District Clinic	Core List	Any type of adult foot pathology (above 16 years of age)	Monday & Friday	7:30am – 1:10pm
Zejtun District Clinic	Core List	Any type of adult foot pathology (above 16 years of age)	Monday, Tuesday & Wednesday	7:30am – 1:10pm
Attard District Clinic	Core List	Any type of adult foot pathology (above 16 years of age)	Monday to Friday	7:30am – 1.10pm
Għaxaq District Clinic	Core List	Any type of adult foot pathology (above 16 years of age)	Thursday	7:30am – 1:10pm
Mellieha District Clinic	Core List	Any type of adult foot pathology (above 16 years of age)	Tuesday & Friday	7.30am – 1.10pm
M'xlokk Distric Clinic	Core List	Any type of adult foot pathology (above 16 years of age)	Monday, Thursday & Friday	7.30 – 1.10pm
Gudja District Clinic	Core List	Any type of adult foot pathology (above 16 years of age)	Tuesday	8.00am – 1.40pm

Social Worker Service

This service is offered to persons who are experiencing any form of social difficulties, including relationship problems, poverty, and substance misuse/abuse amongst others (Figure 26). The social worker can be a liaison/referral person to other professionals and services.

Documentation:

The Identification Card/ Baby Book and Referral Ticket.

Figure 26: Provision of a Dietetic Service

Health Centre	Day	Time
B'Kara	Tuesday and Friday	7:30am – 4:00pm
Cospicua	Monday, Wednesday, and Thursday	7:30am – 4:00pm

Speech Language Centre

These services focus on problems related to communication, language and swallowing difficulties. Services are offered by appointment and delivered from various sites, such as, Health Centres, Community Clinics (Bereg), schools or in the home as recommended by the speech language pathologist. Such services include:

- Language delay and impairments;
- Difficulties in speech production (articulation, phonology and intelligibility);
- Communication difficulties associated with hearing and sensory impairments;

- Communication problems associated with learning disability, autism spectrum disorder and syndromes;
- Fluency problems
- Reading and writing difficulties related to specific learning difficulties;
- Voice disorders, including dysphonia and laryngectomy;
- Neurological conditions (e.g. head injuries; stroke and conditions such as Parkinson's, Huntington's and Dementia);
- Swallowing difficulties (both children and adults).

Opening hours of services in Health Centres in Figure 27.

Documentation:

Identification Card/ Baby Book and Referral Ticket.

Figure 27: Provision of speech language pathology services

Health Centre	Day	Time
B'Kara	Monday, Tuesday, Wednesday, Friday Thursday	7:30am –3:30pm 7:30am – 2:30pm
Cospicua	Monday - Friday	7:30am –3:30pm
Floriana	Monday, Tuesday, Wednesday and Friday Thursday	7:30am – 12:30pm 7:30am – 2:30pm
Gzira	Monday - Friday	7:30am – 3:30pm
Kirkop	Monday, Tuesday, Wednesday, Thursday	7:30am –3:30pm
Mosta	Monday – Friday	7:30am –3:30pm
Paola	Monday – Friday	7:30am –3:30pm
Qormi	Monday – Friday	7:30am –3:30pm
Rabat	Monday – Friday	7:30am –3:30pm

Services delivered by a Multi-professional Team from PHC

Telemedicine

Telemedicine provides clients with on-line health information/services, through Telemedicine Client Support Centre on telephone number 212224444. It operates 24 hours daily, from Monday to Sunday including Public Holidays. At present Telemedicine offers medical and nursing services but will soon expand to include the service of other health professionals, such as, speech language pathologists, podiatrists, physiotherapists, and medical consultants. Currently Telemedicine offers:

- Medical advice to patients
- Reassurance for patients' symptomatology
- Follow-up service for clients on quarantine protocols
- Guidance to patients to access all services currently available in our community and
- Vetting of domiciliary visits by liaising with the Health Centre doctors.
- Management of COVID-19 positive patients in the community

Services delivered by a Multi-professional Team from other Health Entities

Chest Clinic

The Chest Clinic is organised and managed by professional staff from the Public Health Unit and is situated at Qormi Health Centre. Patients require an appointment to be seen. The Chest Clinic opens from Monday to Friday from 8:00am to 1:00pm excluding Public Holidays.

Documentation:

Identification Card, Treatment Card and Referral Ticket.

Dementia Clinic

Patients are referred to this clinic from Geriatric Outpatients. An appointment is required to access the Dementia clinic. Service is offered at **Floriana Health Centre** on **Friday** from **12:00MD to 4:00pm**.

Documentation:

Identification Card, Treatment Card and Referral ticket.

Psychiatric Clinic

This clinic is organised and managed by professional staff from Mount Carmel Hospital. An appointment is required to attend the psychiatric clinic. Clinic days available at Figure 28.

Documentation:

Identification Card and Psychiatric Referral Letter.

Figure 28: Psychiatric Clinics

Health Centre	Service	Day	Time
Cospicua	Psychiatry/ Psychology	Monday to Thursday	7:00am – 5:00pm
Gzira	Psychiatry/ Psychology	Alternate Wednesday	8:00am – 2:00pm
Kirkop	Psychology	Tuesday, Wednesday, Thursday	8:00 – 1:00pm
Mosta	Psychiatry/ Psychology	Monday to Thursday and alternate Sunday	8:30am – 11:40am
Qormi	Psychology Social Worker Service Psychiatry	Monday to Thursday Monday to Thursday Sunday to Thursday	7:00am – 5:30pm 7:00am – 5:30pm 7:00am – 5:30pm

Sports and Exercise Clinic

This clinic is organised and managed by professional staff from Mater Dei Hospital. You can attend this clinic by appointment and if you suffer from specific sports and exercise medical conditions (refer to PHC website). Figure 29 shows clinic opening times.

Documentation:

Identification card/ Baby book and Referral Ticket.

Figure 29: Sports and Exercise Clinic Times

Health Centre	Day	Time
B'Kara	Alternate Wednesday	8:20am – 1:20pm
Qormi	Alternate Wednesday	8:20am – 1:20pm

Tobacco Cessation Clinic

This clinic is organised and managed by professional staff from the Health Promotion Unit. To access the tobacco cessation clinic an appointment is required. Refer to Figure 30.

Documentation:

Identification card/ Baby book.

Figure 30: Tobacco Cessation Clinic Times

Health Centre	Day	Time
Floriana	Wednesday	5:00pm – 7:00pm
Mosta	Tuesday	5:00pm – 7:00pm
Gzira	No fixed day	5:00pm – 7:00pm

Acupuncture

Acupuncture is a specific treatment for painful syndrome, disorder of internal organs and other conditions. The clinic is located at Corradino Heights and is run by an appointment system. It operates according to Figure 31.

Documentation:

Identification card and other relevant documents such as investigation results.

Figure 31: Acupuncture opening schedule

Day	Time
Monday to Saturday	8:30am – 12:30pm
Monday to Friday	3:00pm – 6:30pm

Bloodletting for Donation Clinic

Regular blood donation sessions are carried out at Xewkija Community Clinic (Berga), Gozo, A team of professionals from the Blood Bank organise and offer this service.

Documentation:

Identification card/ Baby book

Migrant Health Liaison Office

This office was established in view of the large influx of irregular immigrants arriving to Malta. The aim of this office is to help the migrants orientate themselves to our health care system to be able to seek support for their health needs, overcome language barriers and other challenges.

The objectives of the unit are:

- Liaising with government departments, agencies and other entities to address issues pertaining to migrant health
- Provision of health education sessions to migrants in open centres
- Assisting migrants in accessing health care through the right channels
- Delivery of the Training Programme for Cultural Mediators in Health Care
- In-service studies
- Education and training for health and social care professionals and university students on the topic of Cultural Issues in Health Care, Female Genital Mutilation, human trafficking, etc.
- Provision of translated materials (booklets and posters) for migrants on health topics
- Participation in EU programmes, seminars and workshops on the issue of migration and health

National Screening Programme Unit

The National Screening Programme Unit carry out screening for breast cancer, colorectal cancer and cervix cancer. Most of the clients are identified and contacted to participate in the screening programme by the Unit staff. Otherwise, an appointment is required to access any of the screening services. For more details, please visit our website at https://www.primaryhealthcare.gov.mt Figure 32 shows how the Unit operates:

Documentation:

Identification card, Driving Licence or Passport for Maltese and EU citizens and, copy of any previous mammographic images.

Figure 32: Screening schedule

Screening	Service	Day	Time
Breast	Mammogram Clinic	Monday to Friday Tuesday Saturday (monthly)	8:00pm – 2:00pm 12:30pm – 4:30pm 8:00pm – 1:30pm
	Recall clinic	Wednesday	1:00pm – 5:00pm
Colorectal	Screening	Monday to Friday	8:00pm – 2:00pm
	Follow-Up	Monday to Friday	8:00pm – 2:00pm
Cervical	Screening: Mosta & Kirkop HCs Floriana Paola Gzira Alternate Qormi/ B'Kara Cospicua Gozo General Hospital	 Monday Tuesday Wednesday Thursday Friday Alternate Saturday Sunday	 11:30am – 12:30pm 11:30am – 12:30pm 11:30am – 12:30pm 11:30am – 12:30pm 11:30am – 12:30pm 11:30am – 12:30pm 11:30am – 12:30pm

Occupational Health (Medical) Unit

This Unit provides a medical service to public service employees (governmental, ministerial, corporations and authorities). Appointment to access the service must be done through direct request to the OHU by the responsible and authorised, relevant office. Service provision request from the Private Sector/ individuals is **not** accepted. The Unit opens from **Monday to Friday** between **8:00am and 1:00pm.**

Documentation:

Identification card/ Baby book.

Pharmacy

There are two pharmacies which are situated at Floriana and Paola within the respective Health Centre (Figure 33). Clients can opt to go to the pharmacy of their preference. All Schedule 2 holder (old pink card), staff, armed forces and Third Country Nationals can be supplied with acute treatments. New Schedule V holders can be provided with one-month supply of medicine, if not yet registered with a private pharmacy, on a one-time basis only.

Documentation:

Identification card, new Schedule V, valid Schedule 2, POYC vouchers and prescriptions.

Figure 33: Pharmacy opening schedule

Health Centre	Day	Time
Floriana	Monday to Friday Saturday Tuesday, Wednesday & Thursday	7:45am – 2:00pm 7:45am – 12:00MD 3:15pm – 5:15pm
Paola	Monday to Friday Saturday Monday, Tuesday & Thursday	7:45am – 2:00pm 7:45am – 12:00MD 3:15pm – 5:15pm

School Health Services

The School Health Service consists of a team of doctors and nurses who provide monitoring of primary child health and well-being as well as preventive care services in all State and Church Schools in Malta and Gozo.

The emphasis is on the early detection of developmental, growth, sensory and learning problems as well as physical disorders. To this end, pre-school developmental assessments are carried out before school entry, that is, at pre-Kindergarten level. These assessments, which are carried out in the parents' presence, involve taking a medical and family history, conducting a language, physical and social development assessment, height and weight measurement, as well as checking of vaccination records.

Documentation:

Baby book, Consent Form from parent/ legal guardian, any other relevant documentation.

4. Help Us to Help You

Our commitment depends on your support. We depend on you to:

- Do an appointment if this is indicated
- Be punctual for your appointment
- Inform the Clinic if you can't keep the appointment
- Bring identification records and any other documents as indicated
- Give the clinician all the details about your condition, any illnesses you may have had, past hospitalization, any medication being taking, any allergies and any other matter relating to your health.
- Report unexpected changes in your condition to the clinician
- Asking the clinician to explain again if you haven't fully understood the recommended course of action
- Following the treatment plan recommended by the clinician
- Taking responsibility for your actions if you refuse treatment or do not follow the clinician's instructions

- *Provide feedback:* Our service is provided by a dedicated team of professionals but despite our best intentions we know that there is always room for improvement. We depend on you to point this out so that we can do better;
- Communicate with us clearly and concisely in either Maltese or English;
- Treat our staff with the courtesy and respect that they deserve and with which you yourself should rightly expect to be treated

5. Feedback & Complaints

We are committed to a 'Service of Excellence' and strive to bring about a continuous improvement of our service to you. We appreciate your feedback and any form of constructive criticism is very welcome as it would help us improve our services.

If you believe that we have made an error and/or that our staff has acted improperly or without the due level of care and attention, please contact us. In we would need your name and ID number together with dates and times of the incident so as to be able to investigate properly and come back to you. If you wish to remain anonymous, we would respect that, but the investigation would be limited, and we would not be able to give any feedback.

Feedback and complaints may be submitted through the following channels:

» Online:

by accessing our website at http://www.primaryhealthcare.gov.mt or by calling on 21231231/ 25576100.

» In person:

By calling the Administration of the relevant health centre or at the Client Support Centre in the address provided below

Client Support
Primary HealthCare
Oxford Centre F74
Technopark
Mosta
MST 3000

» In writing: By sending your complaint in the address provided above

When making a complaint you should:

» Provides us with your full name and ID card/ passport number, telephone/ mobile number (for feedback) and e-mail address if available (unless you wish to remain anonymous) and the place, date and time the incident happened.

» Specify what the problem/case is, being as concise as possible; and

» Provide any additional information that you think may help us in our investigation to resolve your complaint.

When addressing complaints, we will:

» Guarantee your confidentiality within the circle of the investigating team but obviously your personal details may be needed to ask staff for statements so as to be able to relate to the incident;

» Refer your case to the Client Support Centre and will send you an acknowledgement within 2 working days;

» Carry out an investigation on the problem / case and conclude this as speedily as possible. If the requested information entails that an investigation needs to be undertaken, then the earliest we can give you feedback is after 10 working days where we will also inform you if the case has been concluded or that the investigating board needs more time. The customer care team will keep you updated about the progress.

» We will contact you with a report on our investigation into your complaint in no later than two weeks unless we would inform you beforehand that we need more time for investigation

If you are not satisfied with how your complaint was handled you have the option of escalating your grievance through other channels such as the Ombudsman, the Malta Arbitration Board or the Courts of Malta.

6. Commitment to Continuous Improvement

With the aim of a Service of Excellence and continuous improvement in mind this Charter will be reviewed at least once every 12 months to measure our performance in terms of the standards set out in this Charter as well as how we meet your expectations.

The review process will be based on:

- Assessment based on the Malta Public Service - Quality Customer Service Guiding Principles
- Government policy
- Operational data (e.g. services offered, service delivery, etc.)
- Benchmarking
- Iso Certification 9001:2015 QMS
- Feedback
- Complaints
- Quality Service audits
- Mystery shopper programme

The results of the internal review process will be published and used as a basis for improving our service.

Quality of service standards relative to the services provided will be monitored and measured by an external governmental third-party. The results of such monitoring will be published in an annual report compiled by the People & Standards Division (Office of the Prime Minister). Such results will be the basis for the overall service improvement.