

Pharmacy of Your Choice

Structure, Functions and Responsibilities

The Pharmacy of Your Choice [POYC] Unit is responsible for the POYC Scheme which entails timely delivery of medical products to community pharmacies. This scheme promotes a patient-centric service and facilitates a more comfortable access to the Government's free pharmaceutical service.

Patients are entitled to free pharmaceutical service by virtue of Social Security Act Cap 318 Article 23 and the amendment of this act - Act No. I of 2012 and the Fifth Schedule to the same Act. The added value of the POYC Scheme is intended to eliminate the long waiting and queuing time spent at the Health Centres for this service and simultaneously gains its beneficiaries a prompt or/ and a more personalised pharmaceutical service in respect of information, advice and delivery.

The One Stop Shop and Client-Care Service Section within the POYC Unit plays a key role in the Unit's daily operations. In general, the enquiries concern a change in the choice of pharmacy, pharmaceutical stock availability, the administration of pharmaceuticals and other such related matters.

General Description of the Categories of Documents Held

- The Memorandum of Understanding signed between Government, GRTU and the Malta Chamber of Pharmacies on 28 July 2007
- Addendum to the Memorandum of Understanding signed between Government, GRTU and the Malta Chamber of Pharmacies on 4 January 2013
- Service Level Agreement – for operations of the POYC in community pharmacies 15th October 2015
- Addendum to the Service Level Agreement related to Falsified Medicines Directive
- Service Level Agreement – Coeliac Operators
- The Annual Reports
- The Minutes of the Meetings POYC Unit's Management
- The Minutes of the Health Administration Contact Points
- Minutes of other official Meetings
- HR related records (Training Matrix / Family Friendly Measures etc.)
- Personal Files
- The POYC Policy document: Internal Communication Network Channels
- Financial documents, Contract Agreements and Procurement records.
- Data on Government Stock housed within the POYC Unit Store's Area
- Parliamentary Questions replies in connection with POYC
- Statistical Data and Information as requested by entities within the Health Department
- Analysis and reporting documents related to the POYC Unit

- Key Performance Indicators
- Patients' related data
- Client Support Service Log
- IT/IS Proposal, Schedule of Works (SOW) and User Acceptance Testing (UAT) Documents
- System Application User Manual/s
- Standard Operations Procedures (SOPs)
- Quality Manual
- Working documents relating to implementation of various initiatives
- DH, CPSU, and Internal files
- Circulars and MEMOs

Contact Details of the Pharmacy of Your Choice FOI Office

Address: 15, Palazzo Castellania, Merchants Street, Valletta VLT 1711
Telephone Number: 21224071
Email: foi.mfh@gov.mt