



Quality Service Charter

December 2022

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 an assortment of health needs.

The ideology and dedication of its professional, skilled, and talented human assets have driven 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 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.

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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, Figures 1 - 4 provide useful information about these venues to help you access our medical, nursing, and other services delivered by health professionals. You are encouraged to make use of the Health Centre in your catchment area and the Community Clinic in your locality. For more detailed information about our services, you may refer to '**Our Services**' Section.

Important Notice

B’Kara Health Centre is currently being refurbished to enhance its quality standards and expand its services to meet our clients’ needs

Clients residing in the catchment area that includes B’kara, Attard, Lija, Iklin, Swatar and Balzan are being informed that on a temporary basis they can access services from other Health Centres as shown in **Table 1**

Furthermore, Clients who were already given an appointment from B’Kara Health Centre before the onset of the refurbishment are to attend **Floriana** Health Centre and **Gzira** Health Centre.

For further guidance contact Client Support Centre on 21231231

Table1: Services shifted temporary from B’kara Health Centre to other Health Centres

Health Centre	Service	Localities	Notes
B’Kara	Bloodletting	All localities within B’Kara catchment area	(ex-Job Plus Office)
Floriana	All services	Ta’ Paris, Tal-Qattus, B’Kara Swatar area & Fleur-de-Lys	Except those services listed here below
	Leg Ulcers	All localities within B’Kara catchment area	
	Point of Care	All localities within B’Kara catchment area	
	Gynae Clinic, Well Woman Clinic & Well Baby Clinic	All localities within B’Kara catchment area	Alternate Friday
	Medical Consultation Clinic	All localities within B’Kara catchment area	Monday & Saturday (Alt)
	Immunisation	All localities within B’Kara catchment area	
Floriana & Mosta	Ophthalmic services	All localities within B’Kara catchment area	
Gzira	Diabetes	All localities within B’Kara catchment area	
	Dietetic services	All localities within B’Kara catchment area	
	All services	Lija Balzan, Iklin & Msida Swatar area	Except those services listed here below
	Port-a-cath care	All localities within B’Kara catchment area	Sunday
	Ear syringing clinic	All localities within B’Kara catchment area	
	ECG	All localities within B’Kara catchment area	As indicated by the ECG technician

Health Centre	Service	Localities	Notes
Floriana & Gzira Health Centre	Speech Language services	All localities within B'Kara catchment area	As indicated by Speech Language Pathologist
	Physiotherapy	All localities within B'Kara catchment area	As indicated by the physiotherapist

Table 2: Primary HealthCare main public facing venues and opening schedule

Venues	Locality	Address	Available to the Public		
			Days	Opens	Closes
REFER TO FIGURE 4 FOR GP SERVICE AT THE COMMUNITY CLINICS					
	Cospicua	1, Lion Street	Monday to Friday, Sunday & Pub. Hol. Saturday	7.00am 7.00am	8.00pm 2.00pm
			<i>Note: Pub. Holiday on a Saturday, H.C. opens from 7:00am – 2:00pm</i>		
			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		
	Floriana	12, Frangisk Saver Fenech Street	Monday to Sunday & Pub. Hol.	24 hours	
	Gzira	Meme' Scicluna Square	Monday to Sunday & Pub. Hol.	7.00am	8.00pm
			From 8.00pm to 7.00am the catchment areas of Gzira Health Centre patients can attend Floriana Health Centre.		
	Kirkop	Danny Cremona Street	Monday to Sunday & Pub. Hol.	7.00am	8.00pm
			From 8.00pm to 7.00am the catchment areas of Kirkop Health Centre patients can attend Paola Health Centre.		
	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	7.00am 7.00am	8.00pm 2.00pm
			<i>Note: Pub. Holiday on a Saturday, H.C. opens from 7:00am – 2:00pm</i>		
			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		
	Victoria (Gozo)	Civic Centre, St Kataldo Street	Monday, Friday, Sunday & Pub. Hol. Saturday	7.00am 7.00am	8.00pm 2.00pm
			<i>Note: Pub. Holiday on a Saturday, H.C. opens from 7:00am – 2:00pm</i>		

Venues	Locality	Address	Available to the Public		
			Days	Opens	Closes
			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		
	Victoria (Gozo)	Enrico Mizzi Street	Monday to Sunday & Pub.Hol.	7.00am	8.00pm
			From 8.00pm to 7.00am patients needing an emergency service, or a GP service can go to Gozo General Hospital.		
Migrant Health Officer	Floriana	7, Harper Lane	Variable days	8:00am	3:00pm
National Programme Screening Centre	Valetta	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 12:00M D
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

Table 3: 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
Cospicua	Cospicua Kalkara Senglea Vittoriosa	Kalkara	Luigi Pisani Street
		Luqa	St. Paul Street
		Senglea	Two Gate Street
		Vittoriosa	Berga ta Ingilterra, Triq il-Majjistral (formerly St John's Tower Street)
Floriana	Floriana Blata I-Bajda G'Mangia Hamrun Marsa St. Venera	Hamrun	Daniel's Shopping Mall
		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)

	Valletta	St. Venera	24, Sacred Heart Street
		Valletta	Old Theatre 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 (Selmun, Ghadira, Marfa, Cirkewwa) Mgarr (Zebbiegh) Mosta (Bidnija) Naxxar (Birguma, Maghtab, Salina, Bahar ic-Caghaq) Qawra San Pawl il-Bahar (Bugibba) Wardija (Pwales) Xemxija	Mellieha	Mellieha Home
		Mgarr	Primary School
		Naxxar	21 st September Avenue
		St. Paul's Bay	70, St Paul Street
Paola	Birzebbugia Fgura Ghaxaq Gudja Marsascala Marsaxlokk Paola Santa Lucia Tarxien Xaghra Zabbar Zejtun	Birzebbugia	9, B'Bugia Square
		Fgura	Anglu u Marianna Camilleri Street
		Ghaxaq	68, Labour Avenue
		Gudja	20, William Baker Street
		Marsascala	Sant Anna Garden
		Marsaxlokk	Triq tat-Trinciera
		St. Lucia	Oleander Street
		Tarxien	St Carmel 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
		Gharb	Triq il-Visitazzjoni,

Victoria (Gozo)	The Islands of Gozo & Comino	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

Table 4: Services at the Community Clinics

Community Clinic	Tel. No	Service	Available to the Public
Attard	For a service by GP, Nurse, Phlebotomist and Podiatrist to call the Client Support Centre on 21231231 For physiotherapy phone 21667538 or 25680210/1	Nursing (Assessment of Well-Being Clinic)	Monday (Alt) & Thursday
		General Practitioner (GP) Service	Thursday
		Speech & Language	Tuesday, Wednesday & Friday
		Podiatry	Monday to Friday
		Psychology	Wednesday
		Physiotherapy	Monday, Tuesday & Friday
Dingli	For a service by GP, Nurse, Phlebotomist and Podiatrist to call the Client Support Centre on 21231231	Nursing (Assessment of Well-Being Clinic)	Tuesday
		General Practitioner (GP) Service	Friday
		Speech & Language	Monday, Wednesday & Thursday
		Social Worker	Tuesday & Friday
		Psychology	Monday
Fgura	21895285 For a service by GP, Nurse, Phlebotomist and Podiatrist to call the Client Support Centre on 21231231 For physiotherapy phone 21667538	Nursing (Assessment of Well-Being Clinic)	Tuesday, Alt. Saturday/ Sunday
		General Practitioner (GP) Service	Tuesday
		Speech & Language	Monday, Wednesday & Thursday
		Podiatry	Monday & Friday
		Physiotherapy	Monday, Wednesday & Friday
		Psychology	Thursday
		Nutrition	Wednesday
		Customer Care	Tuesday & Friday
Gharb (Gozo)	21559668 For a service by GP, Nurse,	Nursing (Assessment of Well-Being Clinic)	Tuesday
		General Practitioner (GP) Service	Thursday

Community Clinic	Tel. No	Service	Available to the Public
	Phlebotomist and Podiatrist to call the Client Support Centre on 21231231 For physiotherapy phone 21667538	Speech & Language	Wednesday
		Physiotherapy	Monday
		Podiatry	Friday
Għaxaq	For a service by GP, Nurse, Phlebotomist and Podiatrist to call the Client Support Centre on 21231231 For physiotherapy phone 21667538	Nursing (Assessment of Well-Being Clinic)	Wednesday
		General Practitioner (GP) Service	Wednesday
		Speech & Language	Monday, Tuesday, Thursday & Friday
		Podiatry	Thursday
		Physiotherapy	Monday & Friday
		Nutrition	Monday
Gudja	For a service by GP, Nurse, Phlebotomist and Podiatrist to call the Client Support Centre on 21231231 For physiotherapy phone 21667538	Nursing (Assessment of Well-Being Clinic)	Friday
		General Practitioner (GP) Service	Wednesday
		Speech & Language	Monday (every week) & Thursday (alt week)
		Podiatry	Tuesday
		Physiotherapy	Thursday (Alt)
Hamrun	23268488 For a service by GP, Nurse, Phlebotomist and Podiatrist to call the Client Support Centre on 21231231 For physiotherapy phone 21667538	Nursing (Assessment of Well-Being Clinic)	Monday (Alt) & Wednesday
		Speech & Language	Monday to Friday
		Speech & Language STV	Monday to Friday
		Phlebotomy	Monday to Friday
		General Practitioner (GP) Service	Tuesday
		General Practitioner Appointment Clinic (GPAC)	Wednesday
		Physiotherapy	Thursday & Friday
		Psychology	Monday
		Downs' Syndrome Clinic	Tuesday (Alt) & Saturday (Every 5 weeks)
Podiatry	Monday to Friday		
Kalkara	For a service by GP, Nurse, Phlebotomist and Podiatrist to call the Client Support Centre on 21231231 For physiotherapy phone 21667538	Nursing (Assessment of Well-Being Clinic)	Tuesday
		General Practitioner (GP) Service	Tuesday
		Speech & Language	Tuesday, Wednesday, Thursday & Friday
		Podiatry	Monday
		Psychology	Monday & Thursday
		Physiotherapy	Thursday (Alt)
		Mental Health Wellbeing	Monday & Thursday
Marsascula	For a service by GP, Nurse, Phlebotomist and Podiatrist	Nursing (Assessment of Well-Being Clinic)	Wednesday
		General Practitioner (GP) Service	Wednesday

Community Clinic	Tel. No	Service	Available to the Public
	to call the Client Support Centre on 21231231 For physiotherapy phone 21667538	Speech & Language	Monday, Tuesday & Thursday
		Physiotherapy	Tuesday & Thursday
		Phlebotomy	Monday & Friday
		Podiatry	Friday
Marsaxlokk	23268480 For a service by GP, Nurse, Phlebotomist and Podiatrist to call the Client Support Centre on 21231231 For physiotherapy phone 21667538	Nursing (Assessment of Well-Being Clinic)	Monday to Friday
		Phlebotomy	Tuesday, Wednesday, Thursday, Saturday/ Sunday (Alt)
		General Practitioner (GP) Service	Monday to Friday
		Speech & Language	Monday to Friday
		Podiatry	Monday & Friday
		Psychology	Monday
		Physiotherapy	Monday to Friday
		Neuro Clinic	Friday (referrals from MDH)
		Child & Young People Services	Thursday
Dietetics	Tuesday & Wednesday		
Mellieħa	21522316 For a service by GP, Nurse, Phlebotomist and Podiatrist to call the Client Support Centre on 21231231 For physiotherapy phone 21667538	Nursing (Assessment of Well-Being Clinic)	Monday
		General Practitioner (GP) Service	Monday
		Phlebotomy	Tuesday, Wednesday, Thursday, Saturday/ Sunday (Alt)
		Psychology	Thursday
		Speech & Language	Monday, Tuesday, Thursday & Friday
		Podiatry	Tuesday, Wednesday & Friday
		Physiotherapy	Wednesday & Friday
		Mental Health Wellbeing	Tuesday & Thursday
Mgarr		Speech & Language	Monday, Tuesday & Thursday
Msida		Speech & Language	Monday, Tuesday, Wednesday (Summer only) & Thursday (Summer only)
Mtarfa		Speech & Language	Wednesday & Friday
Naxxar	For a service by GP, Nurse, Phlebotomist and Podiatrist to call the Client Support Centre on 21231231	Nursing (Assessment of Well-Being Clinic)	Thursday
		phlebotomy	Tuesday & Thursday
		Speech & Language	Monday, Tuesday, Wednesday & Friday
Pieta`	For a service by GP, Nurse, Phlebotomist and Podiatrist to call the Client Support Centre on 21231231	Nursing (Assessment of Well-Being Clinic)	Thursday
		General Practitioner (GP) Service	Thursday
		Speech & Language	Monday, Wednesday & Friday
		Podiatry	Tuesday, Wednesday & Thursday
		Occupational Therapy	Monday
		Psychology	Wednesday & Friday
		Phlebotomy	Friday
Safi		Podiatry	Friday (first Friday of the month)

Community Clinic	Tel. No	Service	Available to the Public
	For a service by Podiatrist to call the Client Support Centre on 21231231	Phycology	Wednesday
		Speech & Language	Monday, Tuesday, Wednesday & Friday
Sta. Lucia	21895285 For a service by GP, Nurse, Phlebotomist and Podiatrist to call the Client Support Centre on 21231231 For physiotherapy phone 21667538	Nursing (Assessment of Well-Being Clinic)	Friday
		General Practitioner (GP) Service	Friday
		Speech & Language	Monday & Wednesday
		Podiatry	Monday & Friday
		Dietetics	Friday
		Child & Young People Services	Tuesday
		Physiotherapy	Tuesday
Siggiewi		Speech & Language	Monday to Friday
Sliema	For a service by GP, Nurse, Phlebotomist and Podiatrist to call the Client Support Centre on 21231231	Nursing (Assessment of Well-Being Clinic)	Friday
		General Practitioner (GP) Service	Friday
		Speech & Language	Monday, Tuesday & Thursday
		Psychology	Tuesday & Wednesday
		Phlebotomy	Monday, Saturday/Sunday (Alt)
Swieqi		Speech & Language	Monday, Tuesday & Friday
Tarxien	21660500 For a service by GP, Nurse, Phlebotomist and Podiatrist to call the Client Support Centre on 21231231 For physiotherapy phone 21667538	Nursing (Assessment of Well-Being Clinic)	Monday & Tuesday
		General Practitioner (GP) Service	Monday & Friday
		Podiatry	Wednesday & Thursday
		Speech & Language	Monday, Wednesday & Thursday
		Phlebotomy	Wednesday
		Nutrition	Tuesday & Friday
		Social Worker	Monday, Wednesday & Thursday
		Child & Young People Services	Monday & Friday
		Scoliosis	Tuesday & Thursday
Physiotherapy	Tuesday & Thursday		
Ta' Xbiex	For a service by GP, Nurse, Phlebotomist and Podiatrist to call the Client Support Centre on 21231231	Nursing (Assessment of Well-Being Clinic)	Wednesday
		General Practitioner (GP) Service	Wednesday
		Podiatry	Monday
Valletta	For a service by GP, Nurse, Phlebotomist and Podiatrist to call the Client Support Centre on 21231231	Nursing (Assessment of Well-Being Clinic)	Monday to Thursday
		General Practitioner (GP) Service	Monday to Friday
		Podiatry	Thursday
		Phlebotomy	Saturday & Sunday
		Speech & Language	Monday, Tuesday, Wednesday & Friday

Community Clinic	Tel. No	Service	Available to the Public
		Emergency Walk-in Service & Treatment room	Monday to Friday
Xewkija		Speech & Language	Wednesday
Zabbar	For a service by GP, Nurse and Phlebotomist to call the Client Support Centre on 21231231	Nursing (Assessment of Well-Being Clinic)	Wednesday, Saturday/Sunday (Alt)
		Phlebotomy	Monday, Tuesday, Wednesday, Friday, Saturday/ Sunday (Alt)
		General Practitioner (GP) Service	Monday, Wednesday & Friday
		Child & Young People Service	Tuesday
		Downs' Syndrome Clinic	Monday (Alt)
		Physiotherapy	Thursday
Zebbug		Speech & Language	Monday to Friday
Zejtun	21676816 For a service by GP, Nurse, Phlebotomist and Podiatrist to call the Client Support Centre on 21231231 For physiotherapy phone 21667538	Nursing (Assessment of Well-Being Clinic)	Thursday
		General Practitioner (GP) Service	Monday & Thursday
		Speech & Language	Monday to Friday
		Podiatry	Tuesday & Wednesday
		Physiotherapy	Tuesday, Wednesday & Friday
		Psychology	Monday & Tuesday
		Nutrition	Thursday
		Customer Care	Wednesday & Friday
Zurrieq	21642470 For a service by GP, Nurse, Phlebotomist and Podiatrist to call the Client Support Centre on 21231231 For physiotherapy phone 21667538 1	Nursing (Assessment of Well-Being Clinic)	Monday & Friday
		General Practitioner (GP) Service	Monday
		Speech & Language 2	Tuesday, Thursday & Friday
		Speech & Language 1	Monday to Friday
		Podiatry	Tuesday & Wednesday
		Mental Health Services	Tuesday & Thursday
		Psychology	Thursday
		Child & Young People Services	Wednesday
		Physiotherapy	Wednesday

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

Our Services

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.

Table 5 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.

Table 5: GP service in Health Centres

Health Centre	Day	Time	Important notes
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	

Health Centre	Day	Time	Important notes
		8.00pm to 8.00am only for emergency and immediate care <i>(not considered urgent but would benefit from early intervention due to pain etc.)</i>	
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 <i>(not considered urgent but would benefit from early intervention due to pain etc.)</i>	
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 <i>(not considered urgent but would benefit from early intervention due to pain etc.)</i>	
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. This service is by appointment and provides basic medical 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 5.

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.

GP Appointment Clinic (GPAC)

The GP Appointment Service has been running since 2021 in the Community Clinics within various localities in Malta. The aim of this service is to provide high quality consultation time during which clients can discuss their various issues, which are normally dealt with by a GP.

It is an appointment-only clinic and apart from offering high quality consultation time, the clinic also serves to foster follow up and early detection of various ailments. The clinic runs from **0800-1300**, on various days depending on the individual community clinic.

Any adult person can fix an appointment for this clinic by calling on **21231231**.

Long Covid Clinic (LCC)

The Pandemic which affected the world in 2020 left repercussions. One notable repercussion is the Long Covid Syndrome, which is experienced by a minority of patients with COVID. In this respect, PHCD has, as of May 2022, initiated a Long Covid Clinic (LCC) to follow-up these patients accordingly.

The LCCs are held in four community clinics, namely **Hamrun, Mellieha, Pieta** and **Marsaxlokk Community Clinics**. Clients are either referred from other professionals or they can make an appointment themselves. The LCC is part of the GPAC. Besides offering follow-up of patients with Long Covid, this clinic allows for patients to be referred to the necessary channels if the need arises.

Adult Down Syndrome Clinic

The Adult Down Syndrome Clinic (ADSC) is a clinic intended for individuals with Down Syndrome aged 16 years of age and above. The ADSC team is composed of a Specialist in Family Medicine and Nurse/s allocated to run the clinic. The clinic focuses on the needs of adults with Down Syndrome and serves as a focal reference point of support for clients, their careers, and their caring physicians.

Service is given at Zabbar Community Clinic and Hamrun Community Clinic by appointment.

Referral to the clinic may be through self-referral, the caring General Practitioners and/or caring institutions and Non-Governmental Organisations by e-mail to adsc.phc@gov.mt or calling 21231231

Documentation:

Identification card/ Baby book and an Appointment Letter/ Appointment by SMS and Treatment Card/ Schedule V

Table 6: Adult Down Syndrome Clinic

Community Clinic	Weekday	Time
Zabbar	Monday (every fortnight)	13:00 - 17:00
Hamrun	Tuesday (every fortnight)	13:00 - 17:00
	Saturday (every five weeks)	08:00 - 13:00

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 Table 7.

Documentation:

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

Table 7: Diabetes Clinic at the Health Centres

Health Centre	Service	Day	Time
Cospicua	Diabetes Clinic	Tuesday, Wednesday, Thursday	8:00am – 12:40pm
	Specialty Clinic	2 nd Thursday of the month	8:00am – 12:00MD
Floriana	Diabetes Clinic	Monday, Wednesday, Thursday and Friday	8:00am – 12:40pm
	Diabetes Consultant	Tuesday	
	Specialty Clinic	Last Wednesday of the month	8:00am – 12:00MD
Gzira (For clients of B'Kara catchment area)	Diabetes Clinic	Monday to Friday	8:00am – 12:00MD
	Specialty Clinic	2 nd Wednesday of the month	8:00am – 12:00MD
	Diabetes Clinic	Tuesday, Wednesday and Thursday	8:30am – 2:00pm
	Diabetes Consultant	Monday	
Kirkop	Specialty Clinic	2 nd . Wednesday of the month	8:00am – 12:00MD
	Diabetes Clinic	Monday, Wednesday, Thursday	8:00am – 11:30am
Mosta	Specialty Clinic	Alt. Saturday	8:00am – 11:00MD
	Diabetes Clinic	Monday, Tuesday, Thursday and Alt Friday	8:00am – 12:40pm
Paola	Specialty Clinic	3 rd . Thursday of the month	8:00am – 12:00MD
	Diabetes Clinic	Monday to Friday Alt Saturday	8:00am – 12:40pm 8:00am – 12:00MD
	Specialty Clinic	1 st Thursday of the month	8:00am – 12:00MD
Qormi	Diabetes Clinic	Monday, Wednesday, Thursday, Friday	8:00am – 12:40pm
	Specialty Clinic	2 nd Thursday of the month	8:00am – 12:00MD
Rabat	Diabetes Clinic	Monday, Tuesday, Wednesday and Friday	8:00am – 12:40pm
	Specialty Clinic	3 rd 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 Table 8.

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.

Table 8: 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 variable 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 Table 9.

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, example 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.

Table 9: Medical Consultation Clinic at the Health Centres

Health Centre	Day	Time	Important Notes
Cospicua	2 nd , 4 th , and 5 th , Monday of the month	8:00am – 11:30am	
Floriana	Wednesday & Thursday	8:00am – 11:00am	
Gzira	Tuesday and Friday	8:00am – 11:00pm	
Mosta	Tuesday Wednesday Thursday	8:00am – 3:00pm 8:00am – 11:30am 8:00am – 11:45am	
Paola	Tuesday (Follow-ups) Friday (New Cases)	8:00am – 11:45am 8:00am – 11:30am	ECG consultations from Kirkop done at Paola HC
Qormi	Friday (New cases) Friday (Follow-ups)	8:00am – 11:30am 11:30am – 3:00pm	
Rabat	Thursday	8:00am – 3:00pm	

Ophthalmic Services

Primary eye care is the essential building block for prevention and monitoring of eye-related condition in our community. The **Primary Eye Screening Centre of Excellence**, located in the Floriana Health Centre, provides a high quality holistic primary eye care, run by our highly trained healthcare professionals. Services offered from the Centre of Excellence include:

- **Refraction Clinic**
A qualified optometrist will check your eyesight and may prescribe spectacles if indicated.
- **Glaucoma Screening**
If detected early, glaucoma usually can be controlled, and severe vision loss prevented. Through this service we aim to detect glaucoma at an early stage, preserving the quality of life.
- **Glaucoma Clinic**
This service runs specifically for individuals already diagnosed with glaucoma and offers periodical eye monitoring.
- **Diabetic Retinopathy Clinic**
This service is specifically designed for diabetic patients and is part of a holistic approach for the early detection of diabetes-related complications.

Clinics are also available from the other Health Centres as indicated in Table 10.

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.

Documentation:

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

Table 10: Ophthalmic Services

Health Centre (HC)	Service	Day	Time	Note
B'Kara	Refraction Clinic	Tuesday	8:00am – 12:00MD	On hold until further notice. All refraction services are being followed up at Floriana
	Glaucoma Screening	Thursday	7:30am – 1:30pm	Floriana Hc
	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	On hold until further notice. All refraction services are being followed up at Floriana
	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	On hold until further notice. All refraction services are being followed up at Floriana
	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	On hold until further notice. All refraction services are being followed up at Floriana
	Glaucoma Screening	Tuesday and Wednesday	7:30 – 1:30pm	
	Diabetes Retinopathy	Monday	7:30 – 1:30pm	
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	

Health Centre (HC)	Service	Day	Time	Note
Rabat				Ophthalmic services from Mosta/ Floriana HC

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 Table 11.

Documentation:

Documentation includes Identification Card and the Yellow ACC booklet

Table 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

The clinic is attended to by a Medical Consultant. You may 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.

For changes or additions to medication related to High Blood Pressure and High Cholesterol, you may speak to the General Practitioner at your nearest Health Centre (as a walk-in) or Community Clinic (with 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 Table 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.

Table 12: Schedule V Clinic at the Health Centres

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

Scoliosis Review Clinic

This clinic takes place at Tarxien Community Clinic on Tuesdays and Thursdays in the afternoon. Referrals to this clinic are made by doctors and nurses from the School Health Service following scoliosis screening in schools, as well as by doctors from Health Centres or private practice. The GPs running the clinic monitor children and adolescents with mild scoliosis on a regular basis and offer advice for the condition.

Documentation:

Identification Card (if available)/ Parent/Guardian Identification Card and Referral Ticket

Well Baby Clinic – 1st and 2nd visit

The Well Baby Clinic (WBC) serves the purpose of clinical examination and developmental assessments of health of babies and infants, to achieve this purpose, three routine visits are carried out. Doctors from the Primary Child Health Unit carry out Well Baby Clinics in all Health Centres according to a pre-planned timetable.

The first visit: Babies born at MDH will receive an appointment for the well-baby check-up at 8-12 weeks of age. This is combined with an appointment at the Immunisation Clinic for the first doses of vaccine according to the National Immunisation Schedule. This service is also offered to babies born in private hospitals or at home. In such cases, parents may phone the Client Support Unit on +356 21231231 or send an email on wellbabyclinic@gov.mt requesting an appointment.

The second visit: Parents who attended with their babies at the WBC for the first visit, are contacted and asked if they wish for their child is assessed again at 8 months of age for the second check-up. If the answer is positive, a second appointment will be given.

Documentation:

Baby Book (given at the post-natal wards), Mother's antenatal card (Blue Card), Parent/Guardian Identification Card or Passport and the Appointment letter/ Appointment by SMS

Well Woman Clinic

The aim of the Well Woman Clinic is to offer a professional service to the female population within the community, which is both accessible and efficient. This aim is achieved by offering four main categories of services namely: Gynaecological service, antenatal care, postnatal care and aiding with the National Cervical Screening service.

Documentation:

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

Antenatal Clinics / Postnatal Clinics : The Identification Card and the Antenatal Card (blue card).

Services delivered by the Nursing/ Midwifery Team

Assessment of Well-Being Clinic

This clinic aims to provide a holistic assessment of the client (18 years of age and older) to educate and empower him/her to a healthier lifestyle through health promotion and disease prevention intervention. The scope is to identify the risk factors which are conducive to ill health, identify undiagnosed existing health issues, educate, and provide also access to an integrated multidisciplinary primary health care team for better continuity of care. The clinic acts as the natural focal point for these networks. The nurse-led clinic also provides support for the most common

chronic diseases and conditions such as hypertension and diabetes. For more information refer to Table 13.

Assessment of Well-Being Clinics are carried out within the Community Clinics on appointment bases. To set an appointment you may either phone the Call Centre on 21231231 or 21222444, or send an email to customeercare.phc@gov.mt.

Documentation:

Identification Card/ Baby book and Schedule V document.

Table 13: Assessment of Well-Being Clinic Schedule

Locality	Day	Time	Locality	Day	Time
Attard	Monday (Alt) & Thursday	8:00 – 13:00	Naxxar	Thursday	10.30 – 13:00
Dingli	Tuesday	8:00 – 13:00	Santa Lucia	Friday	8:00 – 13:00
Fgura	Tuesday, Saturday/Sunday (Alt)	8:00 – 13:00	Sliema	Friday	8:00 – 13:00
Ghaxaq	Wednesday	8:00 – 13:00	Tarxien	Monday & Tuesday	8:00 – 13:00
Gudja	Friday	8:00 – 13:00	Ta' Xbiex	Wednesday	8:00 – 13:00
Hamrun	Monday (Alt) & Wednesday	8:00 – 13:00	Pieta`	Thursday	8:00 – 13:00
Kalkara	Tuesday	8:00 – 13:00	Valletta	Monday to Thursday	8:00 – 13:00
Marsascala	Wednesday	8:00 – 13:00	Zabbar	Wednesday, Saturday/Sunday (Alt)	8:00 – 13:00
Marsaxlokk	Monday to Friday	8:00 – 13:00	Zejtun	Thursday	8:00 – 13:00
Mellieha	Monday	8:00 – 13:00	Zurrieq	Monday & Friday	8:00 – 13:00

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 Table 14.

Documentation:

Identification Card and Referral Ticket by a GP

Table 14: Kidney Disease Prevention Management Clinics

Health Centre	Day	Time
Kirkop	Sundays and Public Holidays	8:00am – 12:00MD
Paola	Monday, Tuesday and Friday	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 6-8 weeks to 16 years are administered. This service is by appointment. A Schedule of the opening hours is at Table 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 Xewkija (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.

Table 15: Immunisation Clinics opening hours

Health Centre	Day	Time
Cospicua	Tuesday and Thursday	7:30am – 1:30pm
Floriana	Monday to Friday Tuesday, Wednesday, Thursday Saturday/Sunday (Alt) Public Holiday	7:30am – 1:30pm 2:30pm – 7:00pm 7:30am – 12:00MD 7:30am – 1:30pm
Gzira	Monday & Friday	7:30am – 1:30pm
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	Wednesday & Friday	7:30am – 1:30pm
Rabat	Monday and alternate Thursday Alternate Saturday	7:30am – 1:30pm 7:30am – 12:00MD
Xewkija (Gozo)	Monday to Friday	7:00am – 1:30pm

Health Centre	Day	Time
	Alternate Saturday with Sunday	7:00am – 7:00pm

Midwifery Services

The midwifery services include the Maternal Health Clinic Screening and Advice as well as the Parent and Baby Primary Health Support Clinic.

The Maternal Health Clinic Screening and Advice: This clinic provides an antenatal and postnatal midwifery service to women prior to their check-up by the obstetrician. Women’s personal health assessment, health promotion and helping women to maintain a healthy lifestyle are important matters discussed during this appointment.

Parent and Baby Primary Health Support Clinic: Mothers who undergo Caesarean section at MDH and require removal of sutures are given an appointment from the postnatal wards at MDH to attend this clinic. Moreover, parents/guardians may call this clinic, which is attended to by a midwife, for advice as follows:

- Advice may be given over the phone
- Or alternatively, the client may opt to attend the clinic in person, by appointment as necessary.

Documentation:

For both Clinics: The Identification Card and the Antenatal Card (blue card).

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 Table 16.

Table 16: Plaster Application 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 Senior Practice Nurse, Sir Anthony Mamo Oncology (SAMOC). Subsequent appointments are made at the Health Centre. This service includes the maintenance of port-a-cath by flushing the catheter to ensure patency of the line. Service is provided by appointment to all patients from the Health Centres shown in Table 17.

Documentation:

Information booklet provided from SAMOC.

Table 17: Port-a-cath Management Clinics

Health Centre	Day	Time
Cospicua	Sunday	8:00am – 11:30am
Gzira	Sunday	8:00am – 11:30am
Kirkop	Sunday	8:30am – 11:30am
Rabat	Sunday	8:30am – 11:00am

Theatre

Patients are referred from Mater Dei Hospital and Dermatology to Mosta Health Centre for minor surgical interventions as in Table 18. The theatre operates through an appointment system given to patients by the respective general surgical/gynaecological firms from MDH. Patients' queries must be managed with the respective firms.

Documentation:

Identification Card/ Baby Book.

Table 18: Theatre Sessions

Consultant	Day	Time
Ms. Psaila (surgical)	Monday	7:30am – 12:00MD
Mr. Cini / Mr Caruana Dingli (surgical) alternating with MDH Consultants Minor Gynae Sessions	Tuesday	7:30am – 12:00MD
Gynae	Wednesday	7:30am – 12:00MD
Mr. Farrugia (surgical) alternating with Ms Portelli (gynae)	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

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. Services provided by the nursing staff in the treatment room are: Administration of injections, wound care/removal of sutures and venepuncture. Emergency services, including nebulizer therapy, do not require an appointment. The leg ulcer clinic is by appointment as shown in Table 19.

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 Table 4).

Documentation:

Identification Card/passport, Discharge Letter (if available), Treatment Card/Discharge referral letter (if followed up from Tissue Viability Clinic or Dermatology MDH), doctor referral note (for administration of injection etc).

Table 19: Leg Ulcer service schedule

Health Centre	Day	Note
Cospicua	Monday to Friday & Sunday	By Appointment
Floriana	Monday to Friday & Sunday	
Gzira	Monday to Friday & Sunday	
Kirkop	Monday to Friday & Sunday	
Rabat	Monday to Friday & Sunday	

Well Baby Clinic – 3rd visit

The *third visit*: Parents who attended with their infants for the second visit will receive an appointment for a third developmental check-up at 18 months of age.

Documentation:

Baby Book, Parent/Guardian Identification Card or Passport and the Appointment letter/ Appointment by SMS

Table 20: Well Baby Clinics opening hours

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

Wound Management Clinic

The services offered include management of acute, chronic, complex and hard to heal wounds, and complications related to skin and tissue damage. At this clinic we provide holistic wound assessment of the clients' needs and collaboration is made with different members of the multidisciplinary team, including general practitioner, vascular surgeons, podiatrists, dieticians etc., and health entities such as the Tissue Viability Unit, Burns Unit, Dermatology Unit and the Diabetic Foot Ward to provide the necessary care and improve the wound healing process. For more information view Table 21.

Documentation:

Ticket of referral or email from Health Centres, Mater Dei Hospital (Dermatology, Tissue Viability Unit etc), Private General Practitioner or self-referral

Table 21: Wound Management Clinics opening hours

Health Centre	Service	Day	Time
Floriana	<ul style="list-style-type: none"> Wound clinic by appointment Doppler 	Monday to Sunday	10:00am – 3:00pm
Mosta	<ul style="list-style-type: none"> Wound clinic by appointment 	Monday to Sunday	10:00am – 3:00pm
Gzira	<ul style="list-style-type: none"> Wound clinic by appointment 	Monday to Sunday	10:00am – 3:00pm
Paola	<ul style="list-style-type: none"> Wound clinic by appointment 	Monday to Sunday	10:00am – 3:00pm
Qormi	<ul style="list-style-type: none"> Wound clinic by appointment Doppler Leg ulcers 	Monday to Friday Saturday Sunday	10:00am – 3:00pm 9.30am – 1:00pm 10:00am – 3:00pm
Rabat	<ul style="list-style-type: none"> Wound clinic by appointment Leg ulcers 	Monday to Friday Saturday Sunday Monday to Friday Sunday	9.45am – 3:00pm 9.45am – 1:00pm 8:00am – 3:00pm 12:00MD – 3:00pm 9:00am – 1:00pm
Kirkop	<ul style="list-style-type: none"> Wound clinic by appointment Doppler Leg ulcers 	Monday to Sunday	10:00am – 3:00pm
B' Kara *Currently Health Centre is under refurbishment, kindly contact 21231231	<ul style="list-style-type: none"> Wound clinic by appointment Doppler Leg ulcers 	Monday to Friday Saturday Sunday <i>*Leg ulcers are currently being done at Floriana Health Centre</i>	10:00am – 3:00pm 10:00am – 1:00pm 10:00am – 3:00pm
Cospicua	<ul style="list-style-type: none"> Wound clinic by appointment Leg ulcers 	Monday to Friday Saturday Sunday <i>*No leg ulcers on Saturdays</i>	10:00am – 3:00pm 10:00am – 1:00pm 10:00am – 3:00pm
Victoria (Gozo)	<ul style="list-style-type: none"> Wound clinic by appointment Leg ulcers 	Monday to Sunday	10:00am – 3:00pm

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 and referral ticket by GP.

Referrals can be made by a PG and the Diabetes Team. For more information please refer to Table 22.

Table 22: Provision of a Dietetic Service

Health Centre/ Community Clinic	Day	Time
Cospicua	Monday, Wednesday, Thursday and Friday	8:00am – 12:00MD 8:00 – 13:30pm
Floriana	Wednesday and Friday	12:00MD – 5:30pm
Kirkop	Monday	8:00 – 13:30pm
M'Xlokk	Tuesday Wednesday	8:00 – 13:30pm 8:00 – 12:00MD
Mosta	Monday	12:00MD – 5:30pm
Rabat	Tuesday Saturday	8:00am – 1:30pm 8:00am – 11:00am
Sta Lucia	Thursday	8:00am – 1:30pm

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 Table 23.

Documentation:

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

Table 23: 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 Table 24.

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 (on-line).

Table 24: 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 – 7:00pm
Qormi	Monday – Saturday	8:00am – 2:00pm
Rabat	Make use of X-Ray service at Mosta HC	
Vittoria (Gozo)	Gozo General Hospital (GGH)	

Nutrition Service

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 send an email to nutritionist.phc@gov.mt or phone the Client Support Centre on 21231231.

Till the end of December 2022, nutrition services will be offered to client groups from **Tarxien Community Clinic**.

Documentation:

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

Physiotherapy Service

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. Clients that are 16+ years old need an appointment to access these services. Refer to Table 25 for more information on the physiotherapy services offered by PHC.

Educational health talks, such as, prevention and management in active aging, back problems, neck problems, osteoarthritis are held in local councils, day centres and other associations/groups. For more information call on 21231231.

Documentation:

The Identification Card, a Referral Ticket from a doctor or a consultant. Self-referral is also accepted.

Table 25: Provision of physiotherapy services

Health Centre	Service	Day	Time
Cospicua	Musculo-skeletal conditions and facial palsy	Monday – Friday Alternate Saturday	7:30am – 3:15pm 7:30am – 12:30pm
Floriana	Musculo-skeletal conditions and facial palsy	Monday to Friday Alternate Saturday Wednesday	7:30am – 3:15pm 7:30am – 12:30pm 3:15am – 7:15pm
Kirkop	Musculo-skeletal and facial palsy	Monday – Friday Alternate Saturday	7:30am – 3:15pm 7:30am – 12:30pm
Mosta	Musculo-skeletal conditions and facial palsy	Monday – Friday Alternate Saturday Thursday	7:30am – 3:00pm 7:30am – 12:30pm 3:15pm – 7:15pm
Paola	Muscol-skeletal conditions and facial palsy	Monday – Friday Alternate Saturday	7:30am – 3:15pm 7:30am – 12:30pm
Qormi	Musculo-skeletal conditions and facial palsy	Monday – Friday Alternate Saturday	7:30am – 3:15pm 7:30am – 12:30pm
Gzira	Musculo skeletal, conditions and facial palsy	Monday to Friday alternate Saturday	7.30am to 3:15pm 7:30 to 12:30pm

Podiatry Service

Podiatry services focus on the preventive care and treatment of foot conditions. The **Centre of Excellence Podiatry Services** offers core podiatry services to the residents of the Birkirkara Health Centre catchment area and specialised services to all Maltese residents. Specialised services include:

- **Biomechanical Assessment and Gait Analysis Clinic**

This clinic offers a detailed assessment of the biomechanics of the lower limb and gait analysis through visual and computerised means.

- **Lower Limb Vascular Clinic**

A thorough vascular assessment is carried out to patients with the aim to diagnose and manage peripheral arterial disease. This service is offered in collaboration with the vascular team at Mater Dei Hospital.

- **Nail Avulsion Surgery**

A dedicated clinic for the treatment of pathological nails which require nail avulsion.

- **Podopaediatrics Clinic**

A specialised clinic dedicated to the examination and treatment of children with foot problems. Children under 16 years of age can attend this clinic accompanied by an adult.

- **Rheumatology and Musculoskeletal Podiatry Clinic**

A specialised clinic to prevent and manage foot problems secondary to rheumatology and musculoskeletal conditions.

- **Diabetic Foot Screening**

People living with diabetes are screened routinely to prevent, diagnose, and manage early signs of diabetic foot complications.

- **Claudication Clinic**

Intermittent claudication is the main symptom of vascular disease in the lower limb and is associated with the risk of cardiovascular disease and lower limb deterioration. In this clinic, patients with this symptom undergo a thorough vascular assessment and are enrolled in a monitoring program to ensure timely fast-track referral to the Mater Dei Hospital Vascular Surgery Unit, when required. The ultimate goal of this clinic is to decrease the risk of limb loss. Referral for this clinic can be implemented by general practitioners, podiatrists, and other health care professionals.

- **High-Risk Foot Biomechanics Clinic**

In this clinic, patients with diabetes at risk for foot ulceration and patients with rheumatoid disease with severe foot deformity, undergo a detailed biomechanical examination with the aim of preventing tissue loss and amputation. Referral for this clinic can be implemented by general practitioners, podiatrists, and other health care professionals.

Services are also offered by appointment from the other health centres and various Community Clinics. Details of services delivered from the health centres are available in Table 26.

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

Table 26: Provision of podiatry services

Health	Service	Description of Service	Day	Time
Attard Community Clinic	Core List	Any type of adult foot pathology (above 16 years of age)	Monday to Friday	7:30am – 1.10pm
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	7:30am – 1:10pm 8.00pm –12.30am
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
Fgura Community Clinic	Core List	Any type of adult foot pathology (above 16 years of age)	Monday & Friday	7:30am – 1:10pm
Gharb (Gozo) Community Clinic	Core List	Any type of adult foot pathology (above 16 years of age)	Friday	8:00am – 2:00pm
Għaxaq Community Clinic	Core List	Any type of adult foot pathology (above 16 years of age)	Thursday	7:30am – 1:10pm
Gudja Community Clinic	Core List	Any type of adult foot pathology (above 16 years of age)	Tuesday	8.00am – 1.40pm
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
M’xlokk Community Clinic	Core List	Any type of adult foot pathology (above 16 years of age)	Monday, Thursday & Friday	7.30 – 1.10pm
Mellieha Community Clinic	Core List	Any type of adult foot pathology (above 16 years of age)	Tuesday & Friday	7.30am – 1.10pm
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

Health	Service	Description of Service	Day	Time
	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
Pieta' Community Clinic	Core list	Any type of adult foot pathology (above 16 years of age)	Tuesday, Wednesday and Thursday	8:00am – 1:40pm
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 3:30am – 6:00pm 7:30am – 12:00MD
Rabat	Core list	Any type of adult foot pathology (above 16 years of age)	Monday to Friday Wednesday Saturday	7:30am – 1:30pm 3:00pm – 4:40pm 7.30am – 11.40pm
	Sports Clinic	Assessments of the sports patient (via referral)	Friday	8.00am – 12.30pm
Safi Community Clinic	Core List	Any type of adult foot pathology (above 16 years of age)	First Friday of the month	7.30 – 1.10pm
Zejtun Community Clinic	Core List	Any type of adult foot pathology (above 16 years of age)	Monday, Tuesday & Wednesday	7:30am – 1:10pm
Zurrieq Community Clinic	Core list	Any type of adult foot pathology (above 16 years of age)	Tuesday, Wednesday & Friday	7.30am – 1:10pm

Social Worker Service

This service is offered to persons who are experiencing any form of social difficulties, including relationship problems, poverty, domestic violence, child abuse, disability issues, mental health, gambling and substance misuse/abuse amongst others (Table 27). The social worker can be a liaison/referral person to other professionals and services. The social worker also carries out home visits and coordinates with other community resources and agencies/entities.

Documentation:

The Identification Card/ Baby Book and Referral Ticket.

Table 27: Provision of Social Worker Service

Health Centre	Day	Time	Notes
Dingli	Tuesday and Friday	7:00am – 3:30pm	Accessed by clients residing in localities within Mosta, B'Kara, Rabat & Gzira HC catchment areas
Tarxien	Monday, Wednesday, and Thursday	7:00am – 3:30pm	Accessed by clients residing in

			localities within Cospicua, Paola, Floriana, Qormi & Kirkop catchment areas
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Speech Language Centre

These services focus on development and/or acquired difficulties related to communication, language and swallowing difficulties. Services also cover the national LENTI screening for Autism. SLP services are offered on an open-referral system and 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).

For opening hours of services delivered in the *Health Centres* refer to Table 28. For opening hours of services delivered in the *Community Clinics* refer to Table 4.

For services in Public schools and Church schools, one can approach the SLP in the nearest clinic and will be directed accordingly

Documentation:

Identification Card/ Baby Book and Referral Ticket.

Table 28: 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. Both telephone and video consultations are carried out. At present Telemedicine offers medical and speech language pathology services but will soon expand to include the service of other health professionals, such as, podiatrists, physiotherapists, and possibly medical consultants. Currently Telemedicine offers:

- Medical advice, 24/7 to all patients in Malta and Gozo, including but not limited to COVID-19 positive patients in the community
- Reassurance for patients' symptomatology
- Client-triggered follow-up service for clients on quarantine protocols
- Guidance to patients to access all services currently available in our community
- Vetting of domiciliary visits by liaising with the Health Centre doctors.
- Booking of blood investigations and medical advice regarding investigation results.

GP advice regarding patients in homes for the elderly and in other institutional community residences

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 Table 29 and 30.

Documentation:

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

Table 29: Bloodletting time schedules (by nurses)

Health Centre	Service	Day	Time
Hamrun	Blood investigations (No INRs)	Monday & Friday	8.00am – 12:00 MD
Valletta	Blood investigations (No INRs)	Alternate Saturdays / Sundays	8.00am – 12:00 MD
Sliema	Blood investigations (No INRs)	Every Monday & Alternate Saturdays /Sundays	8.00am – 12:00 MD
Naxxar	Blood investigations (No INRs)	Every Tuesday & Thursday	8.00am – 12:00 MD
Pieta	Blood investigations (No INRs)	Every Friday	8.00am – 12:00 MD

Table 30: Bloodletting time schedules (by phlebotomists)

Health Centre	Service	Day	Time
M'Skala	Blood investigations	Monday & Friday	7.30am-1.30pm
M'Xlokk	Blood investigations	Tuesday to Thursday Alternate Saturdays & Sundays	7.30am-1.30pm 7.30am – 11.30am
Mellieha	Blood investigations	Tuesday to Friday Alternate Saturdays & Sundays	8.00am – 1.50pm 8.00am-11.30am
Tarxien	Blood investigations	Wednesday	7.30am -1.30pm
Zabbar	Blood investigations	Monday to Wednesday & Friday Alternate Saturdays & Sundays	7.30am – 2.00pm 7.30am-12.30pm

Special Units

Community Oncology Survivorship Clinic

This is a community clinic for patients who have had recovered from Cancer but require monitoring to detect early recurrence. As more patients live beyond cancer, their needs are often better met by a community GP who can treat patients beyond just the detection of cancer recurrence.

Patients are referred by their oncologist to specifically trained GPs, according to agreed protocols. Refer to Table 31 for more information about this clinic.

Table 31: Community Oncology Survivorship Clinic opening schedule

Locality	Day	Time
Attard Community Clinic	Alternate Wednesday	1:30pm – 5:00pm
Fgura Community Clinic	Alternate Thursday	8:00am – 1:30pm

Migrant Health Clinic

The COVID-19 pandemic has shed new light onto the health needs of migrants who are stationed in Malta's Detention Centre. Realising their health needs went beyond COVID-19, complicated by an increased difficulty to access community services due to their deprivation of liberty, Primary HealthCare supported the establishment of the Migrant Health Service (MHS).

The MHS does initial reception health screening, quarantine and thereafter follow-up for any additional health needs and chronic conditions. Furthermore, it has forged alliances with Public Health, GU clinic and mental health services to provide a holistic approach to the needs within this new outreach for Primary Care.

This has led to adequate pathways for the provision of health in an otherwise inaccessible environment, slashing down inappropriate referrals and reaffirming the commitment of Primary HealthCare to provide its services to all corners of society.

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

For more information visit the following link:

<https://deputyprimeminister.gov.mt/en/phc/mhlo/Pages/mhlo.aspx>

National Screening Centre

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> Table 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.

Table 32: Screening schedule

Screening	Service	Day	Time
Breast	Mammogram Clinic	Monday to Friday Tuesday Saturday (monthly)	8:00am – 2:00pm 12:30pm – 5:00pm 8:00am – 1:30pm
	Recall clinic	Wednesday Friday (occasionally)	1:00pm – 5:00pm 9:00am – 12:00pm
Colorectal	Screening	Monday to Friday	8:00am – 2:00pm
	Follow-Up	Monday to Friday	8:00am – 2:00pm
Cervical	Screening: Mosta & Gzira HCs	Monday	11:35am – 12:20pm
	Floriana HC	Tuesday & Alt Friday	11:35am – 12:20pm
	Paola HC	Wednesday	11:35am – 12:20pm
		Thursday	1:00am – 2:35pm
	Kirkop HC	Thursday	11:35am – 12:20pm
	Mosta HC	Tuesday	1:00pm – 2:35pm
	Gozo General Hospital	Alternate Sunday	8:00am – 8:55am

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 (Table 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.

Table 33: Pharmacy opening schedule

Health Centre	Day	Time
Floriana	Monday to Friday Saturday	7:45am – 2:00pm 7:45am – 12:00MD
Paola	Monday to Friday Saturday	7:45am – 2:00pm 7:45am – 12:00MD

School Health Service

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 initial 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. Following this, further assessments and services are carried out throughout the school years. More information can be accessed on [School Health Services \(govt.gov.mt\)](http://www.govt.gov.mt/SchoolHealthServices)

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 will 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.