



NEWLY MODERNISED MELLIEĦA COMMUNITY CLINIC



The newly refurbished Mellieħa Community Clinic (Berġa) was inaugurated by the Deputy Prime Minister and Minister for Health the Hon Mr Chris Fearné on the 19th of December 2019.

In the past weeks this Community Clinic has undergone an intensive refurbishment and modernisation programme in order for the Primary HealthCare to be able to continue with the provision of the current services and also introduce additional services which otherwise would not have been

possible. The Mellieħa Community Clinic will now be offering seven different primary health care community services, of which four are *new*. These include the traditional GP and nurse services, speech and language pathology, podiatry, community physiotherapy, mental well-being services and a holistic programme for obesity.

Owing to these new services the foot fall of the Mellieħa Community Clinic is expected to increase from circa 10,000 to over 24,000 patients.

Greetings



Roseanne Camilleri
Chief Executive Officer

I can't believe the end of the year is already here!

As this Festive Season draws near and with it the end of 2019, I would like to take a few moments to reflect on what has been another twelve dynamic, stimulating and eventful months, and humbly say a warm thank you to each one of you. YOU have all played a key and important role in this year's challenging and most successful trajectory for the Primary HealthCare. Indeed, much has been achieved!

We, as a TEAM, have all been instrumental and contributed in one way or another to witness the improvements which brought about positive impacts in our and our clients' lives. I augur that the magnitude of this change fills us all with encouragement to sustain this wonderful momentum, as I do not expect that this pace is going to get any slower in 2020!

With great enthusiasm I look forward to working with you so that together we continue shaping and positioning the Primary HealthCare at the centre of our national health service.

On behalf of the Primary HealthCare's Senior Management Team I wish you and your loved ones a safe and Blessed Christmas and a prosperous New Year.

Editorial



Dorothy Scicluna

Welcome to the last newsletter for 2019 – an eventful year where Primary HealthCare is developing at a fast pace. This is happening both in service provision increase in the community, and in the continuing refurbishments of the community clinics and health centres. The 10th Biennial Primary HealthCare

Conference held this year entitled 'Together towards Excellence' helped to showcase achievements and way forward for our Primary HealthCare.

Whilst wishing our readers a very Healthy and Prosperous New Year 2020 - I hope you enjoy reading this news bulletin.

Any feedback is very welcome – forward to me at dorothy.scicluna@gov.mt

Persons may also contact us on our PHC FB page – Primary HealthCare Malta.



10th Biennial Primary HealthCare Conference

Together towards EXCELLENCE

11TH OCTOBER 2019



The Primary HealthCare 10th Biennial Conference was one of the major highlights of the last quarter for 2019 when Hon Chris Fearn, Deputy Prime Minister and Minister of Health in tandem with Ms Roseanne Camilleri, CEO-Primary HealthCare, outlined the continued development of the Primary HealthCare and its contribution for the ever-progressive National Health Services. We have asked CEO Roseanne to elucidate further.

Why is Health given such prominence in the Nation's fabric and how do you see your contribution in this regard?

That Health is a fundamental right for all humanity and surely not a privilege for those who can afford it, is reflected strongly in both interventions, that by Deputy Prime Minister Mr Fearn and mine; we also both stressed that Health is the foundation for families to blossom, society to prosper and nations to develop. Indeed, it is the "key of an effective health system and the cardinal ingredient to achieving Universal Health Coverage". The last two years were unprecedented for the Primary HealthCare; one can feel the waves of a silent positive revolution and evolution and this is so manifestly evident in the services we have introduced and the benefits that these are bring to our communities at large. This momentous drive was brought about by the positive psychological bonding that enabled all the team at PHC to go the distance, and while we set sail with a firm and agile mindset, we were flexible enough to change direction whenever the need arose, as we assertively focused on the mantra, and indeed, the theme of the biennial conference – Together towards Excellence.



During the last year we have witnessed wide media coverage of the myriad of events and completion of projects as you highlighted during the 10th Biennial Conference. Perhaps you may wish to prop up the most significant, and what led to such a success.

The current state of play was achieved over a considerable short span and this successful accomplishment was given credence through the statement delivered by the DPM Hon Chris Fearne. I will not be giving an exhaustive list of all the projects at this juncture as these are being presented distinctly later on in this newsletter, however I am of the firm belief that the key to this success is attributable to our having put purpose at the centre of our strategies, this was enhanced by an integrated organisation, and a motivated and empowered workforce. Innovative models were introduced within the Primary HealthCare to enhance the equity, efficiency, effectiveness, responses and resilience of our systems and to improve health outcomes; most importantly to positively develop user satisfaction. Major refurbishments were carried out at a number of Community Clinics across the Maltese Islands thereby facilitating the new Primary HealthCare's outreach of core services' concept. Simultaneously, we also introduced a number of specialized services to continue to move closer to our clients and meet their demands closer to their residence and place of work; to-date we have inaugurated two Centres of Excellence, namely the Primary Eye Screening Centre and the Speech & Language Pathology and a third centre is in train and more are to materialize. The introduction of the Mental Well Being, the Perinatal and Transgender Clinics were also a 'first' at the PHC. The engagement of Medical Consultants to address Diabetes and Endocrinology, Ophthalmology, Cardiology and soon, Palliative Care at primary care level was likewise an innovative initiative which the Deputy Prime Minister and Minister for Health Dr Fearne was steadfast in his support to see it through.

At the Biennial Conference you made reference to the accreditations that the PHC has secured and is in the process for more of the same, and the level of standing of the PHC on the International front. Can you relate in more detail?

These unparalleled developments necessitated a robust, determined and skilled work-force and recognized certifying bodies that benchmarked our output with the best in the field. Needless to say, the rebranding of the Primary HealthCare and the creation of the new brand awareness together with the redefining of our Mission Statement was mandatory to play a decisive role in this regard. The Equality Mark Certification awarded by the National Commission for the Promotion of Equality (NCPE), the high commendation received from the Barts London School of Medicine and Dentistry for the tutoring of their medical students and, very soon, the ISO 9001:2015 International Certification all give credence to our level of standing in the national and the international arena. In my view, this is also very much in line with the 2018 Astana Declaration which specifies the pathway on how we can transform the future with the renewal of the commitment towards Primary HealthCare to achieve universal health coverage and the UN's Sustainable Development Goals.



Technological developments assumed great importance in your address at the Conference. How are you dealing with this critical subject?

The Deputy Prime Minister, who also made reference of the significant developments at Mater Dei in this regard, joined me in stressing the point that we are living in an era of accelerated innovation and an era of new Technologies, Artificial Intelligence and more. The drive to ensure that all primary healthcare professionals can access and interact with the patient records and care plans wherever they are is a continued work-in-progress as we move closer towards the launch of the Electronic Patient Records IT System (ePR) in less than a month's time. In addition, the Primary HealthCare has also exploited the benefits of new digital technologies to ensure there are sufficient controls and audit trails in place through the introduction of a holistic supply chain and logistics management system, the Radio Frequency Identification Technology (RFID) to ensure real-time inventory management and control, coupled with Temperature controlled transportation for the collection and delivery of blood and other samples to the Mater Dei Hospital Pathology Laboratory.

You gave an outstanding reference to this year's major achievement during the 2019 Biennial Conference. What is this all about and why is assuming that level of importance?

Undisputedly, the PHC reached its resolve in May when the NDSF (the National Development and Social Fund) and the Primary HealthCare signed the momentous agreement, whereby the Primary HealthCare secured a 10 million Euro grant that will lead us to an ambitious mega-refurbishment programme covering the modernization of 8 Health Centres and 54 Community Clinics by end 2021. In my view this is a historic chapter and a key determining factor in the development of the National Health Services at primary health care level.



In your address you underscored that the rollout of New Services, Renovation of Premises, Capital Expansion, Accreditation at National and International levels and Corporate Branding are, however, just precursors of a phenomenal development period in the months that lie ahead. Looking ahead 2020 and beyond, would you tell us what is being planned?

In the coming months we shall continue to invest in infrastructure and information communication technology, to provide additional training opportunities and to boost our approach towards exceeding our clients' needs. In the coming weeks the Gzira Health Centre will enter into the extensive-refurbishment phase and so will the Podiatry Area of the B'Kara Health Centre; once ready this will be the Primary HealthCare's third Centre of Excellence. Tenders for the Northern Regional Hub and on the refurbishment of a number of community clinics will be published and together with the Foundation for Medical Services we shall be working on the progress of the Vincent Moran Regional Hub and the new Victoria Health Centre in Gozo.

Other projects in the pipeline to take off which include the introduction of the Central Financial Management IT System which will facilitate real-time monitoring of the budgetary financial records; the Electronic Patients' Record IT System; the iStock IT System for the monitoring and control of stocks across the PHC perimeter from one Central Point; the further expansion of the RFID system; the leverage of the position of the private GPs so as to ensure that the Primary HealthCare is benefitting from all its available resources; the establishment of a Diabetes and Endocrinology Centre of Excellence, which will function in unison with the Primary Eye Screening Centre, the Podiatry Centre, the Dietician and Nutrition expertise and the introduction of Sexual Health Clinics at Community Level and much more. We have a tremendous challenge ahead of us, however, I am confident that together as a multidisciplinary team, we shall continue to move towards, and achieve, excellence!

Keynote Speakers

Ms. Carmen Ciantar spoke about the workings of the Foundation of Medical Services and the coordination of big projects being currently carried out in Malta's public health care system.

An interactive screening of the new Vincent Moran Paola Regional Hub gave an overview of the architectural design of the health centre, as the audience was taken through a virtual tour of the proposed building.



Ms Carmen Ciantar
Chief Executive Foundation of Medical Services



Mr Ray Ellul
Chief Executive NDSF

Mr Ellul gave an overview of the National Development Social Fund (NDSF) and the strategic objectives of the fund. The key aim of the Fund is to contribute to major projects of national importance that are of public interest, to develop public services and promote research and development.

Mr Ellul also stated that the 10 million Euro fund that was awarded to Primary HealthCare [PHC] aims to reposition PHC at the centre of the National Health system and to alleviate the workload from Mater Dei Hospital.

Ing. Farrugia spoke about the 3 keywords that define Standards, Level of Quality or Attainment and Standardisation. Excellence in healthcare is determined by the ability of the provider to continuously meet and manage a patient's expectation, by continuing to be citizen/customer focused and evidence based, and continuously improve in relationship management. The key principles of a Quality Management System leading to the ISO 9000 were also described in detail.



Ing Francis Farrugia
Standards and Standardisation in ISO certification

Electronic Patient Record [EPR]

Dr Renzo Pace Asciale and Mr Antonio Colangelo

Dr Renzo Pace Asciale and Mr Antonio Colangelo gave a presentation about the EPR currently being introduced within the Health Centres in Primary HealthCare. EPR reduces paper wastage, provides for accurate and complete information about client at the point of care, enabling quick access to patient records and access to data for research purposes. Training of staff is ongoing, and currently being given to doctors, nurses, and allied health professionals. Any data protection and security challenges will need to be tackled forthwith if these arise

Workshops

Workshop 1: 'Towards Excellence in Primary Care'

The establishment of a Centre of Excellence enhances the Breadth and Depth of Primary HealthCare services available to our clients, where services are centralised into specialized functional subunits with responsibilities that focus primarily on delivering the full continuum of care. The main aim is to deliver patient-centered care supported by the appropriate healthcare environment and services.

Workshop 2 – Coordinated Healthy Lifestyle Promotion in Primary HealthCare

This workshop focussed on the way forward to improve a person's health through lifestyle changes, using the multidisciplinary approach. Each member of the multidisciplinary team including the dietitian, nutritionist, nurse and physiotherapist have a role to play in promoting lifestyle changes through small steps in the weight loss process. The client is also being mentally prepared to address barriers to change.

Workshop 3 – Improving the Quality of Care and ensuring Patient Safety

Workshop 3 focused on *Patient Safety and Quality*, the topics presented and discussed included: The Primary Eye Screening Centre of Excellence, the Regulatory role of the Healthcare Standards Directorate, Data Protection and Integrated Ethics.



◀ Ms Fleur Bugeja
▼ Dr Mario Grixti



Dr Rita Micallef ▲
Ms Patricia Galea ►





Milestones 2019

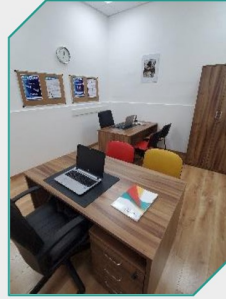
12th March

Pietà Community Clinic
Modernisation and expansion of services



24th April

Inauguration of the **Client Support Centre** in Paola



20th May

Signing of the **€10 Million Grant** agreement from the National Development and Social Funds for the mega-refurbishment and upgrading project



26th August

Slien Clinics
Moderna...



March

Colorectal Screening Awareness Month



Participation in the **Amitex fair**



17th April

Attard Community Clinic
Modernisation and expansion of services



26th April

Launch of the **Primary Eye Screening Centre of Excellence**



June

Introduction of the **Venous Leg Ulcer Clinic**



26th September



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11th October

10th Biennial Primary
HealthCare Conference
*Together towards
Excellence*

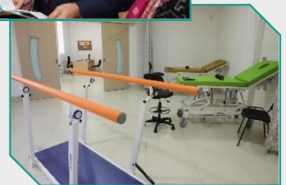


12th November

The **Electronic
Patient Record (EPR)**
system started
rolling out

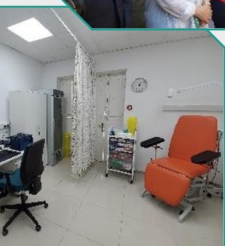


Mellieħa Community
Clinic
Modernisation and
expansion of services



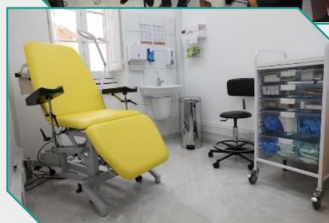
19th December

Modernisation of the
**Żabbar Community
Clinic** and
Introduction of the
**Phlebotomy
community service**



24th October

**Żejtun Community
Clinic**
Modernisation and
expansion of services



4th December

The Primary HealthCare was
awarded the **Equality Award**
during the **Worker of the
Year National Awards 2019**

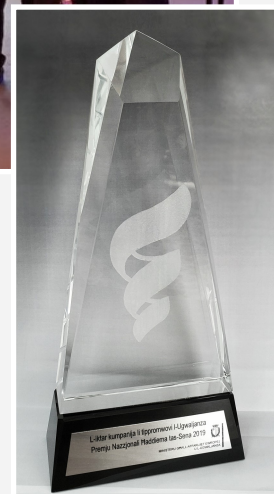


December

The Primary HealthCare
was officially
ISO 9001:2015 certified



EQUALITY AWARD



The Worker of the Year National Awards 2019 event was held on the 4th of December 2019 at the Radisson Golden Sands, under the auspices of His Excellency Dr George Vella, President of the Republic of Malta.

This year the Primary HealthCare was awarded the prestigious Equality Award. The Equality Mark is a certification that is awarded to entities and organisations that practice gender equality in employment without any form of discrimination.

Ms Roseanne Camillieri CEO Primary HealthCare, proudly received the award on behalf of the Primary HealthCare from the Hon. Edward Zammit Lewis, Minister for

European Affairs and Equality.

The Equality Award acknowledges the Primary

HealthCare's multidisciplinary commitments towards patient centricity. The Primary HealthCare's role is to ensure that clients and staff enjoy the highest standard of care without distinction of social and economic condition, gender, political belief, race or religion.

A big *Well Done* to all for making this possible.

EU Project 'PROTECT'

Gender based violence in the context of migration

Ms Marika Podda Connor
Transcultural Practice Nurse PHC

Ms. Roseanne Camilleri delivered the opening speech at the closing event of the PROTECT Project which was led by the International Organisation for Migration and co-funded by the Ministry for Health and the Ministry for Home



Affairs and Security.

The aim of the project was to tackle sexual and gender based violence (SGBV) in the context of migration. The Migrant Health Liaison Office was involved in the capacity building of the project and in the development of a referral system. Over 130 stakeholders working with migrants from Malta and Gozo received training on SGBV as part of the project.



World Physiotherapy Day

World Physiotherapy Day was celebrated on the 6th September 2019. The theme for 2019 was 'Chronic Pain and Exercise'.

The Physiotherapy department at Primary HealthCare organized an 'open day' throughout all the health centres, promoting the profession and raising awareness on the various ways that physiotherapist help their patients. Posters were designed and distributed in all the health centres to promote the event.

Exercise is effective in relieving chronic pain, and



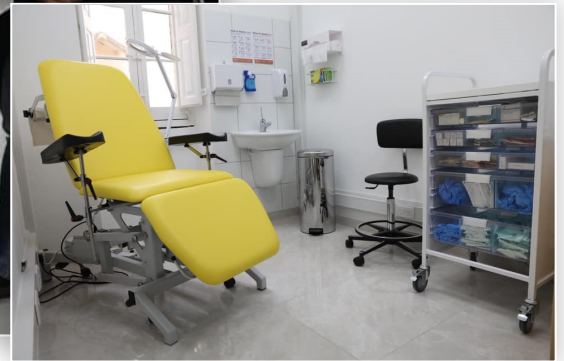
physiotherapists are the best health care professionals to guide persons on how to control their pain. Several tools are used to achieve this, like pain education, coping strategies and instructions on proper movement and mobility.

A talk on how physiotherapy is necessary in helping with chronic pain coping strategies, self-management and education was held on the same day, and received well by those attending.

Ms Jacqueline Sciberras

Senior Allied Health Practitioner, Physiotherapy

ZEJTUN COMMUNITY CLINIC MODERNISATION AND EXPANSION OF SERVICES



The Zejtun Community Clinic has been modernised as part of the Government's plan so that each town and village will be equipped with a health centre or community clinic (Berġa) to meet the health needs of the population closer to their homes. The clinic was inaugurated by the Deputy Prime Minister and Minister for Health Mr Chris Fearné on the 24th of October 2019.

Apart from the Doctor and Nurse services, other services have been added to meet the need of the Zejtun residents including Physiotherapy, Podiatry and Speech Therapy.

The clinic has been named after the first female doctor in Malta, Dr. Blanche Huber.

For an appointment persons may contact the client call centre on 21231231

THE INFLUENZA CAMPAIGN



Ms Clotty Spiteri
Charge Nurse National Immunisation Services, PHC

Influenza is a contagious, acute respiratory illness caused by the influenza viruses, usually influenza A and B subtype. Influenza can cause mild to severe illness, leading to secondary bacterial infections. Since 1900 there have been four Influenza Pandemics, the most recent occurring in 2009, caused by the influenza A (H1N1) virus.

The flu virus changes and adapts every year, that is why it is so widespread and difficult to avoid. The Flu vaccine is the most effective way to prevent infection and severe outcomes caused by influenza viruses. Pregnant women, young children, older people and people with certain chronic health conditions are more at risk from influenza complications and

it is imperative that they receive the vaccination.

The 2019 Primary HealthCare campaign began on the 14th of October 2019. This year the Quadrivalent influenza vaccine called the Vaxigrip Tetra® is available to the general public from all the health centres.

