Quality Service Charter

March 2026

Preamble

Primary Health Care (PHC) is committed to responding sensitively and effectively to the evolving needs of its clients. Over the years, PHC has continuously adapted its services, planned resourcefully, and redesigned care delivery to meet the diverse health needs of the communities it serves—communities that differ in culture, ethnicity, language, age, gender, values, beliefs, and, above all, in health requirements.

Driven by a talented and dedicated workforce, PHC has made significant strides in promoting client wellbeing. Through a strong commitment to innovative initiatives, it has consistently enhanced the quality of care by evolving from a traditional patient-centred approach to an integrated, person-focused care model—bringing services closer to clients and their communities.

A key milestone in this journey is the **Quality Service Charter (QSC)**. The QSC provides a vital framework that supports PHC in meeting its objectives and maintaining a high standard of service. It allows for the identification of overlaps, gaps, and potential challenges in service delivery, enabling proactive steps to enhance client satisfaction while also promoting a positive and fulfilling work environment for staff.

All PHC staff are expected to uphold and adhere to the principles outlined in the Quality Service Charter. Understanding and fulfilling these responsibilities is essential. Likewise, clients are encouraged to engage actively and uphold their own responsibilities. This spirit of mutual respect and collaboration ensures that the rights of all are protected, valued, and honoured.

This Quality Service Charter is complimentary to the Patient Charter, which my be accessed on this link: Patients_Charter_EN.pdf

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Who We Are & What We Do

We are the Primary Health Care, 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 Health Care'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.

1. 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.

2. How to Reach Us

In view that Primary Health Care offers its services from various health venues on the Maltese Islands, Tables 1 - 3 provide useful information about these venues to help you access our medical, nursing, and other services delivered by health professionals.

For assistance you may call 'The Client Support Agent' on 21231231 to provide you with more information .

You may also refer to 'Our Services' Section for more detailed information about our services.

Table 1: Primary Health Care 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					
Health Centres	B'Kara	Civic Centre, Thomas Fenech Street, B'Kara BKR2527	Monday to Friday, Sunday & Pub. Hol. Saturday **Note: Pub. Holiday on a Saturday, H.C. opens from 7:00am – 2:00pm** Monday to Friday and Sunday from 8.00pm to 7.00am and on Saturday from 1.00pm to 8.00am, the catchment areas of B'Kara Health Centre patients can attend Mosta Health Centre. On Saturday, GP Service is available from 8:00am to 1:00pm.	7.00am 8.00am	8.00pm 1.00pm
	Cospicua	1, Lion Street, Cospicua, BLM1921 (close to Gavino Gulia Square)	Monday to Friday, Sunday & Pub. Hol. Saturday ***Note: Pub. Holiday on a Saturday, H.C. opens from 7:00am – 2:00pm*** Monday to Friday and Sunday from 8.00pm to 7.00am and on Saturday from 2.00pm to 7.00am, the catchment areas of Cospicua Health Centre patients can attend Paola Hub	7.00am 7.00am	8.00pm 2.00pm
	Floriana	12, Frangisk Saver Fenech Street, Floriana FRN1940	Monday to Sunday & Pub. Hol.	24 hours	
	Gzira	Meme' Scicluna Square, Gzira GZR1120	Monday to Sunday & Pub. Hol. From 8.00pm to 7.00am the catchment areas of Gzira Health Centre patients can attend Floriana Health Centre.	7.00am	8.00pm
	Kirkop	Danny Cremona Street, Kirkop KKP1703	Monday to Sunday & Pub. Hol. From 8.00pm to 7.00am the catchment areas of Kirkop Health Centre patients can attend Paola Hub.	7.00am	8.00pm
	Mosta	Civic Centre, Pjazza Rotunda, Mosta MST 9059	Monday to Sunday & Pub. Hol	24 hours	
			Monday to Friday from 8:00pm to 8:00am, and Saturday from 2:00pm to Monday 8:00am, the patients of Rabat Health Centre catchment area can attend Mosta Health Centre		
	Paola Hub	Triq Karl Chircop, Paola, PLA 1822	Monday to Sunday & Pub. Hol.	24 hours	
	Qormi	Health Centre Victory Street Qormi	Monday to Friday, Sunday & Pub. Hol. Saturday	7.00am 7.00am	8.00pm 2.00pm

Venues	Locality	Address	Available to the Public		
			Days	Opens	Closes
			Note: Pub. Holiday on a Saturday, H.C. opens from 7:00am – 2:00pm Monday to Friday and Sunday from 8.00pm to 7.00am and on Saturday from 2.00pm to 7.00am, the catchment areas of Qormi Health Centre patients can attend Floriana Health Centre. On Saturday, GP Service is available from 8:00am to 1:00pm.		
	Rabat	Civic Centre, St. Kataldu Str., Rabat RBT1528	Monday to Friday, Sunday & Pub. Hol. Saturday ***Note: Pub. Holiday on a Saturday, H.C. opens from 7:00am – 2:00pm*** Monday to Friday and Sunday from 8.00pm to 7.00am and on Saturday from 2.00pm to 7.00am, the catchment areas of Rabat Health Centre patients can attend Mosta Health Centre. On Saturday, GP Service is available from 8:00am to 1:00pm.	7.00am 7.00am	8.00pm 2.00pm
	Victoria (Gozo)	Triq Salvatore Psaila, Rabat Gozo VCT1831	Opens Monday to Sunday from 7:00am to 8:00pm, including Public Holidays 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 Screening Centre	**Valletta**	Lascaris Wharf	Monday Tuesday Wednesday Thursday Friday	8.00am 8.00am 8.00am 8.00am 8.00am	3.00pm 3.00pm 3.00pm 3.00pm 3.30pm
Occupational Health (Medical) Unit	**Qormi**	Victory Street	Monday to Friday	7:00am	3:00pm
Podiatry Head Office	**B'Kara**	Civic Centre, Thomas Fenech Street	Monday to Friday Alt Saturday	8:00am 8:00am	2:00pm 12:00MD
School Health Services	**Floriana**	12, Frangisk Saver Fenech Street	Monday to Friday	7:00am	3:00pm
Speech Language Pathology Head Office	**Luqa**	Florence Nightingale Street	Monday to Friday	8:00am	3:00pm

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

Health Centre	Catchment Area	Community Clinic	Address
B'Kara	B'Kara Iklin Balzan Lija Gharghur Swatar	Iklin Gharghur	Civic Centre,Tumas Fenech Street, B'Kara 4, Misrah Ninu Cremona, Iklin IKL 1302 St. Bartholomeo St., Gharghur
Cospicua	Cospicua Kalkara Marsaskala Senglea Vittoriosa Xghajra Zabbar	Kalkara	1, Binja tas-Salvatur, Luigi Pisani Street Kalkara
Floriana	Floriana Blata l-Bajda G'Mangia Hamrun Marsa Msida St. Venera Ta' Xbiex Valletta	Hamrun	114, St. Joseph High Rd Hamrun. HMR 1017 (Inside Daniel's Shopping Mall)
		Valletta	37, Old Theatre Street, Valletta
		Msida	Local Council, Pjazza Menqa, Msida MSD 9090
		Ta' Xbiex	Local Council 18, High Rise Apt, Blk A, Imradd Street Ta Xbiex XBX 1150
Gzira	Gzira Ibragg Kappara Pembroke Pieta' San Gwann Sliema St. Julians Swieqi	Pieta'	11, 'Il-Pellikan' K. Mifsud Street, Pieta' PTA 1550
		Sliema	Local Council, 18, Triq Mons.Depiro Street, Sliema SLM 2037
		Swieqi	
Kirkop	Kirkop Hal Far Hal Farrug Safi Luqa Imqabba Qrendi Zurrieq	Safi	Local Council 40, Dar il-Kunsill, School Street, Hal Safi SFI 1404
		Zurrieq	Triq il-Haddiem f'Misrah Mattia Preti, Zurrieq ZRQ 1089
Mosta	Burmarrad Ghajn Tuffieha Manikata Mellieha (Selmun, Ghadira, Marfa, Cirkewwa)	Mellieha	Dar il-Madonna tal-Mellieha, Triq il-Wied, Mellieha. MLH 1252 (Mellieha Home)
		Naxxar	Civic Centre, 18, 21st September Avenue, Naxxar NXR 02

Health Centre	Catchment Area	Community Clinic	Address
	Mosta (Bidnija) Naxxar (Birguma, Maghtab, Salina, Bahar ic-Caghaq) Qawra San Pawl il-Bahar (Bugibba) Wardija (Pwales) Xemxija		
Paola Hub	Birzebbugia Fgura Ghaxaq Gudja Marsaxlokk Paola Santa Lucia Tarxien Zejtun	B'Bugia	148, B'Bugia Rd., B'Bugia
		Fgura	11, Anglu u Marianna Camilleri Street, Fgura
		Ghaxaq	68, Labour Avenue, Ghaxaq
		Gudja	20, William Baker Street, Gudja
		Marsascala	Local Council, 216, Triq Santa Teresa, M'Skala
		Marsaxlokk	Triq tat-Trinciera, M'Xlokk
		Tarxien	43, Carmel Str., Tarxien
		Sta Lucia	11, Vjal L-Oleander, Sta Lucia
		Zabbar	Civic Centre 32, Triq il-Kunvent, Zabbar ZBR 1322
		Zejtun	42, Triq il-Madonna tal-Bon Consigli, Zejtun ZTN 1342
Qormi	Qormi Siggiewi Zebbug	Siggiewi	Binja Silvio Parnis,Triq Dun Manwel Zammit, Siggiewi
Rabat	Rabat L/o Rabat Attard Bajhrija Dingli Kuncizzjoni Mdina Mgarr Mtarfa	Attard	53, B'Kara Street, Attard
		Dingli	76, Guze' Ellul Mercer Street, Dingli
		Mgarr	Primary School, St Peter's Street, Mgarr MGR 9054
Victoria (Gozo)	The Islands of Gozo & Comino	Gharb	Civic Centre,Triq il-Visitazzjoni, Gharb Gozo GRB 1044
		Qala	31, St. Joseph Square, Qala
		Xewkija	Triq l-Indipendenza, Xewkija Gozo XWK 1026

Table 3: Services at the Community Clinics

Community Clinic	Tel. No	Service	Available to the Public
Attard	For an appointment to call the Client Support Centre on 21231231	Nursing (Assessment of Well-Being Clinic)	Monday (Alt) & Thursday
		General Practitioner Appointment Clinic (GPAC)	Thursday
		Speech & Language	Tuesday, Wednesday & Friday
		Podiatry	Monday to Friday
		Psychology	Wednesday

Community Clinic	Tel. No	Service	Available to the Public
		Oncology (referred by hospital consultant) Survivorship & surveillance	Wednesday afternoon (Alt)
		Physiotherapy	Tuesday & Friday
B'Bugia	For an appointment to call the Client Support Centre on 21231231	Speech & Language (Children) Speech & Language (Adult)	Monday & Friday
		Podiatry	Monday & Thursday
		Social worker	Tuesday & Wednesday
		Nursing (Assessment of Well-Being Clinic)	Thursday
		General Practitioner Appointment Clinic (GPAC)	Tuesday & Thursday
		Phlebotomy	Wednesday (Alt)
		Physiotherapy	Monday & Friday
Dar Padova (Gozo)		Podiatry	Wednesday
Dingli	For an appointment to call the Client Support Centre on 21231231	Nursing (Assessment of Well-Being Clinic)	Tuesday
		General Practitioner Appointment Clinic (GPAC)	Tuesday
		Speech & Language	Monday, Wednesday & Thursday
		Physiotherapy	Wednesday & Thursday
		Podiatry	Friday
		Social worker	Monday and Friday
Fgura	21895285 For an appointment to call the Client Support Centre on 21231231	Nursing (Assessment of Well-Being Clinic)	Tuesday, Alt. Saturday/ Sunday
		General Practitioner Appointment Clinic (GPAC)	Tuesday
		Speech & Language	Monday, Wednesday & Thursday
		Podiatry	Monday & Friday
		Physiotherapy	Monday, Wednesday & Friday
		Psychology	Thursday
		Oncology (referred by hospital consultant)	Thursday morning (Alt)
		Customer Care	Tuesday & Friday
Gharb (Gozo)	For an appointment to call the Client Support Centre on 21231231	Nursing (Assessment of Well-Being Clinic)	Tuesday
		General Practitioner Appointment Clinic (GPAC)	Thursday
		Speech & Language	Wednesday
		Physiotherapy	Monday (Alternate)
		Podiatry	Friday
Gharghur	For an appointment to call the Client Support Centre on 21231231	Speech & Language (Children) Speech & Language (Adult)	Tuesday
		Podiatry	Wednesday
		Nursing (Assessment of Well-Being Clinic	Monday (Alt)

Community Clinic	Tel. No	Service	Available to the Public
		Phlebotomy	Sunday (Alt)
		General Practitioner Appointment Clinic (GPAC)	Friday
Għaxaq	For an appointment to call the Client Support Centre on 21231231	Nursing (Assessment of Well-Being Clinic)	Wednesday
		General Practitioner Appointment Clinic (GPAC)	Wednesday
		Speech & Language	Monday, Tuesday, Wednesday, Thursday & Friday
		Podiatry	Thursday
		Physiotherapy	Friday
Gudja	For an appointment to call the Client Support Centre on 21231231	Nursing (Assessment of Well-Being Clinic)	Friday
		General Practitioner Appointment Clinic (GPAC)	Wednesday
		Speech & Language	Monday & Thursday
		Podiatry	Tuesday
Hamrun	23268488 For an appointment to call the Client Support Centre on 21231231	Nursing (Assessment of Well-Being Clinic)	Monday (Alt) & Wednesday
		Speech & Language	Monday, Tuesday, Thursday & Friday
		Speech & Language STV	Thursday & Friday
		Phlebotomy	Tuesday, Wednesday & Thursday
		General Practitioner Appointment Clinic (GPAC)	Tuesday
		General Practitioner Appointment Clinic (GPAC)	Wednesday
		Physiotherapy	Thursday & Friday
		Psychology	Monday
		Downs' Syndrome Clinic	Tuesday (Alt) & Saturday (Every 5 weeks)
		Dietetics	Tuesday
		Podiatry	Monday to Friday
Iklin	For an appointment to call the Client Support Centre on 21231231	Nursing (Assessment of Well-Being Clinic)	Wednesday
		General Practitioner Appointment Clinic (GPAC)	Thursday
		Speech & Language	Monday & Friday
		Optometrist	Tuesday
Kalkara	For an appointment to call the Client Support Centre on 21231231	Nursing (Assessment of Well-Being Clinic)	Tuesday
		General Practitioner Appointment Clinic (GPAC)	Tuesday
		Speech & Language	Tuesday, Wednesday & Thursday
		Podiatry	Monday
		Psychology	Monday & Thursday
		Nutrition	Wednesday

Community Clinic	Tel. No	Service	Available to the Public
		Mental Health Wellbeing	Monday & Thursday
Marsascala	For an appointment to call the Client Support Centre on 21231231	Nursing (Assessment of Well-Being Clinic)	Wednesday (Alt)
		General Practitioner Appointment Clinic (GPAC)	Wednesday
		Speech & Language	Monday, Tuesday & Thursday
		Physiotherapy	Tuesday & Thursday
		Phlebotomy	Monday & Friday
		Podiatry	Friday
Marsaxlokk	23268480 For an appointment to call the Client Support Centre on 21231231	Nursing (Assessment of Well-Being Clinic)	Wednesday & Friday
		CKDPC	Tuesday
		Phlebotomy	Tuesday, Wednesday, Thursday, Saturday/ Sunday (Alt)
		General Practitioner Appointment Clinic (GPAC)	Monday to Friday
		Health & Well Being	Tuesday & Alt Wednesday
		Speech & Language	Tuesday, Wednesday & Thursday
		Podiatry	Monday & Friday
		Psychology	Monday
		Physiotherapy	Monday to Thursday
		Neuro Clinic	Friday (referrals from MDH)
		Child & Young People Services	Thursday
		Dietetics	Wednesday
Mellieħa	21522316 For an appointment to call the Client Support Centre on 21231231	Nursing (Assessment of Well-Being Clinic)	Monday (Alt)
		General Practitioner Appointment Clinic (GPAC)	Monday
		Health & Well Being	Monday, Thursday/ Alt Wednesday
		Phlebotomy	Tuesday, Wednesday, Thursday, Saturday/ Sunday (Alt)
		Psychology	Thursday
		Speech & Language	Monday, Tuesday & Friday
		Podiatry	Tuesday, Wednesday & Friday
		Physiotherapy	Monday, Wednesday & Friday
		Mental Health Wellbeing	Tuesday & Thursday
Mgarr	For an appointment to call the Client Support Centre on 21231231	Speech & Language	Monday, Tuesday & Thursday
Naxxar	For an appointment to call the Client Support Centre on 21231231	Nursing (Assessment of Well-Being Clinic)	Thursday
		Phlebotomy	Tuesday / Saturday (Alt)
		Speech & Language	Tuesday, Wednesday & Thursday

Community Clinic	Tel. No	Service	Available to the Public
Pieta`	For an appointment to call the Client Support Centre on 21231231	Nursing (Assessment of Well-Being Clinic)	Thursday
		General Practitioner Appointment Clinic (GPAC)	Thursday
		Speech & Language	Friday
		Podiatry	Tuesday, Wednesday, Thursday & Friday
		Occupational Therapy	Monday
		Psychology	Wednesday & Friday
		Physiotherapy	Monday, Tuesday & Wednesday
		Phlebotomy	Friday (Alt)
Qala (Gozo)	For an appointment to call the Client Support Centre on 21231231	Speech & Language (Children) Speech & Language (Adult)	Tuesday / Wednesday (Alt)
		Podiatry	Monday - Friday
		Ophthalmic Services	Monday - Friday
		Nursing (Assessment of Well-Being Clinic)	Monday and Friday
		General Practitioner Appointment Clinic (GPAC)	Tuesday and Friday
		Physiotherapy	Monday (Alternate)
		Dietetics	Thursday
Safi	For an appointment to call the Client Support Centre on 21231231	Podiatry	Friday (first Friday of the month)
		Phycology	Wednesday
		Speech & Language	Monday, Tuesday & Wednesday
Sta. Lucia	For an appointment to call the Client Support Centre on 21231231	Nursing (Assessment of Well-Being Clinic)	Friday
		General Practitioner Appointment Clinic (GPAC)	Friday
		Speech & Language	Wednesday
		Podiatry	Monday & Friday
		Child & Young People Services	Tuesday
		Nutrition	Monday
		Physiotherapy	Tuesday (temporarily closed)
St. Julians	For an appointment to call the Client Support Centre on 21231231	Speech & Language (paediatric) Speech & Language (adult)	Wednesday Thursday
		Nursing (Assessment of Well-Being Clinic)	Friday
		General Practitioner Appointment Clinic (GPAC)	Friday
		Podiatry	Tuesday and Thursday
		Physio	Tuesday and Wednesday
Siggiewi	For an appointment to call the Client Support Centre on 21231231	Nursing (Assessment of Well-Being Clinic)	Monday
		General Practitioner Appointment Clinic (GPAC)	Monday & Tuesday
		Speech & Language	Monday to Friday
		Podiatry	Tuesday & Thursday

Community Clinic	Tel. No	Service	Available to the Public
		Phlebotomy	Friday
		Physiotherapy	Wednesday & Thursday
Sliema	For an appointment to call the Client Support Centre on 21231231	Nursing (Assessment of Well-Being Clinic)	Friday
		General Practitioner Appointment Clinic (GPAC)	Friday
		Speech & Language	Monday, Tuesday, Wednesday & Thursday
		Psychology	Tuesday & Wednesday
		Phlebotomy	Monday, Saturday/Sunday (Alt)
Swieqi	For an appointment to call the Client Support Centre on 21231231	Speech & Language	Monday, Tuesday, Thursday & Friday
Tarxien	21660500 For an appointment to call the Client Support Centre on 21231231	Nursing (Assessment of Well-Being Clinic)	Monday & Thursday
		General Practitioner Appointment Clinic (GPAC)	Monday & Friday
		Podiatry	Wednesday & Thursday
		Speech & Language	Tuesday, Wednesday & Thursday
		Phlebotomy	Wednesday
		Nutrition	Tuesday & Friday
		Social Worker	Monday, Wednesday & Thursday
		Child & Young People Services	Monday & Friday
		Scoliosis	Tuesday & Thursday
		Physiotherapy	Tuesday & Thursday
		Podiatry	Monday & Thursday
		Psychology	Tuesday & Thursday
		Nursing (Assessment of Well-Being Clinic)	Wednesday (excluding PH)
		General Practitioner Appointment Clinic (GPAC)	Wednesday
		Occupational Therapy (OT)	Friday
		Dietetics	Friday
Valletta	23268492 For an appointment to call the Client Support Centre on 21231231	Nursing (Assessment of Well-Being Clinic)	Tuesday, Wednesday & Friday
		General Practitioner Appointment Clinic (GPAC)	Monday to Friday
		Podiatry	Thursday
		Phlebotomy	Saturday & Sunday (Alt)
		Speech & Language	Tuesday
		CKDPC	Sunday (every 4 weeks)
		Emergency Walk-in Service & Treatment room	Monday to Friday
Xewkija (Gozo)	22156821 21556461	GP Appointment Clinic	Monday, Wednesday
		Occupational Health	Wed, Thu, Fri

Community Clinic	Tel. No	Service	Available to the Public
	For an appointment to call the Client Support Centre on 21231231	Speech & Language	Monday, Wednesday, Thursday and Friday
Zabbar	For an appointment to call the Client Support Centre on 21231231	Nursing (Assessment of Well-Being Clinic)	Monday
		Phlebotomy	Monday, Tuesday, Wednesday, Friday, Saturday/ Sunday (Alt)
		General Practitioner Appointment Clinic (GPAC)	Monday, Wednesday & Friday
		Child & Young People Service	Tuesday
		Downs' Syndrome Clinic	Monday (Alt)
		Physiotherapy	Thursday
		CKDPC	Sunday (every 4 weeks)
Zejtun	21676816 For an appointment to call the Client Support Centre on 21231231	Nursing (Assessment of Well-Being Clinic)	Thursday
		General Practitioner Appointment Clinic (GPAC)	Monday & Thursday
		Speech & Language	Tuesday, Wednesday, Thursday & Friday
		Podiatry	Tuesday & Wednesday
		Physiotherapy	Tuesday & Friday
		Psychology	Monday & Tuesday
		Nutrition	Thursday
		Customer Care	Wednesday & Friday
Zurrieq	21642470 For an appointment to call the Client Support Centre on 21231231	Nursing (Assessment of Well-Being Clinic)	Monday
		General Practitioner Appointment Clinic (GPAC)	Monday
		Speech & Language 2	Tuesday, Wednesday & Thursday
		Speech & Language 1	Monday to Friday
		Podiatry	Tuesday & Wednesday
		Mental Health Services	Tuesday & Thursday
		Psychology	Thursday
		Child & Young People Services	Wednesday
		Physiotherapy	Wednesday (temporary closed)

Note

Child & Young People Services are offered by Mental Health professionals. For more information kindly access this link:

Child and Young People's Services (gov.mt)

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

Older persons (i.e., individuals aged 75 years and over) who present to PHC as emergency cases or walk-in patients with an immediate health need are given priority over other persons in the waiting area(s).

You may contact Primary Health Care 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 are required to present an identification document along with any other relevant records (e.g. referral ticket, record card etc.) The specific documents required are indicated with each service provided by PHC.

- Maltese and EU citizens must present their ID card/ Baby book.
- Non-EU clients must present at a copy of their pay slip the reception desk (with the option to cover salary and any other non-relevant 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 contacing 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.

Please note that all services previously offered at Paola Health Centre have now been transferred to the Vincent Moran Paola Hub

Services delivered by the Medical Practitioner

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 4 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 4: GP service in Health Centres

Health Centre	Day	Time	Important notes
B'Kara	Monday to Friday Saturday	8:00am to 8:00pm 8:00am to 1:00pm	Clients/ patients residing in the catchment area of B'Kara Health Centre can go to Mosta Health Centre as follows: Monday to Friday 8:00pm - 8:00am Saturday 1:00pm - 8:00am Sunday and public Holiday

Health Centre	Day	Time	Important notes
Cospicua	Monday to Friday Saturday	8:00am to 8:00pm 8:00am to 1:00pm	Monday to Friday from 8.00pm to 8.00am, on Saturday from 1:00pm to 8:00am and on Sunday and public Holiday, all clients/ patients residing in the catchment area of Cospicua Health Centre can go to Paola Hub.
Floriana	Monday to Sunday & Public Holiday	8.00am to 8.00pm **for routine and emergency care** 8.00pm to 8.00am **only for emergency and immediate care** *(not considered urgent but would benefit from early intervention due to pain etc.)*	
Gzira	Monday to Friday Saturday, Sunday, Public Holiday	8:00am to 8:00pm 8:00am to 5:00pm	Monday to Friday from 8.00pm to 8.00am and on Saturday, Sunday and Public Holiday from 5:00pm to 8:00am 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	Monday to Friday from 8.00pm to 8.00am, on Saturday from 1:00pm to 8:00am and on Sunday and Public Holiday, clients/ patients residing in the catchment area of Kirkop Health Centre can go to Paola Hub.
Mosta	Monday to Sunday & Public Holiday	8.00am to 8.00pm **for any degree of care (routine & emergency)** 8.00pm to 8.00am **only for emergency and immediate care** *(not considered urgent but would benefit from early intervention due to pain etc.)*	
Paola (Hub)	Monday to Sunday & Public Holiday	8.00am to 8.00pm **for routine and emergency care** 8.00pm to 8.00am **only for emergency and**	

Health Centre	Day	Time	Important notes
		immediate care *(not considered urgent but would benefit from early intervention due to pain etc.)*	
Qormi	Monday to Friday Saturday *On Sunday, clients can attend from 8:30am to 7:30pm for change of dressing, leg ulcers, removal of sutures and administration of injection.*	8:00am to 8:00pm 8:00am to 1:00pm	From Monday to Friday from 8.00pm to 8.00am 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 Monday to Friday from 8.00pm to 8.00am, on Saturday from 1:00pm to 8:00am 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 Table 4.

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 and is being extended in the Health Centres. 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. **Any adult person can fix an appointment for this clinic by calling on 21231231.** The service is not run on *public holidays*. You may refer to Table 6 for more information.

Table 5: GPAC Clinic

Health Centre (HC) Community Clinic (CC)	Weekday	Service	Time
B'Kara Health Centre	Wednesday & Friday	GP Appointment Clinic	9.00am - 1.00pm
B'Bugia	Tuesday & Thursday	GP Appointment Clinic	9.00am - 1.00pm
Cospicua Health Centre	Tuesday & Thursday	GP Appointment Clinic	9:00am – 1:00pm
Dingli	Tuesday	GP Appointment Clinic	8:00am – 1:00pm
Floriana Health Centre	Tuesday & Thursay	GP Appointment Clinic	9:00am – 1:00pm
Gharghur	Friday	GP Appointment Clinic	8:00am – 1:00pm
Gzira	Tuesday, Thursday & Saturday	GP Appointment Clinic	9:00am – 1:00pm
Iklin	Thursday	GP Appointment Clinic	8:00am – 1:00pm
Kirkop	Friday	GP Appointment Clinic	5:00pm – 8:00pm
Mosta Health Centre	Tuesday	GP Appointment Clinic	9:00pm – 1:00pm
M'Xlokk	Monday to Friday Tuesday Alt. Wednesday	GP Appointment Clinic Health and Well-being Clinic Health and Well-being Clinic	8.00am - 1.00pm 8.00am - 1.00pm 2:00pm – 7:00pm
Mellieha CC	Monday Monday & Alt Wednesday Thursday	GP Appointment Clinic Health and Well-being Clinic Health and Well-being Clinic	8.00am - 1.00pm 2:00pm – 7:00pm 8.00am - 1.00pm
Vinent Moran Paola Hub	Thursday	GP Appointment Clinic	9:00am – 1:00pm
Qala (Gozo)	Tuesday & Thursday	GP Appointment Clinic	9:00am – 1:00pm
Qormi Health Centre	Tuesday, Wednesday	GP Appointment Clinic GP Appointment Clinic	9:00am – 1:00pm 1:00pm – 5:00pm
Rabat Health Centre	Thurssday	GP Appointment Clinic	9:00pm – 1:00pm
Siggiewi	Tuesday	GP Appointment Clinic	8:00am – 1:00pm
Ta' Xbiex	Wednesday	GP Appointment Clinic	8:00am – 1:00pm
Victoria Health Centre (Gozo) Clinic 1	Monday to Friday	GP Appointment Clinic	2:00pm – 6:00pm

Health Centre (HC) Community Clinic (CC)	Weekday	Service	Time
Victoria Health Centre (Gozo) Clinic 2	Tuesday & Thursday	GP Appointment Clinic	9:00am – 1:00pm
Xewkija (Gozo)	Monday & Wednesday	GP Appointment Clinic	3:00pm – 8:00pm

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 three community clinics, namely 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.

Twilight Appointment Clinic

The service offered from the Twilight Clinic is by appointment, uniquely available to support the streaming process at Mosta HC (Table 6). Patients deemed to benefit from an appointment-based service will be directed from the walk-in service to this clinic.

The service is run by GPs employed within Primary Health Care.

Documentation:

The documentation needed for the clinic is entirely on the EPR system currently employed within Primary Health Care.

Table 6: Twilight Appointment Clinic

Health Centre (HC)	Weekday	Time	Note
Mosta	Monday to Friday	2:00pm – 8:00pm	If a public holiday falls on a weekday, the clinic will remain closed.

Services delivered by the Medical and Nursing/Midwifery Team

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 (Table 7).

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 7: Adult Down Syndrome Clinic

Community Clinic	Weekday	Time
Zabbar	Monday (every fortnight)	1:00pm - 5:00pm
Hamrun	Tuesday (every fortnight) Saturday (every five weeks)	1:00pm - 5:00pm 8:00am - 1:00pm

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 8.

Documentation:

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

Table 8: Diabetes Clinic at the Health Centres

Health Centre	Service	Day	Time
B'Kara	Diabetes Clinic	Tueday to Thursday	8:00am – 12:00MD
	Diabetic Specialist Clinic	Friday	8:00am – 12:00MD
	General Medicine Clinic	2nd Friday of the month	8:00am – 12:00MD
Cospicua	Diabetes Clinic	Tuesday, Wednesday, Thursday	8:00am – 12:40pm
	Specialty Clinic	2nd Thursday of the month	8:00am – 12:00MD
Floriana	Diabetes Clinic	Monday, Wednesday, Thursday and Friday	8:00am – 12:40pm
	Diabetes Consultant Specialty Clinic	Last Wednesday of the month	8:00am – 12:00MD
Gzira	Diabetes Clinic	Monday to Friday	8:00am – 12:00MD
	Specialty Clinic	2nd Wednesday of the month	8:00am – 12:00MD
Kirkop	Diabetes Clinic	Monday, Wednesday, Thursday	8:00am – 11:40am
	Diabetes Consultation Clinic	Monday (Alternate)	8:30am – 12:30MD
Mosta	Diabetes Clinic	Monday, Tuesday, Thursday & Friday. On Wednesday Consultant Clinic	8:00am – 12:40pm
	Specialty Clinic	3rd. Thursday of the month	8:00am – 12:00MD
Paola Hub	Diabetes Clinic	Monday to Friday and Alt Saturday (service by nurse only)	8:00am – 12:40pm 8:00am – 12:00MD
	Specialty Clinic	1st Thursday of the month	8:00am – 12:00MD
Qormi	Diabetes Clinic	Monday, Wednesday, Thursday & Friday	8:00am – 12:00MD
	DMC Joint session service (New Cases & follow-ups)	Monday, Tuesday, Wednesday, Thursday & Friday	8:00am – 2:00pm
Rabat	Diabetes Clinic	Tuesday, Wednesday and Thursday	8:00am – 12:40pm
	Specialty Clinic	3rd Wednesday of the month	8:00am – 12:00MD
Victoria (Gozo)	Diabetes Clinic	Monday, Wednesday & Friday	8:00am – 1:00pm

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 9.

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 9: 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 Wednesday and Friday	9:00am – 10:00am
Mosta	Monday to Friday	11:00am – 12:00MD
Paola Hub	Monday to Friday	9:30am – 10:30am
Qormi	Monday to Friday	11:00am – 11:30am
Rabat	Monday to Friday	10:20am – 10:40am
Victoria (Gozo)	Monday to Friday	11:00am – 11:30am

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 10.

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 10: Medical Consultation Clinic at the Health Centres

Health Centre	Day	Time
B'Kara	Monday	8:00am – 3:00pm
Floriana	Wednesday	8:00am – 11:00am
Gzira	Tuesday	8:00am – 1:00pm
Mosta	Tuesday	8:00am – 3:00pm
Qormi	Friday	8:00am – 3:00pm
Paola Hub	Wednesfay	8:00am – 4:00pm
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 at Floriana Health Centre, is currently and temporarily situated at Gzira 2. The clinic 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.
- Adult and Children Optometry Clinic
  This service is delivered to clients according to a schedule illustrated in Table 11

Clinics are also available from the other Health Centres as indicated in Table 11.

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), **Schedule V Form (if available) and Referral ticket to attend the Refraction Clinic.**

Table 11: Ophthalmic Services

Health Centre (HC)	Service	Day	Time	Note
B'Kara	Optometry	Wednesday	8:00am – 2:30pm	By appointment
	Orthoptics	Monday & Saturday	7:30am – 2:30pm	By appointment
	Glaucoma Screening	Saturday	7:30am – 12:30pm	
	Diabetes Retinopathy	Tuesday & Friday	7:30am – 12:30pm	
Cospicua	Optometry	By appointment	8:00pm – 2:30pm 8:00am – 12:30pm	Weekdays Saturdays
Gzira	Optometry	Tuesday	800am – 1:30pm	By appointment
	Orthotics	Monday or Friday	800am – 1:30pm	Alternating with diabetic retinopathy
	Glaucoma Screening	Wednesday and Thursday	7:30am – 12:30pm	
	Diabetes Retinopathy	Monday or Friday	7:30am – 12:30pm	Alternating with Orthotics Clinic
	Ophthalmic Screening and Evaluation	Saturday & Sunday (Alt)	8:00am – 12:00MD	
Gzira second site	Glaucoma Screening	Monday & Friday	7:30am – 12:30pm	
	Glaucoma assessment Clinic	Tuesday	7:30am – 9:30am 7:30am – 12:30pm	Doctor Nurse
	Diabetes Retinopathy	Monday, Wednesday, Thursday & Saturday Tuesday Friday	8:00am – 1:30pm 7:30am – 12:30pm 7:30am – 1:30pm	Floriana catchment area Gzira catchment area Kirkop catchment area
	Ophthalmic examination and evaluation	Saturday & Sunday	7:30am – 12:00pm	
	Optometry	Monday to Friday Saturday	8:00am – 2:30pm 8:00am – 12:30pm	By appointment
Kirkop	Optometry	Saturday Extra Clinic	8:00am – 12:30MD 8:00am – 2:30pm	By appointment
Mosta	Optometry	Monday	8:00am – 2:30pm	By appointment
	Glaucoma Screening	Wednesday	7:30am – 12:30pm	
	Glaucoma Clinic	Tuesday	7:30am – 12:30pm	

Health Centre (HC)	Service	Day	Time	Note
	Diabetes Retinopathy	Thursday/ Friday	7:30am – 12:30pm	
	Diabetes Retinopathy/ Glaucoma	Sunday	7:30am – 12:00pm	
	Glaucoma Assessment Clinic (Doctor)	Alternate Saturday	7:30am – 9:30pm	
Paola Hub	Optometry	Monday, Tuesday & Thursday	8:00am – 2:30pm	By appointment
	Glaucoma Screening	Tuesday & Thursday	7:30am – 12:30pm	
	Diabetes Retinopathy	Monday, Wednesday & Friday Alt Saturday/Sunday	7:30am – 1:30pm 7:30am – 12:00pm	
Qormi	Optometry	Wednesday Saturday	8:00am – 2:30pm 8:00am – 12:30pm	By appointment
	Glaucoma Screening	Tuesday & Thursday	8:00am – 12:30pm	
	Diabetes Retinopathy	Monday to Friday Saturday	11:00am – 12:30pm 7:30am – 11:00am	
	Ophthalmic Screening and Evaluation	Friday	7:30am – 12:30pm	
Rabat	Glaucoma Screening	Monday and Wednesday	7:30 – 12:30pm	
	Diabetic Retinopathy	Tuesday and Thursday	7:30 – 12:30pm	
	Optometry	Friday	8:00am – 2:30pm	By appointment

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 12.

Documentation:
Documentation includes Identification Card and the Yellow ACC booklet

Table 12: POC Clinic Times

Health Centre	Day	Time
B'Kara	Tuesday & Thursday	8:00am – 10:20am
Cospicua	Monday & Friday	8:00am – 11:00am
Floriana	Monday, Wednesday & Friday	8:00am – 11:00am
Gzira	Monday, Wednesday & Friday	8:00am – 11:00am
Kirkop	Tuesday and Friday	8:00am – 10:00am
Mosta	Monday, Wednesday and Friday (not on Pub. Hol)	8:00am – 10:00am
Paola Hub	Monday to Friday	8:10am – 11:50am
Qormi	Tuesday & Thursday	8:00am – 11:00am
Rabat	Monday to Friday	8:00am – 10:30pm
Victoria (Gozo)	Tuesday & Thursday	8:00am – 1:00pm

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 13.

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 13: Schedule V Clinic at the Health Centres

Health Centre	Day	Time
Floriana	Wednesday	11:30am – 11:45am
Gzira	Tuesday	8:00am – 1:00pm
Mosta	Tuesday	12:00MD – 1:00pm

Scoliosis Review Clinic

The Scoliosis Review Clinic offers a follow-up service for children and adolescents identified as showing signs of mild Adolescent Idiopathic Scoliosis during screening. The GPs running the clinic regularly review children flagged as having mild Adolescent Idiopathic Scoliosis which by definition is considered to start at 10 years of age. 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. In case of queries phone the Client Support Unit on +356 21231231 or send an email on schoolhealth.phc@gov.mt

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 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: Parents of 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 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).

Health and Well-Being Clinic

The Health and Well-being clinic offers clients the opportunity to consult with a doctor in the community about issues related to genitourinary medicine. The clinic aims to promote the client's overall health and well-being, by offering investigations as well as counselling and health promotion interventions. Details of the service are available in Table 14.

Table 14: Health and Well-being Clinic

Locality	Day	Time
M'Xlokk	Tuesday Wednesday (Alt)	8:00am – 1:00pm 1:00pm – 6:00pm
Mellieha	Monday Wednesday (Alt) Thursday	1:00pm – 6:00pm 1:00pm – 6:00pm 8:00am – 1:00pm
Victoria Gozo	Saturday	8:00am – 1:00pm

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 client to a healthier lifestyle through health promotion, health checks and disease prevention intervention. The scope is to identify the risk factors conducive to ill health, identify undiagnosed existing health issues, educate, and provide 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. In addition, the nurse-led clinic supports the most common chronic diseases and conditions such as hypertension and diabetes. For more information refer to Table 15.

Assessment of Well-Being Clinics is carried out within the Community Clinics on appointment basis. To set an appointment you may phone the Call Centre at 21231231 or 21222444, or email customercare.phc@gov.mt.

Documentation:

Identification Card and Schedule V document.

Table 15: Assessment of Well-being & Opportunistic Screening Clinic Schedule

Locality	Day	Time	Locality	Day	Time
Attard	Monday (Alt) & Thursday	8:00am – 13:00pm	Mellieha	Monday (Alt)	8:00am – 13:00pm
B'Bugia	Thursday	8:00am – 13:00pm	Naxxar	Thursday	8:00am – 13:00pm
Dingli	Tuesday	8:00am – 13:00pm	Qala	Monday & Friday	8:00am – 13:00pm
Fgura	Tuesday, Saturday/Sunday (Alt)	8:00am – 13:00pm	Santa Lucia	Friday	8:00am – 13:00pm
Gharb	Tuesday	8:00am – 13:00pm	Siggiewi	Monday	8:00am – 13:00pm
Gharghur	Monday (Alt)	8:00am – 13:00pm	Sliema	Friday	8:00am – 13:00pm
Ghaxaq	Wednesday	8:00am – 13:00pm	St. Julians	Friday	8:00am – 13:00pm
Gudja	Friday	8:00am – 13:00pm	Tarxien	Monday & Thursday	8:00am – 13:00pm
Hamrun	Monday (Alt) & Wednesday	8:00am – 13:00pm	Pieta`	Thursday	8:00am – 13:00pm
Kalkara	Tuesday	8:00am – 13:00pm	Valletta	Monday, Tuesday, Wednesday & Friday	8:00am – 13:00pm
Iklin	Wednesday	8:00am – 13:00pm	Zabbar	Monday	8:00am – 13:00pm
Marsascala	Wednesday (Alt)	8:00am – 13:00pm	Zejtun	Thursday	8:00am – 13:00pm
Marsaxlokk	Wednesday & Friday	8:00am – 13:00pm	Zurrieq	Monday	8:00am – 13:00pm

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 16.

Documentation:

Identification Card and Referral Ticket by a GP

Table 16: Kidney Disease Prevention Management Clinics

Health Centre	Day	Time
Kirkop	Monday to Friday Sundays and Public Holidays	By appointment 8:00am – 12:00MD
Qormi	Thursday Sunday (alt)	By appointment 8:00am – 12:00MD
M'xlokk	Tuesday	By appointment 8:00am – 12:00MD
Valletta	Sunday every 4 weeks	By appointment 7:30am – 11:00am
Zabbar	Sunday every 4 weeks	By appointment 7:30am – 11:00am

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 services to children are offered from 6 weeks to 16 years of age. **This service is by appointment**. A Schedule of the opening hours is at Table 17.

Documentation:

The Baby Book and parent/guardian Identification Card.

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

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 17: Immunisation Clinics opening hours

Health Centre	Day	Time
B'Kara	Wednesday	7:30am – 1:30pm
Cospicua	Thursday	7:30am – 1:30pm
Floriana	Monday to Friday Tuesday, Wednesday, Thursday Saturday & Sunday Public Holiday on Saturday & Sunday	7:30am – 1:30pm 2:30pm – 7:00pm 7:30am – 12:00MD 7:30am – 12:00pm
Gzira	Monday & Friday	7:30am – 1:30pm
Kirkop	Tuesday	7:30am – 1:30pm
Mosta	Monday to Friday Tuesday & Thursday Saturday	7:30am – 1:30pm 2:30pm – 7:00pm 7:30am – 12:00MD
Paola Hub	Monday to Friday Wednesday Saturday	7:30am – 1:30pm 2:30pm – 7:00pm 7:30am – 12:00MD
Qormi	Friday	7:30am – 1:30pm
Rabat	Monday	7:30am – 1:30pm
Victoria (Gozo)	Monday to Friday Saturday & Sunday	7:30am – 1:00pm 7:30am – 12:00pm

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: This is a midwife-led service offering essential support to new parents in the early weeks after childbirth. Personalised one-to-one midwifery consultations covering infant feeding, sleep, bonding, maternal recovery, and emotional well-being is provided. New parents in the community - typically within the first few weeks following childbirth may call this clinic as follows:

- For advice given by the midwife directly over the phone

- Or alternatively, the client may opt to attend the clinic in person, in which case an appointment is scheduled as necessary.

Moreover, mothers who undergo Caesarean section at Mater Dei Hospital (MDH) and require removal of sutures are given an appointment from the postnatal wards at MDH to attend this clinic

Contact numbers: +356 21231231/+356 79500176

A midwife will talk to you and if necessary arrange for a visit at the Health Centre. The service is available daily including Saturdays and Sundays from 7am till 3pm.

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 18.

Table 18: 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 Hub	Monday to Saturday	8:00am – 7:30pm
Qormi	Monday to Friday Saturday	8:00am – 8:00pm 8:00am – 1:00pm

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 19.

Documentation:

Information booklet provided from SAMOC.

Table 19: Port-a-cath Management Clinics

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

Theatre

Patients are referred from Mater Dei Hospital and Dermatology to Mosta Health Centre for minor surgical interventions as in Table 20. 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 20: Theatre Sessions

Consultant	Day	Time
MDH Consultant (surgical)	Monday	7:30am – 12:00MD
MDH Consultants (surgical) alternating with MDH Consultants (Gynae)	Tuesday (temporaly suspended, relocated to SVPR Gynea only)	7:30am – 12:00MD
MDH Consultants (Gynae)	Wednesday (temporaly suspended, relocated to SVPR)	7:30am – 12:00MD
MDH Consultants (surgical)	Thursday	7:30am – 12:00MD
Dr. Livori/ Dr. Grixti (dermatology)	Relocated to Qormi H/C	3:00pm – 7:00pm
MDH Consultant (surgical)	Friday	7:30am – 12:00MD

Treatment Room Services

Due to the busy schedule of services that are delivered daily by nurses from the *Treatment Room* (for opening times see Table 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, venepuncture, application of Plaster of Paris and emergency services, including nebulizer therapy.

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.

Information about the Prevenar vaccination (only given to adults 65+) and Influenza and Covid-19 booster doses to adults is illustrated in Table 21.

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 21: Prevenar, Influenza and Covid-19 vaccination

Health Centre	Day	Time	Note
Gzira	Monday to Friday	10:00am – 7:00pm	Not on Public Holiday, Saturday & Sunday
Gozo	Monday to Friday	10:00am – 5:00pm	
Kirkop	Monday to Friday	10:00am – 5:00pm	
Mosta	Monday to Friday	10:00am – 5:00pm	
Paola Hub	Monday to Friday	10:00am – 5:00pm	
Qormi/ Rabat	Monday to Friday	10:00am – 5:00pm	

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 development check-up at 18 months of age.

Documentation:

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

Table 22: Well Baby Clinics opening hours

Health Centre	Time	Note
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

Health Centre	Time	Note
Paola Hub	8:00am – 1:40pm	Specific Clinics * according to demand
Qormi	8:00am – 1:40pm	Specific Clinics * according to demand
B'Kara	8:00am – 1:40pm	Specific Clinics * according to demand
Gzira	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 23.

Documentation:

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

Table 23: Wound Management Clinics opening hours

Health Centre	Service	Day	Time
B;Kara	• Wound clinic • Leg ulcer clinic by appointment	Monday to Sunday Monday to Friday Sunday & Public Holiday	10:00am – 5:00pm 10:00am – 5:00pm 8:00am – 5:00pm
Cospicua	• Wound clinic by appointment • Leg ulcer clinic by appointment	Monday to Friday Saturday Monday to Friday Sunday & Public Holiday	10:00am – 5:00pm 10:00am – 2:00pm 10:00am – 5:00pm 8:00am – 5:00pm
Floriana	• Wound clinic by appointment	Monday to Saturday Sunday and Public Holiday	10:30am – 5:00pm 8:00am – 5:00pm
Gzira	• Wound clinic by appointment	Monday to Sunday	10:00am – 5:00pm
Kirkop	• Wound clinic by appointment • Leg ulcer clinic by appointment	Monday to Sunday Monday to Sunday & Public Holiday	10:00am – 5:00pm 9:00am – 5:00pm 8:00am – 5:00pm
Mosta	• Wound clinic by appointment	Monday to Sunday	10:00am – 5:00pm

Health Centre	Service	Day	Time
Paola Hub	• Wound clinic by appointment	Monday to Sunday	10:00am – 5:00pm
Qormi	• Wound clinic as walk-in cases • Leg ulcer Clinic by appointment	Monday to Friday Saturday Sanday & Public Holiday Monday to Friday Sunday & Public Holiday	10:00am – 5:00pm 9:30am – 1:00pm 9:00am – 7:00pm 10:00am – 1:00pm
Rabat	• Wound clinic by appointment • Leg ulcer clinic by appointment	Monday to Friday Monday to Friday Saturday Sunday	8.45am – 7:00pm 12:00MD – 3:00pm 9:45am – 1:20pm 9:45am – 7:00pm
Victoria (Gozo)	• Wound clinic by appointment	Monday to Saturday Sunday	10:00am – 1:00pm 8:00am – 1:00pm

Services delivered by the Allied Health Professionals

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 24.

Documentation:

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

Table 24: Provision of ECG Clinics

Health Centre	Day	Time
B'Kara	Alternate Monday	7:45am – 12:45pm
Cospicua	Alternate Monday	7:45am – 12:45pm
Floriana	Alternate Wednesday	8:00am – 2:00pm
Gzira	Tuesday	8:00am – 2:00pm
Kirkop	Wednesday (Alternate)	7:45am – 12:45pm
Mosta	Thursday	7:30am – 12:45pm

Health Centre	Day	Time
Paola Hub	Friday	8:30am – 12:45pm
Qormi	Saturday (Alternate)	8:00am – 12:00MD
Rabat	Saturday (Alternate)	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 delivered at request. The service is available during the opening hours of the unit as shown in Table 25.

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 emergency X-Rays are to be referred to Mosta Health Centre by the General Practitioner/ Private Doctor unless advised to go to Mater Dei. If the case is not deemed an emergency, the patient is informed to go the next day to the nearest health centre (see Table 26) for an x-ray

Documentation:

The Identification Card and an on-line request sent by a private doctor or a Health Centre doctor are required. A paper request is not accepted.

Table 25: Provision of X-Ray service

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

Nutrition and Dietetic Unit

Nutrition: Nutrition services are offered to promote healthy lifestyles throughout the lifecourse. 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. For more information about the service see Table 26.

Documentation:

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

Table 26: Provision of Nutrition sessions

Locality	Day	Time
Kalkara Community Clinic	Wednesday	7:00am – 3:15pm
Tarxien Community Clinic	Tuesday & Friday	7:00am – 3:15pm
Santa Lucia Community Clinic	Monday	7:00am – 3:15pm
Zejtun	Thursday	7:00am – 3:15pm

Dietetics: Our dietetic services are provided through individualized consultations focused on delivering evidence-based nutrition and dietetic interventions. Each meal plan is tailored to the patient's specific dietary requirements, medical conditions, and cooking abilities to promote long-term, sustainable health outcomes. Emphasis is placed on patient education, empowering individuals to make informed dietary choices. Follow-up sessions are conducted to monitor progress, adjust meal plans as needed, and provide ongoing support for achieving health goals.

The clinic is run by an appointment system.

Documentation:

The Identification Card and referral ticket by GP.

Referral can be made by a GP and the Diabetes Team. For more information please refer to Table 27.

Table 27: Provision of Dietetic Service

Health Centre (HC) / Community Clinic (CC)	Day	Time
B'Kara HC	Wednesday	7:00am –3:15pm
Cospicua HC	Thursday and Friday	7:00am –3:15pm
Hamrun CC	Tuesday	7:00am – 3:15pm
Kirkop HC	Monday	7:00am – 3:15pm

Health Centre (HC) / Community Clinic (CC)	Day	Time
Mosta HC	Monday	11:00am – 7:15pm
M'Xlokk CC	Wednesday	7:00am – 3:15pm
Qala CC	Thursday	7:00am – 3:15pm
Qormi HC	Monday to Friday	7:00am –3:15pm
Rabat	Tuesday	7:00 – 3:15pm
Ta' Xbiex CC	Friday	7:00am –3:15pm

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 28 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.

Back on Track school talks for yr 5 students. Importance of Posture and Physical Activity school in prevention of back pain.

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 28: Provision of physiotherapy services

Health Centre	Service	Day	Time
B'Kara	Musculo skeletal, conditions and facial palsy	Monday – Friday Wednesday	7:45am – 2:45pm 3:45pm – 7:00pm
Cospicua (Temporarily closed)	Musculo-skeletal conditions and facial palsy	Monday, Wednesday, Thursday & Friday	7:45am – 2:45pm
Floriana	Musculo-skeletal conditions and facial palsy	Monday to Friday	7:45am – 2:45m (service temporary suspended. Clients from the catchment area are being seen in other clinics).

Health Centre	Service	Day	Time
Gzira	Musculo skeletal, conditions and facial palsy	Monday – Friday	7.45am to 2:45pm
Kirkop	Musculo-skelatal and facial palsy	Monday – Friday	7:30am – 2:45pm
Mosta	Musculo-skeletal conditions and facial palsy	Monday – Friday Wednesday	7:45am – 2:45pm 3:45pm – 7:00pm
Paola Hub	Muscol-skeletal conditions and facial palsy	Monday – Friday	7:45am – 2:45pm
Qormi	Muscol-skeletal conditions and facial palsy	Monday – Friday	7:45am – 2:45pm
Rabat	Musculo-skeletal conditions and facial palsy	Wednesday	7:45am – 2:45pm

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 29.

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 29: Provision of podiatry services

Health Centre	Service	Description of Service	Day	Time
Attard Community Clinic	Core List	Any type of adult foot pathology	Monday to Friday	7:30am – 2.10pm
B'Kara	Core list	Any type of adult foot pathology	Monday to Friday Saturday	7:30am – 2:10pm 7:30am – 11:00am
	Biomechanics & Gait Analysis	Gait analysis and other biomechanical issues & injuries via referral. (above 16 years of age)	Monday -Friday	7.30am – 2.10pm
	Vascular Clinic	Any pathologies related to vascular insufficiency of the lower limb (via referral)	Monday – Friday	7.30am – 2.10pm
	Nail evulsion surgery	Total or partial removal of nail by surgical intervention (via referral)	Monday & Thursday	7:30am – 2:10am
	Podopaediatrics	Any type of children's foot pathology	Monday & Thursday Wednesday	7:30am – 2:10pm 7.30am – 4.00pm
B'Bugia Community Clinic	Core list	Any type of adult foot pathology	Monday & Thursday	7:30am – 2:10pm

Health Centre	Service	Description of Service	Day	Time
Cospicua	Core List	Any type of adult foot pathology	Monday to Friday Saturday	7:30am – 2:10pm 7.30am –11.00pm
Dingli Community Clinic	Core List	Any type of adult foot pathology	Friday	7:30am – 2:10pm
Floriana *(services are temporary being delivered from B'Kara HC, Hamrun & Ta'Xbiex Community Clinics)*				
Fgura Community Clinic	Core List	Any type of adult foot pathology	Monday & Friday	7:30am – 2:10pm
Gharb (Gozo) Community Clinic	Core List	Any type of adult foot pathology	Friday & Alt Monday	7:30am – 2:10pm
Gharghur Community Clinic	Core list	Any type of adult foot pathology	Wednesday	7:30am – 2:10pm
Ghaxaq Community Clinic	Core List	Any type of adult foot pathology	Thursday	7:30am – 2:10pm
Gudja Community Clinic	Core List	Any type of adult foot pathology	Tuesday	7.30am – 2.10pm
Gzira Health Centre	Core list	Any type of adult foot pathology	Monday – Friday	7:30am – 2:10pm
Hamrun Community Clinic	Core list	Any type of adult foot pathology	Monday – Friday	7:30am – 2:10pm
Kalkara Community Clinic	Core list	Any type of adult foot pathology	Monday	7:30am – 2:10pm
Kirkop	Core list	Any type of adult foot pathology	Monday to Friday, Saturday	7:30am – 2:10pm 7.30pm –11.00am
M'Scala Community Clinic	Core list	Any type of adult foot pathology	Friday	7:30am – 2:10pm
Mellieha Community Clinic	Core List	Any type of adult foot pathology	Tuesday, Wednesday & Friday	7.30am – 2.10pm
Mosta	Core list	Any type of adult foot pathology	Monday to Friday	7:30am – 2:10pm
M'Xlokk Community Clinic	Core List	Any type of adult foot pathology	Monday & Friday	7.30am – 2.10pm
Paola Hub	Core list	Any type of adult foot pathology	Monday to Friday Monday, Tuesday, Wednesday & Friday	7:30am – 2:10pm 3.30pm – 6.10pm
	Vascular Clinic	Any pathologies related to vascular insufficiency of the lower limb (via referral)	Monday to Friday	7:30am – 2.10pm
	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	Monday to Friday	7:30am – 2:10pm
Qormi	Core	Any type of adult foot pathology	Monday to Friday	7:30am – 2.10pm

Health Centre	Service	Description of Service	Day	Time
	Diabetes	Comprehensive foot examination	Monday, Tuesday and Wednesday	7:30am – 1.00pm
Rabat	Core list	Any type of adult foot pathology (temporarily closed)		
	Sports Clinic	Assessments of the sports patient (via referral)	Friday	7.30am – 2.10pm
Safi Community Clinic	Core List	Any type of adult foot pathology	First Friday of the month	7.30am – 2:10pm
St Julians Community Clinic	Core list	Any type of adult foot pathology	Tuesday & Thursday	7:30am – 2:10pm
St Lucija Community Clinic	Core list	Any type of adult foot pathology	Wednesday and Thursday	7:30am – 2:10pm
Siggiewi Commuinity Clinic	Core list	Any type of adult foot pathology	Tuesday & Thursday	7:30am – 2:10pm
Tarxien Community Clinic	Core list	Any type of adult foot pathology	Wednesday	7:30am – 2:10pm
Ta'Xbiex Community Clinic	Core list	Any type of adult foot pathology	Monday & Thursday	7:30am – 11:00am
Valletta Community Clinic	Core list	Any type of adult foot pathology	Thursday	7:30am – 2:10pm
Zejtun Community Clinic	Core List	Any type of adult foot pathology	Tuesday & Wednesday	7:30am – 2:10pm
Zurrieq Community Clinic	Core list	Any type of adult foot pathology	Tuesday & Wednesday	7.30am – 2:10pm

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 30). 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 30: Provision of Social Worker Service

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

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 31. 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 31: Provision of speech language pathology services

Health Centre	Day	Time
B'Kara	Monday to Friday (paediatric) Thursday (Adults)	7:30am –3:30pm 7:30am –3:30pm
Cospicua	Monday to Thursday	7:30am –3:30pm
Floriana	Monday to Friday	7:30am – 2:30pm
Gzira	Monday to Friday	7:30am – 3:30pm
Kirkop	Monday, Tuesday & Friday	7:30am –3:30pm
Mosta	Monday to Friday	7:30am –3:30pm
Qormi	Monday to Friday	7:30am –3:30pm

Services delivered by a Multi-professional Team from PHC

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. You need an **appointment** to access this sertvice.

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

You will find more information about this service at Table 32, 33 and 34.

Documentation:

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

Table 32: Bloodletting time schedules (by nurses) in the Health Centres

Health Centre	Service	Day	Time
B'Kara	Blood investigations and INR Paediatric Venepuncture	Monday to Saturday	7:15am – 9:00am
Cospicua	Blood investigations and INR	Monday to Saturday	7:15am – 8:45am
Floriana	Blood investigations and INR	Monday to Friday Saturday	7:15am – 9:00am 7:15am – 8:45am
Gzira	Blood investigations and INR	Monday to Friday Saturday	7.15am – 9:00am 7:15am – 8:45am
Kirkop	Blood investigations and INR Paediatric Venepuncture	Monday to Saturday	7:15am – 8:45am
Mosta	Blood investigations and INR	Monday to Friday Saturday	7:15am – 9:00am 7:15am – 8:45am
Paola Hub	Blood investigations and INR	Monday to Friday Saturday	7.15am – 9:00am 7:15am – 8:45am
Qormi	Blood investigations and INR	Monday to Friday Saturday	7.15am – 9:00am 7:15am – 8:45am
Rabat	Blood investigations and INR	Monday to Saturday No INR service on Saturday	7:15am – 8:45am
Victoria (Gozo)	Blood investigations and INR	Monday to Saturday	7:30am-10:00am

Table 33: Bloodletting time schedules (by nurses) in the Community Clinics

Community Clinics	Service	Day	Time
B'Bugia	Blood investigations (No INRs)	Alternate Wednesday	7:30am – 12:00 MD
Gharghur	Blood investigations (No INRs)	Sunday (Alt)	7:30am – 12:00 MD
Hamrun	Blood investigations (No INRs)	Tuesday, Wednesday & Thursday	7:30am – 12:00 MD
Valletta	Blood investigations (No INRs)	Alternate Saturdays / Sundays & Public Holiday	7:30am – 12:00 MD
Siggiewi	Blood investigations (No INRs)	Friday	7:30am – 12:00 MD
Sliema	Blood investigations (No INRs)	Every Monday, alternate Saturday & Public Holiday	7:30am – 12:00 MD
Naxxar	Blood investigations (No INRs)	Every Tuesday & alternate	7:30am – 12:00 MD

Community Clinics	Service	Day	Time
		Saturday & Public Holiday	
Pieta	Blood investigations (No INRs)	Friday (Alt)	7:30am – 12:00 MD

Table 34: Bloodletting time schedules (by phlebotomists)

Community Clinics	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

Obesity Clinic

The Primary Health Care Obesity Clinic operates from Vincent Moran Regional Hub (VMHR). Adults with body mass inddex 30.0 – 34.9Kg/m^2 are managed by a multidisciplinary team including a General Practitioner with special interest in obesity and weight management, a Dietitian, a Nutritionist, a Physiotherapist and a Psychotherapist. Referral pathways are being finalised. There is investigation and management of aetiology and obesity-related comorbidities, motivational interviewing, diet and exercise programmes including classes, and psychotherapy. We are living in eciting times for obesity and weight management because for the first time we have effective weight loss drugs available. Patients benefit from at least 14 appointments in 6 months, after which they are discharged to a Nurse-led Wellbeing and Opportunistic Screening Clinic in the community clinics. A multidisciplinary team meeting is held every 3 months. Patients with eating disorders are referred to Dar Kenn Ghal Sahhtek and patients can also be referred for bariatic surgery. Further information is available in Table 35.

Table 35: Obesity Clinic

Location	Day	Time	Note
VMRH	Monday & Wednesday	9:00am – 1:00pm	By appointment

Telemedicine

Telemedicine provides clients with on-line health information/services, through Telemedicine Client Support Centre on telephone number 21231231 or 21222444. 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
- lient-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 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

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 36 for more information about this clinic.

Table 36: 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 Health Care 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 Health Care 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 and in the community
- 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
- Protecting girls at risk of FGM by providing the International Protection Agency (IPA) with evidence that girls coming from FGM prevalent countries have/have not been subjected to FGM. In the case that a girl has not been subjected to FGM a medical certificate will be issued for IPA to consider her case carefully as the girl will be at great risk of FGM if she will be sent back to her country of origin in case her claim for asylum will be rejected.

For more information visit the following link:
https://deputyprimeminister.gov.mt/en/phc/mhlo/Pages/mhlo.aspx

National Screening Centre (NSC)

The National Screening carry out screening for breast cancer, colorectal cancer, cervix cancer and abdominal aortic aneurysm (AAA). The clients are identified and contacted to participate in the screening programme by the Centre. For more details, please visit our website at https://www.primaryhealthcare.gov.mt Table 37 shows how the National Screening Centre operates:

Documentation:

Identification card, Driving Licence or Passport for Maltese and EU citizens.

Table 37: Screening schedule

Screening	Health Centre	Service	Day	Time
Breast *Screening*		Mammogram Clinic	Monday to Friday	7:30am – 2:45pm
		Recall clinic	Wednesday Thursday	From 1:00pm onwards From 9;00am onwards
Colorectal *Screening*			Monday to Friday	7:30am – 2:45pm
Cervical *Screening*	B'Kara		Alternate Friday	11:00am – 12:00MD
	Floriana		Tuesday	11:00am – 12:00MD
	Gzira		Monday	11:00am – 12:00MD
	Gozo General Hospital		Tuesday	12:00MD – 1:00pm
	Kirkop		Thursday	11:00am – 12:00MD
	Mosta		Monday Tuesday	11:00am – 12:00MD 12:30am – 2:00pm
	Paola		Wednesday Thursday	11:00am – 12:00MD 12:30pm – 2:00pm
	Qormi		Alternate Friday	11:00am – 12:00MD

The National Screening Centre also offers Abdominal Aortic Aneurysm (AAA) screening to men aged 65 years and over. On their 65th birthday, male clients will receive an invite from the NSC for the screening. Those over 65 years who were not invited can call on **21227470 or 21227471** and make an appointment or send an email on aaa.screening@gov.mt The screening test is carried out at Hamrun Community Clinic and Gharb Community Clinic.

Documentation:

Identity card, medication list.

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 on 21231231 by the responsible and authorised relevant office. Service provision request from the Private Sector/ individuals is not accepted. The Unit, which is situated at Qormi HC opens from **Monday to Friday** between **8:00am and 1:00pm**.

Occupational Health (Medical) Unit Gozo opens on **Wednesday and Thursday** from **12:00MD to 6:00pm.**

Documentation:

Identification card/ Baby book.

Pharmacy

There are two pharmacies which are situated at Floriana and Paola within the respective Health Centre (Table 38). 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 38: Pharmacy opening schedule

Health Centre	Day	Time
Floriana	Monday to Friday Saturday	7:45am – 2:00pm 7:45am – 12:00MD
Paola Hub	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 entry development 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 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 primary school years. These include vision screening in Year 1, Year 3 and Year 6; colour vision testing in Year 6 and scoliosis screening of girls in Year 6. The team will also address any health, development and/or behavioural concerns brought up by you or the school authorities concerning your child. No assessments will take place without the prior consent of the parents.

The Youth Health section is an extension of the School Health Service into Secondary Schools. The services offered are screening for scoliosis for students who are in Year 8 and Immunisation of Year 10 students with the booster dose of Diphtheria, Tetanus and Polio vaccine and the Meningococcus ACWY vaccine. Services proceed only once parental consent has been obtained.

This service is coordinated directly between the SHS staff and your child's school; parents receive details via school communications.

Documentation:

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

The Mental Health Resilience Programme

The Mental Health Resilience Programme (an Assisted Self-Help initiative) is being offered by th Health Promotion and Disease Prevention Directorate in collaboration with Primary Health Care. This programme has been established to ensure patients with mild anxiety and depression in the primary care setting can be supported through psychoeducation and skills developmemt.

The Resillience Programme is a free, 7-week group programme delivered by an HPDP psychologist, providing participants with practical tools to enhance self-awareness, regulate emotions, challenge unhelpful thinking patterns, and build supportive relationships.

The group programme will be held in the evenings at Qormi Health Centre, starting from 12th November 2025.

Patient may be referred to this programme by the Primary Health care general practitioners.

Outreach Services

Cardiology Clinic

The Cardiology Clinic within the Health Centres is an outreach of the Mater Dei Hospital Cardiology Department. The clinic is run by Cardiology Specialists as an extension of their Outpatients work. At present the Cardiology Clinic takes place in Mosta Health Centre. The clinic is usually run on Monday and Tuesday between 8:00am and 12:00MD. Temporarily it is only available on Monday.

Chest Clinic

The Chest Clinic is organised and managed by professional staff from the Public Health Unit and is situated at Floriana Health Centre. Patients require an appointment to be seen. For further information contact the Public Health Unit by accessing links below:

https://deputyprimeminister.gov.mt/en/health-promotion/idpcu/Pages/chest-unit.aspx
https://deputyprimeminister.gov.mt/en/health-promotion/idpcu/Pages/introduction.aspx

Documentation:

Identification Card, Treatment Card and Referral Ticket.

Neurology Clinics

The Neurology Clinics within Primary Health Care are run as an outreach service of the Mater Dei Hospital Neurology Department. The clinic is run by various Neurology Specialists as an extension of their Outpatients work and are run through both Health Centres and Community Clinics to allow for better community integration of services.

Orthopaedic Clinic

The orthopaedic clinic caters for various musculoskeletal complaints and is clinically operated by orthopaedic consultants. At the clinic, joint infiltration treatment to treat inflammation and relieve pain is also administered. The patient may require follow-up sessions if deemed necessary by the specialist. Orthopaedic sessions are available as indicated in Table 39.

Documentation:

Appointment at the health centre is automatically initiated via a Ticket of Referral from MDH. The patients will be informed accordingly through an email and/or SMS.

Table 39: Orthopaedic clinics opening schedule

Health Centre	Day	Time
Floriana	Wednesday	3:00pm – 7:00pm
Mosta	Monday	3:00pm – 7:00pm
Paola Hub (VMRH)	Friday Wednesday	3:00pm – 7:00pm 8:00am – 10:00pm
Qormi	Wednesday	8:00am – 12:00MD

Vascular Outpatient Clinic

The Vascular Outpatient Clinic is a joint initiative between the Primary Health Care Department and Mater Dei Hospital, providing specialized outpatient care to patients presenting with vascular-related conditions requiring assessment by a vascular surgeon. Patients may require follow-up appointments if deemed necessary by the vascular surgeon. Vascular outpatient sessions are available as indicated in Table 40.

Documentation:

Appointments are scheduled by the Client Support Centre following vetting by the Tissue Viability Practice Nurse. Vetting is carried out following a referral received from any healthcare professional requesting further input from a vascular specialist. Referrals should be sent to vascular.phc@gov.mt and must include the patient's details, contact number, presenting complaint, and a brief clinical history. Patients are contacted once their appointment has been scheduled.

Table 40: Vascular clinic opening schedule

Health Centre	Day	Time
Hamrun Commiunity Clinic	Monday	8:00am – 1:00pm

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; o 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 https://primaryhealthcare.gov.mt/en/ or by calling on 21231231/ 25576100.

- In person:

By calling the Administration of the relevant health centre

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

- Compliments/ 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 independent body and governmental third-party. The results of such monitoring will be communicated with the CEO of PHC. Such results will be the basis for the overall service improvement.