

Primary HealthCare

WHO WE ARE

The Primary HealthCare, provides primary healthcare services for the population of Malta and Gozo, through the multiple sites distributed in different locations. The Primary HealthCare's multidisciplinary TEAM is committed to excellence; to the highest possible level and quality of integrated primary health care service delivery, while continuing to explore new avenues to increase patients' accessibility further in the community.

OUR COMMITMENT TO CLIENTS

Level of service to expect when contacting or visiting our Offices:

- o We will treat you with respect and in a professional manner.
- o We guarantee confidentiality on any information exchange.
- o Our service standards are in line with Directive 4-2, Standards for Service of Excellence offered by the Public Administration to the Public and Public Employees.
- o The list of services offered can be found in the following link: <https://primaryhealthcare.gov.mt/en/services/>
- o The template is complementary to the Patient Charter, which may be accessed on this link: [Patients_Charter_EN.pdf](#)

WHAT TO EXPECT WHEN YOU CONTACT US

Provide information which is specific, straightforward, and free of jargon or technical terms. All information will be provided in both Maltese and English. We commit to answer your query within 1 working day, or as per timeframes stipulated in Directive 4-2.

When you contact us by phone

We commit ourselves to answering the phone within 3 rings, in a clear and knowledgeable manner. Staff will identify themselves and treat you with courtesy and respect.

When you visit our Offices

Our Offices are safe, clean and enable accessibility to services for persons with disability. Waiting time will be approximately 60 minutes under normal circumstances.

CLIENT RESPONSIBILITIES

Clients are expected to: Provide full and correct information. Treat staff with courtesy and respect. Adhere to timeframes and allocated appointments when applicable.

WE VALUE YOUR FEEDBACK

If you would like to submit feedback, suggestions, or complaints kindly:

- o Contact us as per details shown here: clientsupportadmin.phc@gov.mt
- o Through servizz.gov by calling on 153, or online on *Submit a Complaint*

Your confidentiality will be guaranteed. Expect our feedback within 12 working days

When you contact us by letter or email

We will send an acknowledgment within 1 working day from receipt of your letter or email

Appointments

Replies to requests for appointments will be provided within 1 working day, with the appointment date being dependent on the waiting list for that particular service. However, appointments may be dependent on department waiting lists and urgent requests, which may take priority.

HOW TO CONTACT US

- o Primary HealthCare, 7 Harper Lane, Floriana FRN 1940, Malta
- o <https://primaryhealthcare.gov.mt/en/>
- o Contact us: clientsupportadmin.phc@gov.mt - +356 2123 1231