
Quality Service Charter

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TABLE OF CONTENTS

1. Purpose	3
2. Who We Are & What We Do	3
3. Guiding Principles	4
4. National Screening Centre Clients	5
5. Service Commitment	5
6. How To Reach Us	7
7. We Are At Your Service	8
8. Feedback & Complaints	8
9. Commitment To Continuous Improvement	9
10. Appendix 1	12

1. PURPOSE

The services we provide are governed by a Quality Service Charter that serves to inform our customers of the level of service that they should expect to receive. This reflects our commitment, and that of the Malta Public Service, to the delivery of a Service of Excellence by embracing the 4 Pillars of the Quality Model upon which the Public Service is based:

Voice: We listen to the customers' voice and are open to their criticism regarding the service we offer and to their ideas as to how we can improve our service to them. We consider the ideas received from our customers, and strengthen the scheme of ideas forwarded by our employees;

Design: We develop policies and processes which reach the levels expected by our customers;

Delivery: We deliver a service which is timely, of a high standard, easily accessible, and which can reach the customer with ease;

Accountability: This is intrinsic to a service which guarantees honesty towards the customer. Accountability also means loyalty towards the customer making use of our services, which translates into and is manifested in these same basic principles we want to uphold.

2. WHO WE ARE & WHAT WE DO

The National Screening Centre offers national population-based screening services for Breast Cancer, Colorectal Cancer and Cervical Cancer and Abdominal Aortic Aneurysm. In an organised and integrated process where all activities along the screening pathway are planned, coordinated, monitored and evaluated through a quality improvement framework according to the European quality assurance guidelines.

To provide a high-quality, evidence-based client-centred service, with the aim to improve the quality of life and well-being through health screening programmes that provide early diagnosis and intervention.

Scope of Breast Screening Programme

- To screen asymptomatic women who might require appropriate interventions to detect breast cancer in its early stages and ameliorate their quality of life.
- To reduce the morbidity and mortality rate from breast cancer.

Scope of Colorectal Programme

- Aims to detect colorectal cancer (CRC) at an early stage in individuals without symptoms, when treatment is more likely to be more effective.
- CRC screening can also detect polyps which may develop into cancer over time.
- To ameliorate their quality of life and reduce the death rate from bowel cancer.

Scope of Cervical Screening Programme

- To screen women and detect early cervical abnormalities before cancer develops. Clients with cervical abnormalities are referred for appropriate interventions that lower the risk from developing cervical cancer. Therefore, reducing the incidence of cervical cancer and ameliorate their quality of life.
- To reduce the mortality rate from cervical cancer.

Scope of Abdominal Aortic Aneurysm

- To screen and detect abdominal aortic aneurysms
- Clients with abdominal aortic aneurysms are referred for appropriate interventions that can prevent future complications from the aneurysm
- To reduce the mortality rate from abdominal aortic aneurysms

3. GUIDING PRINCIPLES

All our actions are guided and bound by 5 criteria of Service Quality as follows:

Reliability: We are committed to ensure that the services we provide are in line to what is promised. We will provide accurate information which the customer may request to be in writing. Our services are consistent and committed to the customers' needs.

Empathy: We are committed to provide services which are tailored to our customers' needs and offered with care and individualised attention. We will strive to communicate in a language which is free from technical jargon, and will ensure that our services are accessible to everyone.

Assurance: Our staff is knowledgeable and courteous. We are committed to provide a professional service which the customers can trust.

Responsiveness: We provide our services in a timely manner and without any unnecessary delays. We are committed to respond to customers' requests, problems, or complaints.

Tangibles: Our offices offer a clean and safe environment where our services can be sought conveniently and safely.

4. NATIONAL SCREENING CENTRE CUSTOMERS

The four national screening programmes target all eligible persons who hold a National ID card and are registered on Identity Malta Agency (IMA); and are within defined age groups are invited to participate in the screening programmes. The definition of age groups to be invited for screening; the screening test to be used; the interval between screening tests and the protocols; and quality assurance mechanisms are all defined by EU guidelines for each respective screening programme.

The clients' population segment targeted for the services governed by this charter are the following:

Breast Screening Programme:	Women between the ages of 50-69 years of age aiming on a 2-year cycle.
Colorectal Screening Programme:	Males and females between the ages of 57-74 years of age on a 2-year cycle.
Cervical Screening Programme:	Women born from the 1st January 1980 over a 3-year period. First invite will be sent when client is at 25 years of age.
Abdominal Aortic Aneurysm Screening Programme:	Males who turned 65 years and over.

5. SERVICE COMMITMENT

We will ensure that all timeframes that are in our control will be strictly adhered to. When the service requested is dependent on other departments or entities, we are committed to follow up on it ourselves so that you will receive the final reply in time.

Item	Standard
Communication	Specific, straight forward and free of jargon or technical terms. All information will be provided in both Maltese and English. Correspondence sent to us in Maltese will be answered in Maltese whilst all other correspondence will be answered in English.
Premises	Complete access for all abilities and regular safety certification of the premises by competent bodies.
Request for information through Website/email/telephone/social media/traditional mail	A final reply within three (3) working days.
Request for service	Kindly refer to Appendix 1 for list of services.
Phone calls	Shall be answered within 3 rings on working days.
Acknowledgements	1 working day from receipt of request for information or application for service. This may be omitted if service or follow up query is provided/made within the same timeframe.
Appointments	Breast Screening Programme: replies to requests for appointments will be provided within 7 working days, with the appointment date being set within the first available vacancy from request

Cervical Screening Programme: replies to requests for appointments will depend on physiological conditions of the client. In this regard, appointments will be set within 2 to 15 working days, with the appointment date being set within the first available vacancy from request.

Abdominal Aortic Aneurysm Screening Programme: replies to requests for appointments will be provided within 7 working days, with the appointment date being set within the first available vacancy from request.

There should be no waiting time when the client appears for the appointment.

When attending for your appointment you should expect no waiting time. We will respect the time allotted to you.

If you arrive late we reserve the right to reschedule your appointment.

Queuing time (if applicable)

We will greet you on arrival and guide you to your requested service. You will be directed to the officer who will serve you. Waiting time will be of approximately 10 to 15 minutes under normal circumstances.

Online information

The information on our communication channels will be kept up to date. If you have access to the internet, you can find relevant information on our website:

www.screening.gov.mt

and on our Facebook page:

<https://www.facebook.com/primaryhealthcaremalta>

Payment Methods

Payments can be made by cash

In addition, the service specific turnaround time (this is the time taken to process an application), eligibility criteria and application requirements as described in Section 10 of this document shall apply.

6. HOW TO REACH US

Once an application or enquiry is lodged with us, we will be responsible to assess, follow it up and keep you updated so as to make sure that you receive a definite reply.

Our assistance may be sought through any of the following channels at the specified time:

A. Our Offices:

Administration for all screening programmes:
National Screening Centre, 17, Lascaris Wharf, Valletta VLT 1921

Location of Clinics:	Malta	Gozo
Breast Screening Programme	National Screening Centre, 17, Lascaris Wharf, Valletta VLT 1921	Gozo General Hospital Imaging Department, Triq I-Arcisqof Pietru Pace, Victoria, VCT 2520
Cervical Screening Programme	Paola Health Centre Mosta Health Centre Floriana Health Centre Kirkop Health Centre Qormi Health Centre Birkirkara Health Centre Gzira Health Centre	Outpatients Department, Gozo General Hospital, Triq I-Arcisqof Pietru Pace, Victoria, VCT 2520
Colorectal Screening Programme	National Screening Centre, 17, Lascaris Wharf, Valletta VLT 1921	
Abdominal Aortic Aneurysm Screening Programme	Hamrun District Clinic, St. Joseph High Road Hamrun	Dar Padova, Triq Sant'Antnin Ghajnsielem,

B. Opening Hours

08.30am – 14.45pm (Monday – Friday)

C. By Telephone

(356)21227470 / (356)21227471
07:30am – 14:45pm (Monday – Friday)

D. Through e-mail

Breast Screening Programme: breast.screening@gov.mt
Colorectal Screening Programme: colon.screening@gov.mt
Cervical Screening Programme: cervix.screening@gov.mt
Abdominal Aortic Aneurysm Screening Programme: aaa.screening@gov.mt

E. On our website:

www.screening.gov.mt

F. Mobile Apps

Facebook: You can also reach out to us by sending us a message on our Facebook page:

<https://www.facebook.com/primaryhealthcaremalta>

7. WE ARE AT YOUR SERVICE

Our commitment is to assist you in providing all the necessary information and documents to be given the related service.

We will ensure you:

- Give us information on time, that is both complete and accurate. When an incomplete application is received, we will inform you of what is further required and assist you to obtain all the required documents and complete it correctly.
- Provide feedback to us to improve our service. Our service is provided by a dedicated team of multidisciplinary professionals. This does not mean that we do not accept your feedback so that we can better our service. You can do this by using the channels indicated in Section 8 below.
- Communicate with us clearly and concisely in either Maltese or English.
- Treat our staff with the courtesy and respect as they are obliged to treat you.

Our website features all required applications and lists the documents needed with each application.

8. FEEDBACK & COMPLAINTS

We are committed to a Service of Excellence and strive to bring about a continuous improvement of our service to you. We guarantee your anonymity, and your feedback will help us to improve our services.

If you believe that we have made an error and/or that our staff have acted improperly, or without the due level of care and attention, please contact us.

Feedback and complaints may be submitted through the following channels:

National Health Screening Centre

- In person: by calling at the National Health Screening Centre Office in Malta
- By phone: (356)21227470 / (356)21227471
- By post: National Screening Centre, 17, Lascaris Wharf, Valletta VLT 1921
- By email: Breast Screening Programme: breast.screening@gov.mt,
Colorectal Screening Programme: colon.screening@gov.mt,
Cervical Screening Programme: cervix.screening@gov.mt
Abdominal Aortic Aneurysm: aaa.screening@gov.mt
- Rate the Public Service - Downloadable through maltapps directory or web-based on <https://publicservice.gov.mt/en/rtps/Pages/Home.aspx>
- Or by sending a message on our Facebook page: <https://www.facebook.com/primaryhealthcaremalta>

servizz.gov

- Online: by accessing the servizz.gov site and clicking on 'File a Complaint' here: <https://servizz.gov.mt/en/pages/file-a-complaint/default.aspx>
- By phone: 153

When making a complaint you should:

- Quote your ID card number;
- Specify what the problem/case is; and
- Provide any additional information that may help us resolve your complaint.

When addressing complaints, we will:

- Guarantee your confidentiality;
- Refer your case to the Customer Care Unit and send you an acknowledgement within 1 working day;

As a normal procedure, all acknowledgements will be given to the beneficiaries on the same day of the request for information or application for service.

- Carry out an investigation on the problem/case and conclude this as speedily as possible but in any case, by not later than 5 working days from receipt of the complaint and all requested relevant information;
- Inform you in writing, about the outcome of our investigation into your complaint by no later than 2 working days from the conclusion of the investigation.

Following closure of your complaint we commit ourselves to take any remedial action where applicable; and planned corrective action to avoid repetition where necessary so that you will not encounter the same, or similar, experience.

QUALITY OF SERVICE DIRECTORATE WITHIN P&SD

In the circumstance where the expected level of support was not given through the above channels, you may report to the Quality of Service Directorate within the People & Standards Division by sending an email on qualityofservice-opm@gov.mt.

9. COMMITMENT TO CONTINUOUS IMPROVEMENT

With the aim of a Service of Excellence and continuous improvement in mind, this Quality Service Charter will be reviewed as necessary, but in any case, 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:

- Government policy
- Operational data (e.g. services offered, service delivery, etc.)
- Benchmarking
- Feedback
- Complaints
- Surveys
- Quality Service Assessments
- Mystery Shopper Exercises

Quality of service standards relative to the services provided will be monitored and measured. The results of the internal review and the monitoring processes will be used as a basis for improving our service.



APPENDIX 1

10. APPENDIX 1

We will ensure that all timeframes that are in our control will be strictly adhered to. When the service requested is dependent on other departments or entities, we are committed to follow up on it ourselves so that you will receive the final reply on time.

Service	Eligibility	Compliance requirements	Application Options	Service Delivery Timeline
Breast Screening Programme	Women between 50-69 years of age who hold a National ID card and are registered with Identity Malta Agency (IMA).	Supporting documents required: National Identity Card URL: www.screening.gov.mt Foreign clients are to bring the necessary documentation to the appointment.	For new cohorts, an invite is sent to the client for screening, including: i) a participation Form ii) an information booklet informing the client on breast cancer and the screening process. The client completes the participation form and returns it in a self-addressed envelope to the National Screening Centre. The Client may also opt to call us or send an email requesting her preference. Clients who already participated in the programme and are due to be re-screened, will be called for an appointment. Women with invalid contact details and who are eligible for screening will be sent a letter through traditional mail. Eligible Clients requesting an appointment by phone, social media or by email will be given an appointment.	Received invitation is processed within 3 working days. New cohorts will receive an appointment within 7 working days. The result will be reported and finalised by the radiologists within 4 weeks. The result will be reported and finalised by the radiologist within 4 weeks. In cases when further tests are needed such as ultrasound, for further views or biopsies, the patient is called back by the radiographer to attend a weekly recall clinic.
Colorectal Screening Programme	Males and females between 57-74 years of age who hold a National ID card and	Supporting documents required: National Identity Card	For new cohorts, an invite is sent to the client for screening, including: i) a participation Form	Clients with a negative result will have their result disclosed by means of a letter around 3 weeks.

	are registered with Identity Malta Agency (IMA)	URL: www.screening.gov.mt	ii) a bilingual booklet informing the client on the colorectal cancer and the screening process. Client may also call the Client Service Centre where the request will be processed over the phone. Clients who already participated are contacted every 2 years to confirm their continued participation. Clients who confirm participation will receive a home-testing kit (Faecal Immunochemical Test - FIT).	An appointment will be sent to participants with a positive Faecal Immunochemical Test (FIT) result. These will generally refer them for further investigations, usually a colonoscopy.
Cervical Screening Programme	Women born from 1st January 1980 who hold a National ID card and are registered with Identity Malta Agency (IMA)	Supporting documents required: National Identity Card URL: www.screening.gov.mt	For new cohorts, an invite is sent to the client for screening, including: i) a participation Form, The client completes the participation form and returns it in a self-addressed envelope to the National Screening Centre. The client may also opt to call us or send an email requesting her preference.	Received invitation is processed within 3 working days. Replies to requests for appointments will depend on physiological conditions of the client. Appointments will be set within 2 to 15 working days, All clients will receive their result on their myHealth within 3-4 weeks Clients with abnormal results are contacted. They either need to repeat the test or they are referred to Mater Dei Hospital for further management. Following an explanation of the result, an appointment and if required a referral ticket for further tests is given.
Abdominal Aortic Aneurysm Screening Programme	All males of 65 years and over who hold a National ID card and are registered with Identity Malta Agency (IMA)	Supporting documents required: National Identity Card URL: www.screening.gov.mt	An invite is sent to the client for screening following their 65th Birthday including a: i) participation Form ii) bilingual booklet	Received invitation is processed within 3 working days. Appointments will be set within 7 working days. Immediately after the ultrasound, the result is given to the client irrespective of

			<p>The client completes the participation form and returns it in a self-addressed envelope to the National Screening Centre.</p> <p>The client may also opt to call us or send an email requesting her preference.</p>	<p>whether the artery is within normal limits or not.</p>
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