



Primary
HealthCare

An overview of the **Primary HealthCare** Services and Facilities

Dr Glenn Garzia

Senior General Practitioner

Our Services (I)

- **GP Services and Appointment Clinic through the 10 Health Centres:**

South: Paola, Cospicua, Kirkop

Central: Floriana, Gzira, Qormi

North: Mosta, Rabat, Birkirkara (currently being refurbished)

Gozo: Victoria

- **GP Appointment Clinics in Community Clinics throughout Malta**

- **Some secondary care services such as MCC and Orthopaedic Clinic**



Our Services (II)

- **24/7 Telemedicine** service through specialized centre with specially trained GPs.
- **Nursing and Midwifery services** - including National Immunization, treatment room services and many other services)

- **Allied Health Clinics:**

Physiotherapy

Podiatry

ECG

Dietetics

Social Worker

Nutrition

Medical
Imaging

Occupational
Therapy

Speech and
Language
Pathology



Our Services (III)

- **Community Oncology within Community Clinics**
- **Migrant Health**
- **National Health Screening**
- **School Health Services**
- **Occupation Health (Medical) Unit**

Who is the GP ?

- **General Practice as a recognized specialty**
- **3-4 years of training including rotations in various hospital departments to gain requisite experience and knowledge (training accredited by both MCFD and RCGP)**
- **Special training in communication skills and dealing with the bio-psycho-social aspect of patient care**
- **Continuous Medical Education**
- **Access to Primary HealthCare facilities – opportunity to refer when needed (to A&E or to Outpatients Department)**

Who is the GP ?

- First port of call for medical issues
- Common ailments, other medical and surgical interventions.
- First aid and basic life support in emergency situations.
- Health Promotion advice and primary prevention.
- Home visits if circumstances permit.
- Investigations (blood tests, urine tests, X-Rays, ECG) as considered necessary by the doctor.
- Referral to a secondary care if necessary.

Health Centres (I)

- GPs are available in the 9 Health Centres in Malta around the clock
- Paola, Floriana & Mosta are open 24/7 whilst other Health Centres have different opening hours
- A fully equipped treatment room in every Health Centre is available for any procedures required



Health Centres (II)

- Health Centre GP service works on a walk-in clinic basis (first come first served) where appointments are not needed
- On average 100-250 GP cases per day per Health Centre
- More urgent cases are seen to in the treatment room (75-100 pts/day)
- Home Visits are offered in cases of emergencies, bedbound patients, the frail and severely disabled – these are usually vetted by the doctors at Telemedicine and passed on to the respective Centre

GP Appointment Clinics (I)

- **Community Clinics are an easily accessible way of seeing a GP**
- **These work through appointment and require little to no waiting time**
- **Appointments are 20 minutes long in a more community-oriented environment allowing enough time for good holistic care**

GP Appointment Clinics (II)

- **Community Clinics allow for improved continuity of care whilst avoiding unnecessary waiting time**
- **Also include specialized services such as the Long Covid Clinic**

Appointments can be made through the phone on

21222444 or 21231231

Telemedicine (I)

- A **24/7** service manned by qualified and trained GPs
- Allows for tele-consultations including video consultations using Microsoft Teams or even Whatsapp
- Doctors are trained to conduct a consultation over the phone or video and manage common ailments without the need for patients to be seen in person – electronic prescriptions sent through email or direct contact with a pharmacist



Telemedicine (I)

- In some cases, the GP may agree with the patient that it would be ideal to be seen in person, in which case either an appointment at a Community Clinic is set, or the patient is directed towards the nearest Health Centre
- GPs may liaise with other HCPs to set up appointments as needed



Electronic Patient Records IT System

- The EPR was introduced to facilitate continuity of care
- Whichever clinic you choose to go to, the GP will be able to access your medical history which allows for better management
- Not only used by GPs within Health Centres but also by Nurses and Allied Health Professionals allowing for more accurate medical data
- Accessible by doctors at Telemedicine and Community Clinics as well
- GPs also have access to other necessary systems such as iSoft (for lab investigations), PACS (for imaging) and the POYC system (for medication)



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Any Questions



Thank You