
Quality Service Charter

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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 screening services for Breast Cancer, Colorectal Cancer and Cervical Cancer.

To provide a high-quality, evidence-based client-centred service, with the aim to better 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 can prevent future cervical cancer. Therefore, reducing the incidence of cervical cancer and ameliorate their quality of life.
- To reduce the mortality rate from cervical cancer.

3. GUIDING PRINCIPLES

All our actions are guided and bound by the 10 Determinants of Service Quality:

RELIABILITY: Information provided by us can be relied upon and is guaranteed to be accurate at the time reporting. You have the right to request that any information given by us be confirmed in writing.

RESPONSIVENESS: We aim to respect the Once-Only Principle by providing a service which is accurate and timely, whilst providing objective and knowledgeable advice on matters within our competence. We shall ensure that our client is supported throughout to receive the service required.

COMPETENCE: Our staff has the necessary skills to deliver services knowledgeably, courteously and impartially.

ACCESS: Our services are easily accessible through convenient opening hours, effective telephone service, and personalised and expedient online services. Our public offices are physically accessible to persons with disabilities.

COURTESY: We ensure that our services are offered in a respectful and polite manner, with full consideration for the clients' property.

COMMUNICATION: We aim to keep you informed in a language which is free from technical terminology, by listening to you, and explaining the service itself including any fees, if and where applicable.

CREDIBILITY: We ensure that our decisions are based on procedures and pre-defined criteria which shall be clearly explained to you. Our staff are bound to act in an ethical manner.

SECURITY: Care is taken to ensure that our public offices are in line with standard physical safety requirements. They are set up with your privacy in mind and any personal information provided will only be used for the purpose that it was collected for, and processed in line with the relevant legislation.

UNDERSTANDING/KNOWING THE CUSTOMER: Our processes are designed to understand and support your needs and create the minimum inconvenience possible to you, without discriminating on grounds of gender, status, age, ability, nationality, religious or political beliefs.

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

4. NATIONAL SCREENING CENTRE CLIENTS

The three national screening programmes target all 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 56-72 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.

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.

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:

<https://deputyprimeminister.gov.mt/en/phc/nbs/Pages/Home.aspx>
<https://deputyprimeminister.gov.mt/en/phc/Pages/Home.aspx>

and on our Facebook page:

<https://www.facebook.com/MaltaNationalHealthScreeningCentre/>
<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 l-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 l-Arcisqof Pietru Pace, Victoria, VCT 2520
Colorectal Screening Programme	National Screening Centre, 17, Lascaris Wharf, Valletta VLT 1921	

B. Opening Hours:

8.30 – 14.45
(Monday – Friday)

C. By telephone :

(356)21227470 / (356)21227471
7:30 – 14.45
(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

E. On our website:

<https://deputyprimeminister.gov.mt/en/phc/nbs/Pages/Home.aspx>
<https://deputyprimeminister.gov.mt/en/phc/Pages/Home.aspx>

F. Mobile Apps: maltapps

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

<https://www.facebook.com/MaltaNationalHealthScreeningCentre/>
<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 Screening Centre

- In person: by calling at the National Screening Centre, 17, Lascaris Wharf, Valletta VLT 1921
- 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

- 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/MaltaNationalHealthScreeningCentre/>
<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.



APPENDICES

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).	<p>National Identity Card</p> <p>Visit website: https://deputyprimeminister.gov.mt/en/phc/Pages/About-Us/Entitlement-Guidelines.aspx</p> <p>Foreign clients are to bring the necessary documentation to the appointment.</p>	<p>For new cohorts, an invite is sent to the client for screening, including:</p> <ul style="list-style-type: none"> i) a participation Form ii) a bilingual booklet informing the client on breast cancer and the screening process. <p>Clients who already participated in the programme and are due to be re-screened, will be called for an appointment. The client completes the participation form and returns it in a self-addressed envelope to the National Screening Centre.</p> <p>Women without known contact details and who are eligible for screening will be sent a letter through traditional mail.</p> <p>Eligible Clients requesting an appointment by phone, social media or by email will be given an appointment.</p>	<p>Received invitation is processed within three (3) working days.</p> <p>New cohorts will receive an appointment within seven (7) working days.</p> <p>Client is informed with tests results within around three (3) weeks from the test. If the result is normal, the client is sent a letter by post notifying her of the result and that another routine mammogram will be scheduled after 2 years.</p> <p>In cases when further tests are needed such as ultrasound or biopsies, the patient is called back by the radiographer to attend a weekly recall clinic.</p>
Colorectal Screening Programme	Males and females between 56-72 years of age who hold a National ID card and are registered with Identity Malta Agency (IMA)	<p>National Identity Card</p> <p>Visit website: https://deputyprimeminister.gov.mt/en/phc/Pages/About-Us/Entitlement-Guidelines.aspx</p>	<p>For new cohorts, an invite is sent to the client for screening, including:</p> <ul style="list-style-type: none"> i) a participation Form ii) a bilingual booklet informing the client on the colorectal cancer and the screening process. <p>The client completes the participation form and returns it in a self-addressed envelope to the National Screening Centre.</p> <p>Clients who already participated are automatically invited to do a home-testing kit (Faecal Immunochemical Test - FIT) every 2 years.</p>	<p>Clients with a negative result will have their result disclosed by means of a letter within around three (3) weeks.</p> <p>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.</p>
Cervical Screening Programme	Women born from 1st January 1980 who hold a National ID card and are registered with Identity Malta Agency (IMA)	<p>National Identity Card</p> <p>Visit website: https://deputyprimeminister.gov.mt/en/phc/Pages/About-Us/Entitlement-Guidelines.aspx</p>	<p>For new cohorts, an invite is sent to the client for screening, including:</p> <ul style="list-style-type: none"> i) a participation Form, ii) a bilingual booklet informing the client on cervical cancer and the screening process. <p>The client completes the participation form and returns it in a self-addressed envelope to the National Screening Centre.</p>	<p>Received invitation is processed within three (3) working days.</p> <p>Replies to requests for appointments will depend on physiological conditions of the client. Appointments will be set within two (2) to fifteen (15) working days.</p> <p>Normal results are sent by post within around four (4) weeks. Clients will be recalled for a smear in 3 years time.</p> <p>Clients with abnormal results are recalled at the National Screening Centre. Following an explanation of the result, an appointment and referral ticket for further management at Mater Dei Hospital is given.</p>

