

## **Pharmacy of Your Choice**

### **Structure, Functions and Responsibilities**

The Pharmacy of Your Choice [POYC] Unit is responsible for the POYC Scheme which entails timely delivery of medical products to community pharmacies. This scheme promotes a patient-centric service and facilitates a more comfortable access to the Government's free pharmaceutical service.

Patients are entitled to free pharmaceutical service by virtue of Social Security Act Cap 318 Article 23 and the amendment of this act - Act No. I of 2012 and the Fifth Schedule to the same Act. The added value of the POYC Scheme is intended to eliminate the long waiting and queuing time spent at the Health Centres for this service and simultaneously gains its beneficiaries a prompt or/ and a more personalised pharmaceutical service in respect of information, advice and delivery.

The One Stop Shop and Client-Care Service Section within the POYC Unit plays a key role in the Unit's daily operations. In general, the enquiries concern a change in the choice of pharmacy, pharmaceutical stock availability, the administration of pharmaceuticals and other such related matters.

### **General Description of the Categories of Documents Held**

- The Memorandum of Understanding signed between Government, GRTU and the Malta Chamber of Pharmacies on 28 July 2007
- Addendum to the Memorandum of Understanding signed between Government, GRTU and the Malta Chamber of Pharmacies on 4 January 2013
- Service Level Agreement – for operations of the POYC in community pharmacies 15th October 2015
- Addendum to the Service Level Agreement related to Falsified Medicines Directive
- Service Level Agreement – Coeliac Operators
- Service Level Agreement – for operations of the POYC in community pharmacies 27th May 2022
- The Annual Reports

- Parliamentary Questions replies in connection with POYC
- Statistical Data and Information
- Analysis and reporting documents
- Quality Manual
- Circulars and MEMOs

### **Contact Details of the Pharmacy of Your Choice FOI Office**

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