

Gozo General Hospital

WHO WE ARE

As the sole hospital on the island of Gozo, our mission is to provide dedicated health care services contributing to the well-being of our community through a multi-disciplinary team providing quality patient care. Our vision is to work towards providing exceptional healthcare rooted in empathy, transforming the lives of people through clinical excellence and accessible patient-centric services. At Gozo General Hospital, we are committed to putting our patients at the heart of everything we do.

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://gozogeneralhospital.gov.mt/en>
- 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 10 - 15 minutes under normal circumstances.

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 set in line with the parameters set within the patient's charter. However, appointments may be dependent on department waiting lists and urgent requests, which may take priority.

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: customercare.ggh@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 3 working days

HOW TO CONTACT US

- o Gozo General Hospital, Arcisqof Pietru Pace Street, Victoria, VCT 2520, Gozo
- o <https://gozogeneralhospital.gov.mt/en>
- o Contact us: customercare.ggh@gov.mt +356 2344 6000
- o Through Social Media:

