

<b>Reference:</b>	FOI.12645.23
<b>Subject:</b>	Ear wax removal services
<b>Date of Request:</b>	12 September 2023

**Requested:**

1. Does the Health Board currently commission an ear wax removal service or services within primary care or community ear care services, available to all patients registered with GP practices within the Health Board's boundary, as per [Welsh Government's Ear Wax Management Primary and Community Care Pathway \(WHC/2020/014\)](#)?
2. If it does, how can a patient access this service or services when it is considered clinically necessary and/or self-care advice, if appropriate, has been unsuccessful?
3. If the Health Board does commission this service or services within primary care or community ear care services, please provide the name or names of those commissioned providers.
4. Does the Health Board have a policy or guidance on ear wax removal and/or referral pathways for its primary care providers for patients for whom the benefit of ear wax removal is clinically indicated?
5. If the Health Board has issued such guidance, please provide a copy.

**Response:**

1. Hywel Dda University Health Board (UHB) confirms that it has community ambulatory nurse led clinics for ear wax removal. Additionally, if a patient has an NHS hearing aid and the wax is affecting their ability to use their hearing aid/s, they can also be seen by the Audiology Service.
2. The UHB confirms that the service is accessed via its self-referral information hub or by telephone. The details are provided below:

[Hywel Dda-Self-Referral Pathways - Surgery App](#)

Telephone: 0300 303 8322

3. The UHB confirms the community ambulatory nurse led clinics for ear wax removal are provided by UHB staff.
4. The UHB confirms that it does have an ear wax removal pathway flow chart, which was developed by community nursing, Audiology Ear Nose and Throat (ENT) and a GP lead.
5. The UHB provides the following guidance:
  - HDUHB Ear wax clinic flow charts – Attachment 1
  - Self-management patient leaflet – Attachment 2.