

Freedom of Information Request	FOI 22-283	19 th July 2022
--------------------------------	------------	----------------------------

Earwax is a common health complaint, exacerbating the impact of existing hearing loss and presenting other symptoms impacting on health and well-being, often in vulnerable patient groups. We understand that many people are being denied access to NHS wax removal services and that health boards have an obligation to ensure such access, with recommendations to do so in primary and community settings set out in the Welsh Health Circular (WHC/2020/014¹).

We are aware that Audiology services are ready and able to deliver these changes with associated resourcing.

I would therefore be grateful if you could confirm:

- I. **If you have considered a business case for delivering a primary care Audiology service featuring the two elements described above, and**
The Health Board can confirm a business case has been prepared and is being submitted to the relevant Committee for consideration during August 2022.
- II. **The anticipated implementation date for roll-out across the health board.**
The outcome will be dependent on the above.

We trust you realise the benefits of this for both patients and the Health Board and look forward to receiving your response accordingly.

¹ [Ear Wax Management Primary and Community Care Pathway \(WHC/2020/014\) | GOV.WALES](#)