

Freedom of Information Request	FOI 23-480	16 November 2023
--------------------------------	------------	------------------

Your request

You requested the following:

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.

Our response

In response to questions 1 to 3, we do not have an ear wax removal service in place at this time.

4. We do not have a policy on ear wax removal. The Health Board's Ear, Nose and Throat (ENT) department do provide specialist micro suction for some chronic ear conditions, but they do not provide a basic wax removal service; referrals for this treatment can be made by GPs.
5. We do not hold this information.