

17/08/2023

NN-ICB/23/404

Dear Requestor

RE: Freedom of Information Request

With reference to your request for information I can confirm in accordance with Section 1 (1) of the Freedom of Information Act 2000 that we do hold the information that you have requested. A response to each part of your request is below.

In the request you asked:

I am writing to you under the Freedom of Information Act 2000 to request information on the commissioning of ear wax removal services by Nottingham and Nottinghamshire integrated care board. Please may you provide me with answers to the questions below.

1. Does the integrated care 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 ICS's boundary, as per [NICE guidance](#)?

Yes, the ICB currently commissions an ear wax removal service.

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?

Patients can access this service through their registered GP.

3. If the integrated care 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 and their address or addresses.

Please see attached list of providers.

4. Does the integrated care 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?

The ICB does not have a policy for ear wax removal however guidance in relation to ear irrigation is provided to primary care providers and clinicians by the ICB via TeamNet.

5. If the integrated care board has issued such guidance, please provide a copy.

Please see below for Ear Irrigation information and guidance that is available on TeamNet for clinicians.

- Wax removal
- Otitis Externa
- Mastoid cavities
- Known perforations

- Foreign bodies
- Contraindications to ear irrigation

Exclusion Criteria:

- Under 16 years old
- Pregnancy
- Complex Ear Disorders or Emergency Ear Infections requiring ENT Specialists **MUST** be referred to the ENT Department
- This is **NOT** a service for ENT emergencies

Before referral

For wax removal referrals: Please advise patients to apply 2 drops of olive oil twice daily to the relevant ear (s) one week before appointment.

A Prior approval form must be submitted to the IFR team before a referral can be made and accepted.

The attached referral forms can be found in clinical systems in F12

There is a waiting list for this service.

If you are unhappy with the way in which your request has been handled, NHS Nottingham and Nottinghamshire Integrated Care Board (ICB) have an internal review procedure through which you can raise any concerns you might have. Further details of this procedure can be obtained by contacting Lucy Branson, Associate Director of Governance via lucy.branson@nhs.net or by writing to FOI Team at NHS Nottingham and Nottinghamshire ICB, Sir John Robinson House, Sir John Robinson Way, Arnold, Daybrook, Nottingham, NG5 6DA.

If you remain dissatisfied with the outcome of the internal review, you can apply to the Information Commissioner's Office (ICO), who will consider whether the organisation has complied with its obligations under the Act and can require the organisation to remedy any problems. Generally, the ICO cannot make a decision unless you have exhausted the complaints procedure provided by NHS Nottingham and Nottinghamshire ICB. You can find out more about how to do this, and about the Act in general, on the Information Commissioner's Office website at: <https://ico.org.uk/for-the-public/>

Complaints to the Information Commissioner's Office should be sent to:

FOI/EIR Complaints Resolution, Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. Telephone 0303 123 1113 or report a concern via <https://ico.org.uk/concerns/>

Yours sincerely

Freedom of Information (FOI) Officer on behalf of *NHS Nottingham and Nottinghamshire Integrated Care Board*

notts.foi@nhs.net

All information we have provided is subject to the provisions of the Re-use of Public Sector Information Regulations 2015. Accordingly, if the information has been made available for re-use under the [Open Government Licence](#) (OGL) a request to re-use is not required, but the license conditions must be met. You must not re-use any

previously unreleased information without having the consent of NHS Nottingham and Nottinghamshire Integrated Care Board. Should you wish to re-use previously unreleased information then you must make your request in writing (email will suffice) to the FOI Lead via notts.foi@nhs.net. All requests for re-use will be responded to within 20 working days of receipt.