

09/03/2026

NN-ICB/26-1511

Dear Requestor

Re: Freedom of Information Request

Thank you for your request for information, received on 13 February 2026, regarding ear wax removal. We have processed your request in accordance with the Freedom of Information Act 2000 (FOIA).

Under the FOIA, public authorities like ours are required to respond to requests for information within 20 working days. In response to your request, I can confirm that we do hold the information requested.

Details of your request:

I would like to clarify that ear irrigation is no longer offered by the range of practices it was in 2023 and that overall services have reduced.

In 2025 (FOI 1325) you have said to us that ear wax removal is currently available only to patients registered with GP practices in the Mid Nottinghamshire area (Roundwood Surgery and Willowbrook Medical Practice). But in 2023 (FOI 404) you explained it was available from the list of attached providers.

Could you please clarify?

Our response to your request:

Please find below details clarifying the microsuction and ear irrigation services offered by the ICB:

Mid-Nottinghamshire Community Microsuction Service

Within mid-Nottinghamshire there are currently two GP practices commissioned to provide a community microsuction service for patients with a mid-Nottinghamshire registered GP. The service has been in place since 2019 for the removal of earwax/foreign bodies (that does not require specialist intervention) using microsuction.

The current service enables GPs within mid-Nottinghamshire to refer into the two GP practices **if** patients meet criteria set out in the ICB [Value Based Commissioning policy](#) (see page 37).

Ear Irrigation Service

All Nottingham and Nottinghamshire GP practices, with the exception of three, provide ear irrigation as part of the Enhanced Services Delivery Scheme (ESDS) Local Enhanced Service (LES).

For the three GP practices that are not signed up to deliver the ESDS LES, Nottingham City General Practice Alliance (NCGPA) are commissioned to deliver the ESDS LES (including ear irrigation) to patients that are registered with those practices.

If you are unhappy with the way in which your request has been handled, NHS Nottingham and Nottinghamshire Integrated Care Board (ICB) has 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, Director of Corporate Governance and Assurance 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 nnicb-nn.foi@nhs.net

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