



Bwrdd Iechyd
Addysgu Powys
Powys Teaching
Health Board

Information Governance Team
Monnow Ward
Bronllys Hospital
Bronllys
Brecon
Powys LD3 0LY
Email: Powys.FOI@wales.nhs.uk
Tel: 01686 252159/01874 442071

Our ref: IG/FOI/23.R.320

5 October 2023

Sent via email to: [REDACTED]

Dear [REDACTED]

Request under the Freedom of Information Act 2000

I write further to your request for information which was received on 12 September 2023, to confirm, in accordance with S.1(1)(a) of the Freedom of Information Act 2000, that Powys Teaching Health Board (PTHB) does hold the information that you require.

For ease of reference your request is set out below and our response follows:

Your Freedom of Information (FOI) Request:

I am writing to you under the Freedom of Information Act 2000 to request information on the commissioning of ear wax removal services by Powys Teaching Health Board. Please may you provide me with answers to the questions below.

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.

Pencadlys
Tŷ Glasbury, Ysbyty Bronllys,
Aberhonddu, Powys LD3 0LU
Ffôn: 01874 711661



Headquarters
Glasbury House, Bronllys Hospital
Brecon, Powys LD3 0LU
Tel: 01874 711661



Powys Response:

1. Powys Teaching Health Board (PTHB) does not commission an ear wax removal service; it provides its own Audiology-led and managed wax removal service which is carried out in community locations across the Health Board. The service is available to all patients registered with GP practices within the Health Board's boundary. The service meets the requirements and recommendations of WHC 2020/014.

2. A patient is able access this service by either by:

- Collecting a self-referral form from their local GP or Audiology department and sending it into the Health Board.
- Or completing the online self-referral form which is on the PTHB website. Self-care advice can also be found here: [Ear Wax Management - Powys Teaching Health Board \(nhs.wales\)](#)

3. The PTHB Pathway is managed by our Audiology Department.

4. GP surgeries in PTHB have been provided with the referral pathway. This is a self-referral pathway where the patient can access a self-referral form which is either collected from their GP or can be completed online on the PTHB website. If a patient is unable to complete a form, they're able to make an appointment with their GP who will complete the form on their behalf. PTHB can also accept referral letters from GPs if they contain the relevant information.

5. Please see the attached guidance documents:

- FOI 23.R.320 Attachment 1 for proposed Wax Management Pathway 1st April 2022.
- FOI 23.R.320 Attachment 2 for Self-referral wax management pathway.
- FOI 23.R.320 Attachment 3 for Standard operating procedure: Audiology-led wax management pathway.

Should you need any further assistance, please do not hesitate to contact me at the address below.

If you are dissatisfied, with the way your request has been dealt with by PTHB, you have the right to request a review in which case you should write to:

Chief Executive
Powys Teaching Health Board Headquarters
Glasbury House
Bronllys Hospital
Bronllys
Brecon
Powys LD3 0LY

If you are still dissatisfied at the end of the review, you may complain to the Information Commissioner, who can be contacted at the following address:

Information Commissioner's Office - Wales

2nd Floor,
Churchill House,
Churchill Way,
Cardiff, CF10 2HH
Tel: 029 2067 8400 Fax 029 2067 8399
www.ico.org.uk twitter.com/iconews

Rydym yn croesawu derbyn gohebiaeth yng Nghymraeg. Byddwn yn ateb y fath ohebiaeth yng Nghymraeg ac ni fydd hyn yn arwain at oedi. We welcome receiving correspondence in Welsh. We will reply to such correspondence in Welsh and this will not lead to a delay.

Yours sincerely

A handwritten signature in black ink, appearing to read 'JL Garfitt', with a stylized flourish at the end.

Joy Garfitt
Director of Operations/ Director of Community & Mental Health