

Our ref: IG/FOI/FOI.008.26

02 February 2026

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 06 January 2026, 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 the Health Board's response follows each question individually.

Your Freedom of Information (FOI) Request and Powys Response (Bold):

I am seeking information on how ear wax removal services are provided and funded by Powys Teaching Health Board:

Q1. Whether ear wax removal is NHS-funded within Powys. – **Yes.**

Q2. Whether services are delivered by GP practices, community providers, or external contractors. – **Ear wax removal is provided by health board staff in hospital settings. No ear wax removal is provided by GP practices or external contractors.**

Q3. The total annual spend or contract value associated with ear wax removal services. – **The total annual spend for 2024/25 for the Audiology Department was £1.051m. We are unable to provide the breakdown for the ear wax removal service.**

Q4. Any eligibility criteria applied to patients. – **Please see the list below:**

Eligibility:

- **Powys resident.**
- **Aged 11 or over.**
- **A patient who feels ear wax is causing a problem. Eg with hearing, or a blockage.**
- **A past history of perforation of the ear drum or a history of cleft palate or ear surgery– referred to ear care nurses.**

Q5. Whether microsuction is the preferred or mandated method. – **Yes, Microsuction is the preferred method.**

If you have queries or any concerns, contact details are given at the top of the letter. Please remember to quote the reference number above in any future communications. If you are dissatisfied with the handling or response to your request and wish to ask for a review of this, please contact us and we will arrange for this to be done.

Further information is available from the Information Commissioner's Office who can be contacted at:

Address: Information Commissioner's Office (Wales), 2nd Floor, Churchill House, Churchill Way, Cardiff, CF10 2HH.

Telephone: 0330 414 6421

Complaints Portal: www.ico.org.uk/foicomplaints

Web site: <https://ico.org.uk/>

Re-use of Public Sector Information

All information supplied by the Health Board in answering a request for information (RFI) under the Freedom of Information Act 2000 will be subject to the terms of the Re-use of Public Sector Information Regulations 2015.

Under the terms of the Regulations, the Health Board will licence the re-use of any or all information supplied if being used in a form and for the purpose other than which it was originally supplied. This license for re-use will be in line with the requirements of the Regulations and the licensing terms and fees as laid down by the Office of Public Sector Information (OPSI). Most licenses will be free; however, the Health Board reserves the right, in certain circumstances to charge a fee for the re-use of some information which it deems to be of commercial value.

Further information including a sample license terms and fees can be found at Open Government Licence.

Yours sincerely



Hywel Pullen
Deputy Director of Finance

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.