



Lincolnshire
Integrated Care Board

Lincolnshire Integrated Care Board

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13 February 2024

FREEDOM OF INFORMATION – DECISION NOTICE

Dear Requester

FOI Reference Number: 72385

I refer to your email of 24 January 2024 requesting information in relation to ear wax removal.

I can confirm on behalf of NHS Lincolnshire Integrated Care Board (ICB) and in accordance with S.1 (1) of the Freedom of Information Act 2000 (FOIA) that we do hold some information in relation to your request. Please see further details below:

Can you please clarify the policy on ear wax removal?

Please see the attached file

I am aware locally of several patients who have been REFUSED such treatment by their GP.

If the ICB has adopted a policy of not funding ear wax removal could you please advise what public consultation was undertaken, what the policy actually is and what the recommendations to the Board were (eg impact assessments, costs/savings etc)? FOI Act applies.

I can confirm that the ICB does commission a community ear wax removal service for simple cases (tier 1) or patients can be referred to secondary care if they are complex. There are multiple providers of the community service across the county but isn't necessarily delivered in the patients' own GP practice unless they are one of the designated providers.

Patients aged over 50 can also be referred to a community hearing loss service and the wax will be removed if this is found to be the cause of the hearing loss or is obstructing the ear canal such that it prevents proper assessment or use of hearing aids.

There are strict criteria for referring to all these services to ensure this is appropriate for the patient and patients must have undergone self-care prior to referral (unless this is contraindicated due to ruptured ear drum for example) as many case of wax will resolve following this.

I hope that this answers your queries with the information we currently hold, but if I can be of any further assistance please do not hesitate to contact me.

If you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to

Arden & GEM Greater East Midlands Commissioning Support Unit
FOI TEAM/Corporate Communications Team
1st Floor, St John's House
East Street
Leicester
LE1 6NB

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision. Generally, the ICO cannot make a decision unless you have exhausted the complaints procedure provided the ICB.

The Information Commissioner can be contacted at: telephone 0303 123 1113,
email icocasework@ico.org.uk and <https://ico.org.uk/global/contact-us/>

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Yours faithfully

Lindsay Parker
Senior Freedom of Information Officer

**On behalf of
NHS Lincolnshire ICB**