

Our Ref: PW/AKB/FOI-08-488

11th August 2023

Stafford Education & Enterprise Park
Weston Road
Stafford
ST18 0BF

Sent by email

Telephone: 0300 123 1461

Dear

FOI-08-488

Your request for information under the Freedom of Information Act 2000

Thank you for your request for information received on the 3rd August 2023. We can confirm that the Staffordshire and Stoke-on-Trent Integrated Care Board can provide the following information.

An anonymised copy of this response will be made publicly available on the ICB website.

Please see our responses in blue below:

I am writing to you under the Freedom of Information Act 2000 to request information on the commissioning of ear wax removal services by Staffordshire and Stoke-on-Trent 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](#)?**

Ear wax removal is incorporated into the community ENT services commissioned by the ICB.

- 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?**

Access is via GP referral.

- 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.**

- Chase Medical Practice, 654 Church Street, Cannock, Staffordshire, WS11 1DS

- Wolverhampton Road Surgery, Wolverhampton Road, Stafford, Staffordshire, ST17 4BS
 - OMNES Healthcare: Head Office – Evergreen House, The Edge, Clowes Street, Manchester, United Kingdom, M3 5NA. Local service locations are:
 - Cobridge Community Health Centre, Church Terrace, Cobridge, ST6 2JN
 - Bentilee Neighbourhood Centre, Dawlish Drive, Bentilee, ST2 OEU
- 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?**

No policy specific to ear wax removal.

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

Not Applicable.

Should you require any further information or clarification regarding this response please do not hesitate to contact us. If you are dissatisfied with the response, you are entitled to request an internal review which should be formally requested in writing and must be within two calendar months from the date this response was issued.

To request an internal review

You can request an internal review by contacting the Staffordshire and Stoke-on-Trent Integrated Care Board FOI team by emailing the team at StaffsStokeFOI@staffsstoke.icb.nhs.uk or by post to the address at the top of this letter.

If you are not content with the outcome of your internal review, you may apply directly to the Information Commissioner's Office (ICO) for a decision. Generally, the ICO cannot make a decision unless you have exhausted the Staffordshire and Stoke-on-Trent Integrated Care Board's FOI complaints procedure.

The ICO can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

www.ico.gov.uk



**Staffordshire and
Stoke-on-Trent**
Integrated Care Board

Yours sincerely

Paul Winter
Associate Director of Corporate Governance