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Health Board

Wax Removal Self-Referral

Please read the following information carefully

If ear wax is **not** causing you any problems, it is best left alone and you **do not need to continue with this referral form**. The ear is self-cleaning and often the wax will come out without you needing to do anything.

Sometimes ear wax can build up enough to cause hearing loss and other problems.

If ear wax **is** causing you such problems, please follow the steps below.

STEP 1:

If you are currently experiencing any of the following:

- ☐ Altered sensation or numbness in your face?
- ☐ Pain in your ears?
- ☐ An active ear infection or discharge from your ear/s
- ☐ Sudden hearing loss (over a period of 3 days)

Please do not proceed with this referral.

Please seek immediate medical / GP support.

If you are not experiencing any of the above, please continue with Step 2.

STEP 2:

If you tick any of the following statements, please complete the remaining questions in **Step 5** (you do not need to follow Step 3 and 4) and submit your referral to the Wax Management service **without following any self-management guidance**.

If you are completing a paper referral, the address to send the referral form is at the bottom of the page.

- ☐ You are completing this referral for a child four years of age or younger
- ☐ You have significant pain or discharge from either or both ears
- ☐ You have a past history of perforation of the ear drum
- ☐ You have had an ear infection within the last 6 weeks
- ☐ You have a history of cleft palate or ear surgery

☐ You have ever been advised by healthcare professional to avoid getting water in your ear.

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STEP 3:

The first step in treating problematic ear wax is to soften the wax to see if it comes out by itself. Use olive oil ear drops once a day for **seven days** to soften wax.

Please follow the instructions below before referring yourself for wax removal.

To use ear drops:

Allow the olive oil to come to room temperature naturally. DO NOT heat the oil. Lie on your side with the affected ear facing upwards. Pull the ear gently backwards and upwards to open and straighten the ear canal. This will allow the drops to enter deeper into the ear. Carefully let three droplets of olive oil fall into your ear. You may find it helpful to have somebody help you. Gently massage the area directly in front of the ear. Lie still for at least five minutes to ensure the ear drops have penetrated properly. If you need to treat both ears, turn over onto your other side and repeat the process. DO NOT insert cotton wool or tissue paper into your ears as this can absorb the oil, leaving the wax dry and hard.

Parents and/or guardians of children five years of age or older should supervise and carry out treatment on children, using the self-management advice above.

STEP 4:

If this self-management has not been successful after 7 days, please answer the following questions and submit it to the Wax Management team. If you are completing a paper referral, the address to send the referral form is at the bottom of the page. Please continue to use olive oil drops once a week until your appointment.

STEP 5:

Please answer the following questions. This will allow us to book an appropriate appointment for you.

1. What is your full name?

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2. What is your date of birth?

3. What is your address?

4. What is your postcode?

5. What is your email address?

6. What is your contact phone number?

7. Please provide your GP name and address

8. Do you have any specific/additional requirements for your appointment? (E.g Wheelchair User, Ambulance Transport and Chaperone required?) Please provide details

9. Do you require your appointment and correspondence to be carried out in Welsh or an alternative language?

☐ Yes

☐ No

10. If yes, which language?

11. Have you had any previous surgery to your ears?

☐ Yes

☐ No

12. If yes, please provide details

13. Do you routinely have ear wax removal with Ear Care Nurse?

☐ Yes

☐ No

14. Out of the following sites, please select which you would prefer to attend:

☐ Machynlleth

☐ Llanidloes

☐ Newtown

☐ Welshpool

☐ Knighton

☐ Glan Irfon, Builth Wells

☐ Bronllys

☐ Ystradgynlais

15. Please make any additional comments here:

Please return this form to: Audiology Referrals, Therapies Hub, Montgomery County Infirmary (Newtown Hospital), Llanfair Road, Newtown, Powys, SY16 2DW

Telephone: 01686 613 200

Email: therapies.hub.pow@wales.nhs.uk

Following submission of your referral, you will be contacted to agree an appointment date and time. Please allow several weeks for this.