

Reference: FOI.ICB-2526/191

Subject: Ear Wax Removal Services

I can confirm that the ICB does hold some of the information requested; please see responses below:

QUESTION	RESPONSE
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 integrated care board's boundary, as per NICE guidance?	Yes, Ear Wax removal is included in the Supplementary Service specification. All BNSSG practices are signed up to deliver the service. All patients meeting the clinical criteria can access the service.
2. If a wax removal service in primary or community care is not currently available to all patients, is there a plan to set up such a service in future, or to review the need for this service? This includes the provision of ear wax removal services as part of Neighbourhood Health Services.	The service is available and currently accessible to all patients who meet the clinical requirements outlined within the service specification.
3. If a wax removal service is commissioned, 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?	By GP practice appointment
4. If the integrated care board does commission a wax removal service within primary care or community care, please provide the name or names of commissioned providers and their address or addresses.	See enclosed spreadsheet with the names and addresses of BNSSG practices signed up to deliver the EAR Wax Removal Service.

5. Does the integrated care board utilise TympaHealth in the provision of wax removal services, including within pharmacies, and if so, which types of healthcare professionals offer wax removal using TympaHealth devices or equipment?	The ICB does not commission Ear Wax Removal services with TympaHealth devices or equipment.
6. 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? If the integrated care board has issued such guidance, please provide a copy.	Information regarding management in Primary Care and referrals can be found on our Remedy webpage: Ear wax and microsuction (Remedy BNSSG ICB)
7. Can you provide a copy of any guidance the integrated care board provides to patients and/or clinicians on the self-management of symptomatic ear wax?	Please refer to the following link, 'Alternatives to nurse led syringing': https://remedy.bnssg.icb.nhs.uk/adults/ent/ear-wax-and-microsuction/#i2:~:text=Alternatives%20to%20nurse%20led%20syringing
8. How many complaints has the integrated care board received from patients about difficulty in accessing or inability to access a wax removal service in the last 24 months?	From 1 April 2023 – 31 March 2025 the ICB has received <5 complaints relating to ear wax removal. (Please note: '<5' has been used where the numbers are under 5 as this could potentially make the individuals identifiable.)

The information provided in this response is accurate as of 2 October 2025 and has been approved for release by David Jarrett, Chief Delivery Officer for NHS Bristol, North Somerset and South Gloucestershire ICB.

Practice Code	Main or Branch	Practice Name	Address
L81051	Main	168 Medical Group	168 Locking Road, Weston Super Mare, BS23 3HQ
L81038	Main	Air Balloon Surgery	Kenn Road, St George, Bristol, BS5 7PD
L81127	Main	Almondsbury Surgery	Sundays Hill, Almondsbury, Bristol, BS32 4DS
L81082	Main	Bedminster Family Practice	Regent Road, Bedminster, Bristol, BS3 4AT
L81087	Main	Beechwood Medical Practice	Fishponds Health Centre, Beechwood Road, Fishponds, Bristol, BS16 3TD
L81120	Main	Birchwood Medical Practice	Brooklea Health Centre, Brislington, Bristol, BS4 4HU
L81118	Branch	Stokes Medical Group (Bradley Stoke Surgery)	Brook Way, Bradley Stoke, Bristol, BS32 9DS
L81007	Branch	Bridge View Medical (BS1 Surgery)	BS1 Branch Surgery, UWE Building Favell House, Queen Charlotte Street, BS1 1DQ
L81007	Branch	Bridge View Medical (Gaywood House)	Gaywood House, North Street, Bedminster, BS3 3BA
L81007	Main	Bridge View Medical (Southville Surgery)	Southville Surgery, 67 Coronation Road, Southville, Bristol, BS3 1AT
L81007	Branch	Bridge View Medical (The Malago Surgery)	The Malago Surgery, 40 St Johns Road, Bedminster, BS3 4JE
L81007	Branch	Bridge View Medical (Marksbury Road)	Marksbury Road Surgery, Marksbury Road, Bedminster, Bristol BS3 5JL
Y02578	Main	Broadmead Medical Centre	59 Broadmead, Bristol, BS1 3EA
L81130	Main	Cadbury Heath Healthcare	Parkwall Road, Cadbury Heath, Bristol, BS30 8HS
L81015	Main	Charlotte Keel Medical Practice	Charlotte Keel Health Centre, Easton, Bristol, BS21 6DG
L81040	Main	Clevedon Medical Centre	Clevedon Medical Centre, Old Street, Clevedon, BS21 6DG
L81050	Main	Close Farm Surgery	47 Victoria Road, North Common, Bristol, BS30 5JZ
L81019	Main	Concord Medical Centre	Braydon Avenue, Little Stoke, Bristol, BS34 6BQ
L81036	Branch	MVMG - Monks Park (Coniston Medical Practice)	The Parade, Bristol, BS34 5TF
L81024	Main	Courtside Surgery	Kennedy Way, Yate, Bristol, BS37 4DQ
L81095	Main	Downton Road Surgery	William Budd Health Centre, Knowle, Bristol, BS4 1WH
L81023	Main	East Trees Health Centre	100a Fishponds Road, Eastville, Bristol, BS5 6SA
L81632	Main	Emersons Green Medical Centre	St Luke's Close, Emersons Green, Bristol, BS16 7AL
L81131	Main	Fallodon Way Medical Centre	13 Fallodon Way, Henleaze, Bristol, BS9 4HT

Practice Code	Main or Branch	Practice Name	Address
L81062	Branch	Fireclay Health (Lodgeside Surgery)	Lodgeside Surgery, 22 Lodgeside Avenue, Bristol, BS15 W11
L81062	Main	Fireclay Health (St George Health Centre)	Bellevue Road, St George, Bristol, BS5 7PH
L81013	Main	Fishponds Family Practice	Fishponds Health Centre, Beechwood Road, Fishponds, Bristol, BS16 3TD
L81014	Main	Frome Valley Medical Centre	2 Court Road, Frampton Cotterell, Bristol, BS36 2DE
L81078	Main	Gloucester Road Medical Centre	Tramway House, Horfield, Bristol, BS7 8SA
L81016	Main	Graham Road Surgery	22 Graham Road, Weston Super Mare, BS23 1YA
L81054	Main	Grange Road Surgery	Grange Road, Bishopsworth, Bristol, BS13 8LD
L81098	Main	Greenway Community Practice	Greystoke Avenue, Southmead, Bristol, BS10 6AF
L81079	Main	Hanham Health (Hanham Surgery)	Hanham Surgery, 33 Whittucks Road, Hanham, Bristol BS15 3HY
L81079	Branch	Hanham Health (Oldland Surgery)	Oldland Surgery, 192 High Street, Oldland, Bristol
L81600	Main	Harbourside Family Practice	The Marina Healthcare Centre, Portishead, BS20 7QA
L81083	Main	Hartwood Healthcare	Hartcliffe Health Centre, Hartcliffe, Bristol, BS13 0JP
L81085	Main	Heywood Family Practice	1 Lodway Gardens, Pill, Bristol, BS20 0DL
L81041	Main	Hillview Family Practice	Hartcliffe Health Centre, Hartcliffe, Bristol, BS13 0JP
Y02873	Main	Homeless Health Service (Brisdoc) (Compass Health)	1 Jamaica Street, Bristol, BS2 8JP
L81022	Main	Horfield Health Centre	Lockleaze Road, Horfield, Bristol, BS7 9RR
L81670	Main	Horizon Health Centre	Healthy Living Centre, Weston Super Mare, BS23 3SJ
L81042	Main	Kennedy Way Surgery	Kennedy Way, Yate, Bristol, BS37 4DQ
L81063	Main	Kingswood Health Centre	Alma Road, Kingswood, Bristol, BS15 4EJ
L81089	Main	Lawrence Hill Health Centre	Hassell Drive, Lawrence Hill, Bristol, BS2 0AN
L81046	Main	Leap Valley Surgery	Beaufort Road, Downend, Bristol, BS16 6UG
L81046	Branch	Leap Valley Surgery (Abbotswood)	42 Abbotswood (branch surgery), Yate, BS37 8NG
L81086	Main	Mendip Vale Medical Practice	Pudding Pie Lane Surgery, Langford, Bristol, BS40 5EL
L81086	Branch	Mendip Vale Medical Practice (Congresbury Surgery)	The Surgery, Station Road, Congresbury

Practice Code	Main or Branch	Practice Name	Address
L81086	Branch	Mendip Vale Medical Practice (St Georges Surgery)	St Georges Surgery, 135 Pastures Avenue, St George, Weston Super Mare, BS22 7SB
L81086	Branch	Mendip Vale Medical Practice (Sunnyside Surgery)	4 Sunnyside Road, Clevedon BS21 7TA
L81086	Branch	Mendip Vale Medical Practice (Yatton Surgery)	Yatton Surgery, 155-157 Mendip Road, Yatton, BS49 4ER
L81669	Main	MVMG - Monks Park Surgery	24 Monks Park Avenue, Horfield, Bristol, BS7 0UE
L81012	Main	Montpelier Health Centre	Bath Buildings, Montpelier, Bristol, BS6 5PT
L81033	Main	Nightingale Valley Practice	Brooklea Health Centre, Brislington, Bristol, BS4 4HU
L81033	Branch	Nightingale Valley Practice (Riverside Surgery)	Riverside SurgeryWyatts View, St Anne's Park, Bristol BS4 4WW
L81081	Main	Pembroke Rd Surgery	111 Pembroke Rd, Clifton, Bristol, BS8 3EU
C9W0A	Branch	Pilning Surgery	Northwick Road, Pilning, Bristol, BS35 4JE
L81037	Main	Pioneer Medical Group	Bradgate Surgery, Ardenton Walk, Brentry, Bristol, BS10 6SP
L81037	Branch	Pioneer Medical Group (Avonmouth Medical Centre)	Avonmouth Medical Centre, Collins Street, Bristol, BS11 9JJ
L81037	Branch	Pioneer Medical Group (Ridingleaze Medical Centre)	Ridingleaze, Lawrence Weston, Bristol, BS11 0QE
L81004	Main	Portishead Medical Group	Victoria Square, Portishead, BS20 6AQ
L81084	Main	Priory Surgery	326 Wells Road, Knowle, Bristol, BS4 2QJ
L81669	Branch	MVMG - Monks Park (Sea Mills Surgery)	2 Riverleaze, Sea Mills, Bristol, BS9 2HL
L81018	Main	Severn View Family Practice	Eastland Road, Thornbury, Bristol, BS35 1DP
L81008	Main	Shirehampton Group Practice	Shirehampton Health Centre, Shirehampton, Bristol, BS11 9SB
L81669	Branch	MVMG - Monks Park (Southmead & Henbury Family Pra	Ullswater Road, Southmead, Bristol, BS10 6DF
L81669	Branch	MVMG - Monks Park - Willow Tree Surgery	Willow Tree Surgery, 1 Trevelyan Walk, BS10 7NY
L81103	Main	St Mary Street Surgery	24 St Mary Street, Thornbury, Bristol, BS35 2AT
L81066	Main	Stafford Medical Group	Highlands Lane, Locking Castle, Weston Super Mare, BS24 7DX
L81009	Main	Stockwood Medical Centre	Hollway Road, Stockwood, Bristol, BS14 8PT

Practice Code	Main or Branch	Practice Name	Address
L81118	Main	Stokes Medical Group	Ratcliffe Drive, Stoke Gifford, Bristol, BS34 8UE
L81118	Branch	Stokes Medical Group (Conygre Medical Centre)	Conygre Medical Centre, 3 Conygre Road, Filton, Bristol BS34 7DA
L81106	Main	Streamside Surgery	Eastland Road, Thornbury, Bristol, BS35 1DP
L81133	Main	Student Health Service	Hampton House Health Centre, Cotham, Bristol, BS6 6AU
L81031	Main	The Armada Family Practice	Whitchurch Health Centre, Whitchurch, Bristol, BS14 0SU
L81643	Main	The Cedars Surgery	87 New Bristol Road, Worle, Weston Super Mare, BS22 6AJ
L81643	Branch	The Cedars Surgery (Worle Medical Practice)	Worle Medical Practice, 125 High Street, Worle, Weston Super Mare (was a GMS practice)
L81026	Branch	The Downend Health Group (The Willow Surgery)	The Willow Surgery, Hill House Road, Downend, BS16 5JF
L81026	Main	The Downend Health Group (Christchurch Family Practice)	North Street, Downend, Bristol, BS16 5SG
L81090	Main	The Family Practice	Western College, Cotham, Bristol, BS6 6DF
L81053	Main	The Lennard Surgery	1 Lewis Road, Bedminster Down, Bristol, BS13 7JD
L81058	Main	The Milton Surgery	232-234 Milton Road, Weston Super Mare, BS22 8AG
L81075	Main	The Old School Surgery	Manor Road, Fishponds, Bristol, BS16 2JD
L81075	Branch	The Old School Surgery	UWE Bristol, Frenchay Campus, Coldharbour Lane, Bristol, BS16 1US
L81055	Main	The Orchard Medical Centre	Macdonald Walk, Kingswood, Bristol, BS15 8NJ
L81029	Main	Three Shires Medical Practice	2 Back Lane, Marshfield, Wiltshire, SN14 8NQ
L81029	Branch	Three Shires Medical Practice (Colerne Surgery)	Colerne Surgery, 35 High Street, Colerne, Chippenham SN14 8DD
L81029	Branch	Three Shires Medical Practice (Pucklechurch)	12 Becket Court, Pucklechurch, Bristol BS30 5QQ
L81029	Branch	Three Shires Medical Practice (Wick Surgery)	Wick Surgery, 111 High Street, Wick BS30 5QQ
L81044	Main	Tudor Lodge	3 Nithsdale Road, Weston Super Mare, BS23 4JP
L81034	Main	Tyntesfield Practice	Tower House Medical Centre, Stockway South, Nailsea, BS48 2XX
L81034	Branch	Tyntesfield Practice (Backwell Medical Centre)	Backwell Medical Centre, 15 West Town Road, Backwell, BS48 3HA
L81034	Branch	Tyntesfield Practice (Brockway Medical Centre)	Brockway Medical Centre, Brockway, Nailsea, BS48 1BZ

Practice Code	Main or Branch	Practice Name	Address
L81034	Branch	Tyntesfield Practice (Long Ashton Surgery)	Long Ashton Surgery, Headley House, 55 Rayens Cross Road, Long Ashton, BS41 9DY
L81642	Main	Wellington Road Family Practice	Wellington Road, Yate, Bristol, BS37 5UY
L81125	Main	Wells Road Surgery	233 Wells Road, Knowle, Bristol, BS4 2DF
L81061	Main	Wellspring Surgery	Wellspring Healthy Living Centre, Beam Street, Barton Hill, Bristol, BS5 9QT
L81047	Main	West Walk Surgery	West Gate Centre, Yate, Bristol, BS37 4AX
L81047	Branch	West Walk Surgery (Coalpit Heath)	3 Church Lane, Coalpit Heath, Bristol, BS36 2SR
L81017	Main	Westbury-on-Trym Practice	Westbury-on-Trym Primary Care Centre, Westbury-On-Trym, Bristol, BS9 3AA
L81091	Main	Whiteladies Medical Group	Whatley Road, Clifton, Bristol, BS8 2PU
L81021	Main	Winscombe & Banwell Family Practice	Hillyfields Way, Winscombe, BS25 1AF
L81021	Branch	Winscombe & Banwell Family Practice (Banwell Surgery)	Banwell Surgery, Westfield Road, Banwell, BS29 6AF