

## **Engagement Assurance Committee Cover sheet**

Title	South East London Community Ear Wax Removal Service – Engagement Assurance					
Meeting date	28 January 2026	Agenda item Number	3	Paper Enclosure Ref	C	
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Paper is for:	Assurance	<input checked="" type="checkbox"/>	Decision	<input type="checkbox"/>	Information	
Purpose of paper	To provide assurance to the Engagement Assurance Committee that appropriate and proportionate public and patient engagement has been undertaken to inform the commissioning and procurement of the South East London Community Ear Wax Removal (CEWR) Service.					
Summary of main points	<ul style="list-style-type: none"> <li>• Current community ear wax removal arrangements across South East London are inconsistent, with variable access and limited or no NHS-funded provision in some areas.</li> <li>• There is a lack of domiciliary provision, resulting in access barriers for housebound and vulnerable patients.</li> <li>• Engagement activity has been undertaken to understand patient experience, access challenges, and priorities for service improvement.</li> <li>• Feedback has directly informed the draft service specification, including the inclusion of domiciliary visits, clearer eligibility and referral criteria, improved communication standards, and standardised data reporting requirements.</li> <li>• Engagement will continue through procurement, mobilisation, and implementation to support service improvement.</li> </ul>					
Potential conflicts of Interest	None identified.					
Sharing and confidentiality	This paper is suitable for sharing. It contains no confidential, personal, or commercially sensitive information.					
Relevant to these boroughs	Bexley	<input checked="" type="checkbox"/>	Bromley	<input checked="" type="checkbox"/>	Greenwich	<input checked="" type="checkbox"/>
	Lambeth	<input checked="" type="checkbox"/>	Lewisham	<input checked="" type="checkbox"/>	Southwark	<input checked="" type="checkbox"/>
Equalities Impact	An Equality Impact Assessment (EIA) has been completed for the Community Ear Wax Removal Service. Engagement identified inequalities in access, particularly for older people, people with sensory impairment, housebound patients, and those unable to afford private treatment. The proposed service model has been shaped to mitigate these inequalities through improved access, domiciliary provision, and clearer referral pathways.					
Financial Impact	This paper has no direct financial impact. Engagement findings have informed the development of a value-for-money service model within existing commissioning					



	<p>envelopes and will support more consistent and equitable access across South East London.</p>
Public Patient Engagement:	<p><b>Outline timelines of engagement</b></p> <ul style="list-style-type: none"> <li>Initial scoping and identification of issues: Q3 2025</li> <li>Public, patient and stakeholder engagement: Q4 2025 – Q1 2026</li> <li>Analysis of feedback and refinement of service specification: Q1 2026</li> </ul>
Outline key engagement mechanisms used	<p><b>Outline key engagement mechanisms used</b></p> <ul style="list-style-type: none"> <li>Online engagement via ICB and local authority platforms</li> <li>Targeted engagement with service users and carers</li> <li>Engagement with Healthwatch organisations and voluntary sector partners</li> <li>Feedback from primary care and audiology professionals</li> </ul>
Outline engagement with diverse communities and / or people with lived experience	<p><b>Outline engagement with diverse communities and / or people with lived experience</b></p> <p>Engagement included older residents, people with hearing or sensory impairment, housebound patients, and carers. Engagement materials were made accessible, and alternative formats were offered where required to support inclusive participation.</p>
Outline key themes from insight gained	<p><b>Outline key themes from insight gained</b></p> <ul style="list-style-type: none"> <li>Difficulty accessing NHS-funded ear wax removal services</li> <li>Cost barriers and reliance on private provision</li> <li>Need for domiciliary services for housebound and frail patients</li> <li>Lack of awareness of eligibility, referral routes, and what support is available</li> </ul>
Outline how feedback to participants has taken place	<p><b>Outline how findings have influenced decision making</b></p> <p>Engagement findings have directly informed the proposed service model and draft service specification, including the introduction of domiciliary provision, clearer referral and eligibility criteria, improved patient information, and consistent data and reporting.</p> <p>In addition to the wider engagement activity outlined in the attached engagement report, people with lived experience have been recruited to join the Community Ear Wax Removal Service monthly steering group. These representatives will play an ongoing role in shaping the service as it develops, providing insight throughout the procurement, mobilisation, and implementation phases.</p> <p>People with lived experience will also be involved in the procurement process, ensuring that service user perspectives continue to inform decision-making and provider evaluation, and supporting a person-centred and transparent commissioning approach.</p>



	<p>requirements.</p> <p><b>Outline how feedback to participants has taken place</b></p> <p>A “You said, we did” summary will be produced and shared via engagement platforms, stakeholder networks, and local communication channels to demonstrate how feedback has shaped the proposed service.</p>
Committee engagement	This paper is submitted to the Engagement Assurance Committee for assurance that engagement activity is sufficient and appropriate prior to progression to formal procurement and subsequent governance approvals.
Recommendation	The Engagement Assurance Committee is asked to note the engagement undertaken and provide assurance that it is appropriate and sufficient to support the next stage of commissioning activity for the Community Ear Wax Removal Service.

