



Hidden Hearing's Wax Removal Service

www.hiddenhearing.co.uk

 **Hidden Hearing**

What is ear wax and how can it cause me problems?

Ear wax is natural. It's a self-cleaning, moisturising secretion that keeps your ears healthy. It works its way out of your ear, collecting debris like hair and dry skin cells, as well as bacteria that could lead to an ear infection.

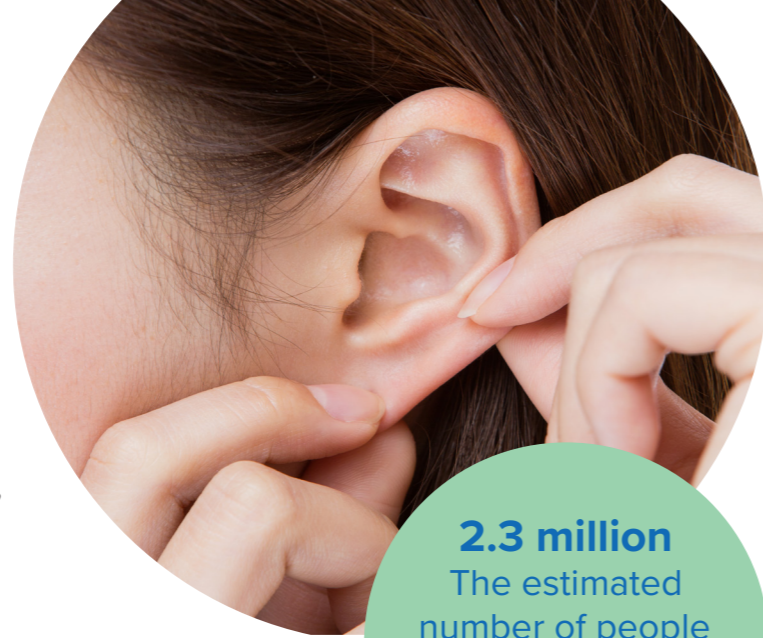
Since everyone's different, the amount of ear wax we produce varies from person to person. If you produce a lot of ear wax, there are a few reasons why it can start to cause you problems. You might have:

- narrow or damaged ear canals
- lots of hair in your ear canals
- skin conditions around your ear or on your scalp
- an inflamed ear canal ("swimmer's ear")

For some of us, particularly the older we get, the wax we produce is just a bit harder and drier.

Some people don't like the idea of ear wax, but it's important to remember that ear wax build-up is not a sign of poor hygiene. Healthy ears are supposed to produce wax.

But wax can become impacted and block the ear canal, which can affect your hearing and cause other uncomfortable symptoms.



2.3 million
The estimated number of people who suffer from ear wax problems in the UK annually*

What are the symptoms of ear wax build-up?

If you've got ear wax build-up, you might experience some of the following:

- hearing loss
- earache or the feeling that your ears are blocked
- tinnitus, i.e. ringing or buzzing in your ears
- vertigo, i.e. feeling dizzy and sick

Can I remove wax myself?

Your first stop should for the above symptoms be your GP or pharmacist. If ear wax build-up is behind your discomfort, you can get over-the-counter ear drops, like Earol®, that soften the wax so it comes out on its own naturally.

You should not stick anything in your ear, like cotton buds. This can make things

worse by pushing the wax further down your ear. So if you're suffering from build-up and ear drops aren't enough, you're probably going to need to see a specialist who can remove it for you. **Unfortunately, not all GP practices offer ear wax removal.**



How do you remove my wax?

We remove excess wax using micro-suction. It's a safe and pain-free procedure where the wax is gently sucked out of your ear using a very small tube. This sits in a hand-held device with a screen, so we can have a close-up view of the inside of your ear.

How often should wax be removed?

Wax build-up can vary from person to person, once you have spoken to our specialist they will be able to recommend the best course of action for you.

How much does it cost to get my wax removed?

Our prices start at £60 per appointment for both ears. To cancel, you must give us at least two clear working days' notice, otherwise your appointment will be non-refundable.

What happens at my wax removal appointment?

Before your appointment

We'll ask you to **use Earol® for 3–5 days before your appointment.** This is an olive oil spray that softens wax, so it'll be easier for our ear care practitioners to remove.

During your appointment

- We'll ask you some questions to get a better idea of your **general hearing health.**
- Once you're happy to go ahead, your ear care practitioner, wearing full PPE, will use a hand-held device to have a good **look at both the outside and inside of your ear.**
- If we can see a wax build-up, then we'll put a very **small suction tube** into your ear. This is connected to the same device that took an image of your ear earlier.
- The tube will **gently suck up the excess wax.**
- It's **a gradual process** of clearing the troublesome wax. Sometimes it can come out in one piece, but cleaning as much wax as possible can often be a slow process.
- If the wax is **too hard to remove**, you might need to use Earol® some more to make it even softer and make a second appointment at no extra charge.

After your appointment

- Once we have removed your wax, we'll carry out a short hearing screening to **check that your hearing is working as it should.** This is routine, but if we do spot anything that we think requires further investigation, we will make an appointment for you to see one of our hearing care experts free of charge.
- We will advise you when we next need to see you and **book an appointment accordingly.**

*According to the National Institute for Health and Care Excellence (NICE)



Hidden Hearing
has been providing
a private national
hearing care service
for over 50 years.

Why choose Hidden Hearing?

We're one of the UK's leading hearing healthcare experts, helping people tune back in to life's soundtrack. We have over 300 locations nationwide, many of which also offer ear wax removal, so you're bound to find a hearing centre that's close to you.

How do I book?

Just call **0800 740 8286** and quote **AY2N-6** or visit **[hiddenhearing.co.uk](https://www.hiddenhearing.co.uk)** to book your ear wax removal appointment today.



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