



Responses made to questions from the Public at the July 2025 Board meeting

Q. Whether or not ear wax removal is available on the NHS?

Thank you for your question prior to the Llais Board meeting regarding whether or not ear wax removal was available on the NHS.

I wanted to confirm that your question was asked at the Board meeting in Wrexham last week. It was also explained that Llais had contacted Welsh Government to check the latest position. The initial response received from Welsh Government was that ear wax removal is available on the NHS via GP practices and access to the service is based on individual clinical need. Therefore, I should like to suggest that you contact your GP practice to make further enquiries.

However, Welsh Government colleagues also provided further information regarding the policy position in Wales and forwarded further information including the link below relating to the national pathway for the safe and effective management of ear wax in primary and community settings. I hope this provides further information for you.

<https://www.gov.wales/ear-wax-management-primary-and-community-care-pathway.html>

It was also confirmed that further work was underway to develop the future approach for audiology services in Wales and implement new service models in primary, community, and secondary care services. The future approach for audiology services is nearing completion and it is hoped that this will help to further enhance current service delivery, including full roll out of ear wax management.

The final position is yet to be confirmed to Llais. However, Llais has a representative on the group that is taking this forward. We will keep the position monitored and if any additional information becomes available we will forward that to you.

In the meantime, I hope further contact with your GP services will enable you to be clear whether or not you can access these services currently under the existing arrangements based on your clinical need.

Support for young people

Q. If Llais represents the 'voice of the people,' why does this issue continue to be raised without resolution, resulting in ongoing concerns for the people of Wales?

Thanks so much for raising this. The case/experience you've shared really brings home just how serious the challenges still are in children and young people's mental health services, and you're absolutely right to ask why things aren't changing quickly enough. It's something we hear about often from young people and families across Wales, and it's frustrating, heartbreaking, and deeply worrying in equal measure.

Llais is still quite a new organisation and we're still building up our systems, relationships, and reach. But we exist for exactly this reason: to make sure that the voices of people, especially those who are too often overlooked, are heard at every level.

As you know, we don't run services or have the power to force change, but what we *do* have is a legal role to make formal representations to health and care bodies when we hear something that needs addressing. They are required by law to respond, and to explain what action they're taking or why they can't. This is a key tool we use to push for change, and we have used it around mental health services, including for young people.

But as you know from your own NHS experience, real change in complex systems takes time and sometimes it feels too slow, especially when the stakes are so high. Funding pressures, workforce shortages, and systemic issues all play a role. That said, the need for action is urgent, and we're not giving up on suggesting changes, both big and small, that will make a real difference for people.

We're also here to help individuals, including children and young people, to raise concerns themselves through our free complaints advocacy service, and to make sure they feel supported every step of the way.

We will keep raising these issues. We will keep pushing for better. And we will continue to do all we can to make sure the voices of children, young people, and their families aren't just heard, but acted on.

Q. How will Llais improve support and representation for young people, given current shortcomings?

This is something we've been thinking about, and we know there's more to do. To help us strengthen our work with children and young people, we've introduced a national

lead for this area. Rebecca Lythgoe, Head of Insights and Engagement, who brings a huge amount of experience in meaningful engagement with younger people and she's already created tools and facilitation guides for our teams to make sure our work is accessible, inclusive, and age-appropriate.

Alongside Rebecca, we also have Lisa Charles, our Regional Director in Gwent, who is leading on our national work around mental health, which helps us bring together the voices of people across Wales and push for change at a strategic level too.

We're also working hard to strengthen our partnerships, for example with the Children's Commissioner for Wales, and to embed young people's voices across everything we do, not just in stand-alone projects. Our engagement planning tools now require all teams to think through how children and young people can be involved in every piece of work.

We've already seen some strong local work emerge. At the Urdd Eisteddfod, we spent time listening to children and young people directly, and our Neath, Port Talbot and Swansea team recently co-produced a project with local young people to explore what good mental health support should look like. You can see a short film about the event here: [Watch the video](#)

Our Cwm Taf Morgannwg team has also been listening to parents and carers of neurodiverse children and those with additional learning needs, working in partnership with Behaviour Support Hub. The findings have been shared with the local authority and health board, and we're continuing to support the conversations about what needs to happen next.

We know it won't change overnight but we're absolutely committed to making sure children and young people are genuinely involved, represented, and prioritised in the work we do.

I hope the above is helpful to you. If you have any further questions or queries or would like to discuss the responses further, please do not hesitate to let me know.