

TympaHealth ENT Community Pharmacy Pathway - who and how to refer

Suitable for patients 18+ reporting:

- Hearing loss
- Ear pain
- Ear wax affecting hearing aid use
- Ear wax symptoms

Red Flags / Exclusions

If any red flags or concerns not listed are identified, escalate as appropriate following your local protocol.

- Sudden loss in hearing within a 24-48hr period (particularly if struggling to use their mobile on the affected side)
- Evidence of raised intracranial pressure (regular severe headaches, vision changes, vomiting, imbalance)
- Recent head injury
- Severe vertigo (affecting ability to mobilise) +/- hearing loss
- Evidence of facial nerve palsy (weakness of movement of the face)
- Ear discharge for more than 2 weeks
- Unilateral facial numbness

All referrals should be made using the TympaHealth ENT referral button in EMIS Local Services

- 1 Patient contacts the practice reporting any of the eligible conditions in the green box.
- 2 Patient's suitability is screened by appropriately trained practice staff member.
- 3 Patient is confirmed as eligible for service and consents to proceed with referral.
- 4 Use **ONLY** the designated **TympaHealth EMIS local services button** to make the referral (see next page for further instructions) and advise patient of any self care measures E.g ear wax softening drops for 10-14 days.

*Note - Where there is wax accumulation, a referral can still be made at point of contact even though the patient may not attend the pharmacy for up to 14 days. In these cases the pharmacy will still contact the patient within 48hrs but will then arrange a suitable appointment date.
- 5 For all referrals, the pharmacy will contact the patient within 48hrs or referral.

Patient is assessed as not being suitable for service as not in line with the eligibility criteria E.g age or red flags.

Patient does not give consent for referral.

Follow internal processes for practice appointment or onward referral/escalation.

Pharmacy escalations back to practice

Patients referred to the community pharmacy ENT pathway may be advised to return to the practice for further assessment after the TympaHealth clinical review. In these cases the patient should be made an appointment and either:

- Discharged upon review in practice
- Referred onwards inline with the 'Ear including hearing and balance pathway' (FHC1867) available on DXS and via local ERS.

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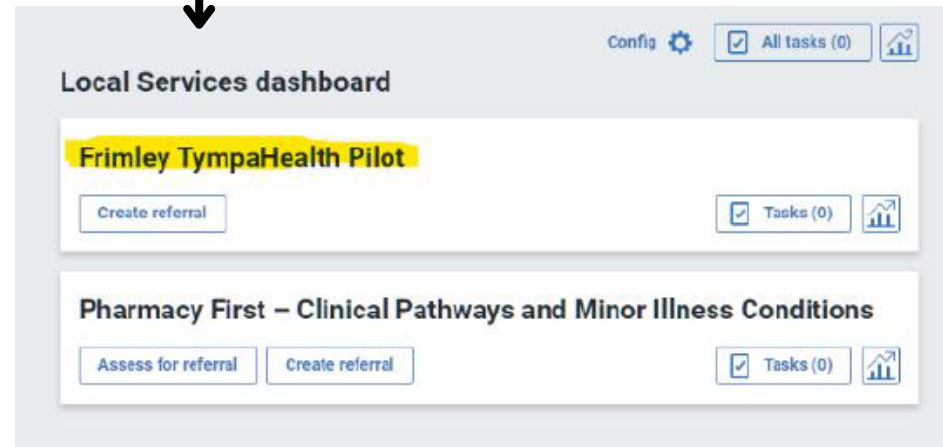
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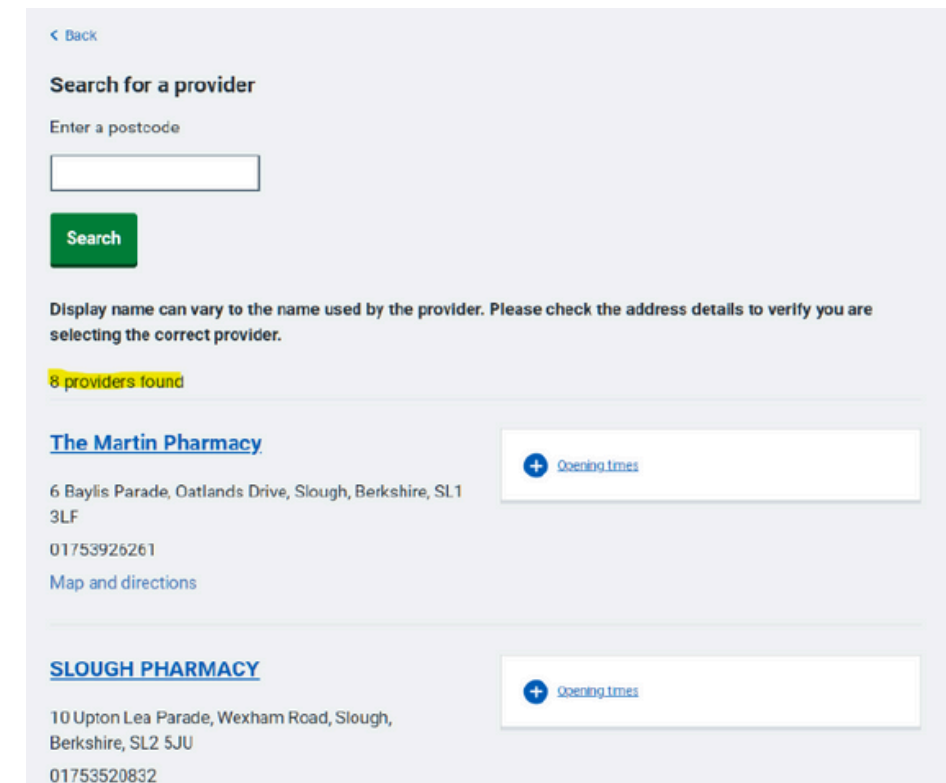
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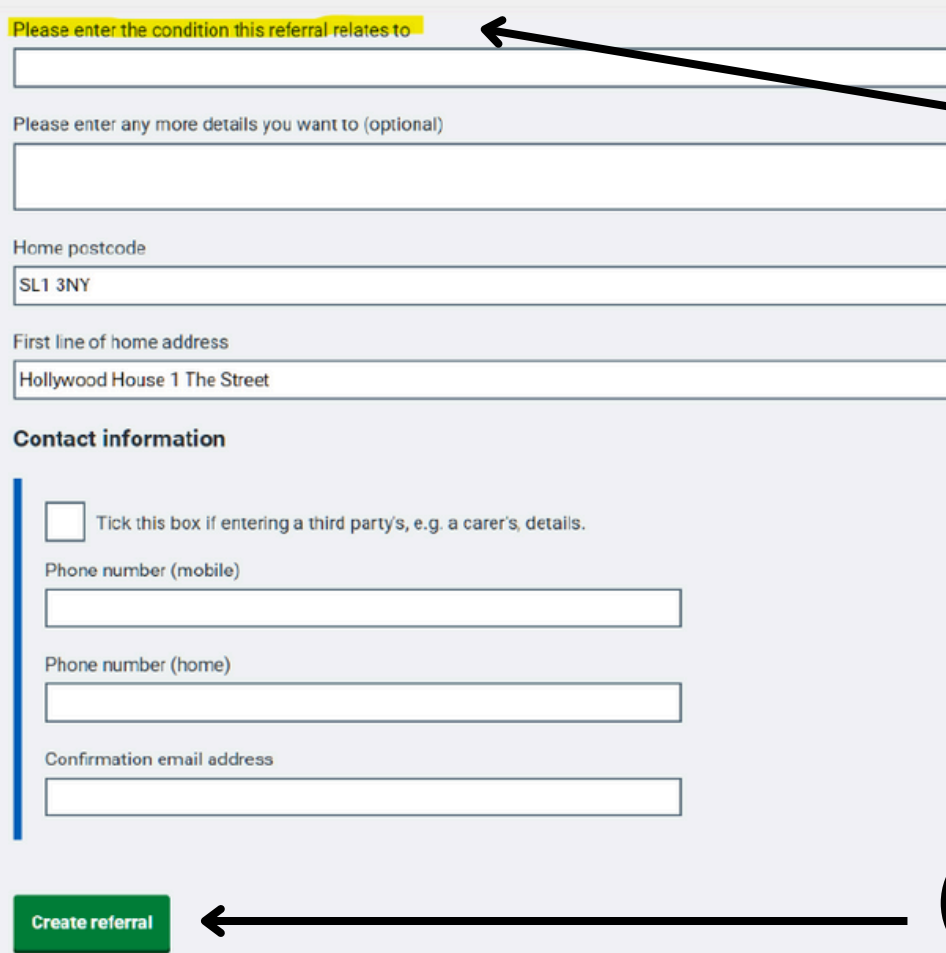
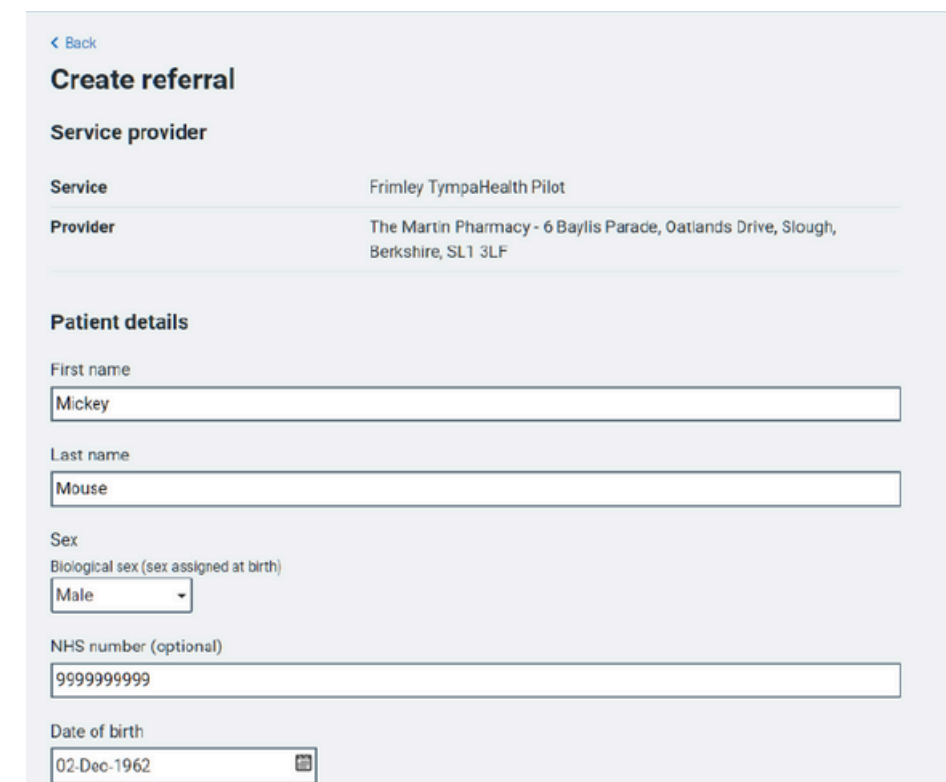
1 Log in to EMIS Local services and select Frimley Tympahealth Pilot.



2 Select the pharmacy the patient wishes to use (there are 8 pharmacies offering this service). **Only those providing the service will display.**



3 All patients' details are pulled through and pre-populated.



4 The field highlighted **must** be populated with the referral condition and reason for referral.

5 Press **create referral** to complete the process and send to the selected pharmacy.