

Management of ear infections

In the event of developing what appears to be an ear infection, on the side of your cochlear implant, you should follow the instructions below.

It is very important that we treat any potential infection to an implanted ear as early as possible to minimise the risk of any complications which could lead to the implant having to be removed.

If the problem occurs during office hours – all patients

Contact us immediately on **01642 854068** during office hours.

If you cannot get through to us on the telephone please follow the out of hours instructions below.

If the problem occurs out of hours – for James Cook University Hospital patients:

If your surgery was within the last 4 weeks, contact the James Cook University Hospital 24 hour switchboard on **01642 850850** and ask to be put through to **Ward 35 (adults) or Ward 22 (children)**

If your surgery was more than 4 weeks ago, attend the Accident & Emergency department, out of hours GP, or local Walk-in centre who should contact the James Cook University Hospital 24 hour switchboard on **01642 850850** and ask to be put through to **the on-call ENT registrar.**

If the problem occurs out of hours – for Newcastle Upon Tyne Hospitals patients:

Attend your local Accident & Emergency department, out of hours GP, or local Walk-in centre who should contact the Newcastle Upon Tyne Hospitals 24 hour switchboard on **0191 233 6161** and ask to be put through to **the on-call ENT registrar.**

*****Please do not contact your keyworker to report an ear infection*****

Management of wax

In the event of developing what appears to be impacted wax, on the side of your cochlear implant, you should try the following steps:

1. Use olive oil or bicarbonate of soda drops to soften the wax (this can be purchased from a pharmacy).
2. See your GP for ear syringing or suction (*note: syringing should only be undertaken by an experienced practitioner as there is a very small risk of perforation which should be discussed with you*).
3. If your GP does not offer this service they should refer you to your local ENT department.
4. If there is a possibility of an ear infection, then please follow the **Management of Ear Infections protocol** (on the previous page).
5. If you have any questions or concerns please contact the team.