

Expression of Interest (EOI): Community Pharmacy Pilot – Community based ear health service

1. Introduction

Shropshire, Telford & Wrekin Integrated Care Board (STW ICB) invites Expressions of Interest (EOIs) from community pharmacies to participate in a pilot delivering ear and hearing health services using TympaHealth technology. The pilot will commission up to three pharmacies within TF1 and TF2 postcode areas to provide this service from 1 February 2026 to 31 March 2026

2. Pilot Overview

The purpose is to:

- Reducing current waiting times by taking referral from existing waiting lists
- Enhance access to high-quality, community-based ear and hearing care.
- Support early detection, management, and onward referral for ear and hearing conditions.
- Gather evidence to support the development of the new ENT pathway and to embed a community pharmacy-based ear health service

Each pharmacy to provide eight appointments per week. The Provider will deliver ear and hearing health assessments using TympaHealth technology, including:

- Digital otoscopy and ear health assessment.
- Cerumen (earwax) removal when clinically indicated.
- Hearing screening and patient education.
- Digital image and audiometric data capture via the Tympa platform.
- Secure sharing of findings and referrals to GP, ENT, or audiology services as required.

The three chosen pharmacies will be given the Tympahealth kits, training, consumables and have free access to Advice and guidance support from Tympahealth during the pilot.

Service Delivery Model

- Face-to-face consultations in a confidential consultation room compliant with GPhC standards.
- Remote consultations (if agreed by the commissioner).
- Recording of all consultations in a digitally secured system (Tympa platform integrated with NHS pathways).
- Follow-up and referral pathways as per ICB-approved clinical governance framework.

Patients will be selected from the current SaTH waiting list. Pharmacies will work with SaTH to triage and agree on patients. Patients remain under SaTH until discharged by the pharmacy, ensuring easy re-referral if needed

3. Objectives of the Pilot

The aims include :

- improving access to care,
- reducing GP and ENT pressure,
- demonstrating feasibility, gathering evidence for pathway redesign,
- improving patient experience and supporting clinical services.
- Support the development of a new ENT pathway and evaluate a community pharmacy offer

Pharmacies must:

- be located in TF1 or TF2,
- have capacity for between 8-12 appointments weekly during February and March 2026,
- have a suitable consultation room,
- provide trained staff and compliant with clinical governance and reporting.
- appointment duration: no longer than 30 minutes.

5. Funding

Funding covers delivery, pharmacy time, consumables, equipment usage, and reporting.

The funding breakdown:

- £500 per pharmacist trained (attending 2-day training on 28th/29th January, opportunity for 2 per community pharmacy setting)
- £500 to cover half day triage of waiting list with SaTH to agree patients
- The pilot will find £50 per patient plus an additional £2 to cover consumables. Please note this rate has been agreed as the pilot and we will be using this to gather data and evidence to develop a future community pharmacy model, understanding the length of an appointment, activity through put, workforce delivering the appointment etc...

6. Monitoring and Evaluation

Pharmacies must:

- report weekly activity, patient outcomes,
- red-flag referral data
- join an end-of-pilot review.

7. How to Submit an EOI

Pharmacies should submit their EOI by completing the questions and returning to vicki.jones18@nhs.net no later than 9pm Thursday 15th January 2026.

8. Selection Process

EOIs will be assessed on:

- Eligibility (TF1/TF2 location).
- Capacity and workforce readiness.
- Facilities and commitment to reducing health inequalities.
- Evaluation participation.

Maximum of three pharmacies will be selected.

The successful site will be contacted week commencing 19th January 2026

9. EOI Questions:

A. Workforce: Who will deliver assessments and provide clinical oversight?

B. Location: Where will you deliver the service and what impact might this have on other services?

C. Capacity: What capacity can your pharmacy deliver during February and March?

D. Training: Can you commit to the training dates (28–29 January)?

Yes/No

E. Health Inequalities: What impact will you have on reducing health inequalities (e.g., population served, location)

Pharmacy Details:

Lead name:

Pharmacy name:

Pharmacy address (inc postcode):

Contract email address:

Contact telephone number: