

Name
Address 1
Address 2
Address 3
Address 4

Month Date, Year

Dear xxxx

We are writing to you regarding a change in the provider of the Home Oxygen Service to patients in London. Baywater Healthcare has been appointed by the NHS to deliver the service, which is currently provided by Air Liquide. The service will continue to be delivered by Air Liquide until 5th October 2025; it will then transfer to Baywater Healthcare.

Baywater Healthcare will safely and securely transfer all your details from Air Liquide so we can deliver your Oxygen Service without interruption.

The Healthcare Technicians currently working in your area will transfer to Baywater Healthcare and will continue to deliver home oxygen. You do not need to return any of your oxygen equipment to Air Liquide. Baywater Healthcare will take care of maintaining the equipment you currently use and will replace your empty oxygen cylinders with full ones when required. In some cases, it may be necessary to replace your equipment. If this happens, we will provide you with something similar and show you how to use it.

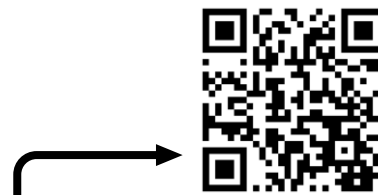
After the transfer to Baywater Healthcare, we will provide you with an information booklet. Within this booklet, there is a privacy notice; please take the time to read this. If you wish to read this now, you can find a copy on our website at <https://www.baywater.co.uk/privacy-policy>.

You will continue to receive clinical treatment from the clinician who prescribes your home oxygen. Should you have any concerns about your condition, contact your clinical team.

Please continue to order your oxygen with Air Liquide up to 4th October 2025. You can find updates about the transfer on our website at <https://www.baywater.co.uk/london-update/>. We look forward to welcoming you to our service.

Yours sincerely

Baywater Healthcare & Air Liquide



Scan to visit our website