

Sunshine

London Special

Fire Safety

Advice on staying safe when using oxygen

Oxygen Equipment

Important information about oxygen cylinders, liquid oxygen and more

Electricity

Common questions about electricity reimbursements and their answers



Providing NHS services

Baywater Healthcare's Magazine for oxygen users and their carers



Welcome

Welcome to Baywater Healthcare. We are excited to be your new Home Oxygen provider.

We are thrilled to share your first edition of Sunshine Magazine with you. Sunshine is published three times per year and features a range of health and wellbeing topics as well as company news and updates.

In this edition, we provide essential information about us becoming your oxygen provider, including when and how to order your portable cylinders, how often we service your equipment, information about electricity reimbursements and more. We hope you find this edition interesting and a valuable resource to refer to as we take over your oxygen service.

Future editions of Sunshine will be sent via text message. If you have questions about your Sunshine Magazine or require further support, please call our Healthcare Helpline on 0800 373580.

Best wishes,

The Baywater Healthcare Team



Cylinders

If you are supplied with oxygen cylinders, one of our Healthcare Technicians will visit you to exchange the cylinders that you previously had from Air Liquide with ours.

We will do this during your next planned cylinder delivery, risk assessment, or service visit. The look and appearance of your new cylinders may differ from those you have been familiar with, but they will provide oxygen the same way you are used to.

When visiting, our Healthcare Technicians will show you how to turn on, off and use your Baywater Healthcare oxygen cylinders. When the Healthcare Technician visits, you will receive a booklet with important information about your cylinders.

Our website has a helpful video guide on this page: www.baywater.co.uk/HOSvideos

If you have any questions or concerns about your oxygen cylinders, please call our Healthcare Helpline on 0800 373580.

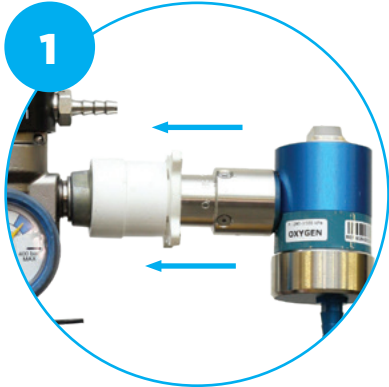
Liquid Oxygen (LOX)

We will conduct a risk assessment on our first delivery to ensure the safety of those who receive LOX. Our liquid oxygen tanks are slightly smaller than those supplied by Air Liquide, but we can assure you that they are suitable for your health needs.

The good news is that although some of the tanks are slightly smaller than you are used to, we can deliver to you at your request on the next working day. If we have access to the storage location where you require the liquid oxygen to be delivered, you will not need to be home to accept deliveries from us.

Flow Valves

Paediatric patients will have low flow and micro flow regulators fitted onto their cylinder. When using a flow valve, you must set the valve to the 'on' position and then set the flow rate on the valve to the correct flow rate.



Connect the flow valve to the cylinder.
Push the valve until you hear a click.



Connect the nasal prongs or mask tubing to the valve.



Turn the cylinder on.



Set the flow on the valve to the correct flow rate.

Portable Oxygen Cylinder Orders

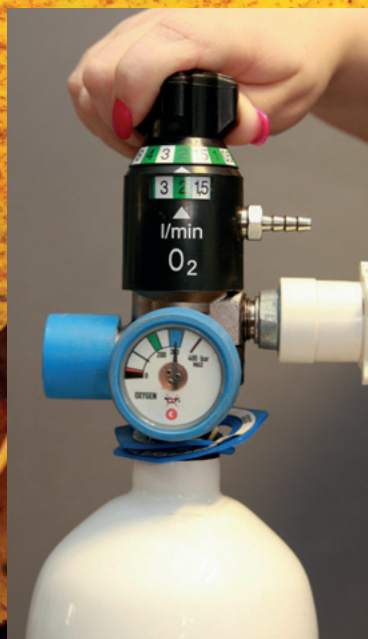
You can order your oxygen cylinders quickly and easily online at www.baywater.co.uk/oxygen-reorder-form or between 8:00am and 6:30pm, Monday to Friday, by calling our Healthcare Helpline on 0800 373580.



Scan to access our online form

Please note that oxygen cylinders can be replaced the next working day (Monday to Friday, excluding Bank Holidays), but cannot be ordered for same-day delivery. We recommend requesting your cylinder delivery when you use your second-to-last cylinder. This will prevent cylinders from running out unexpectedly and ensure you have enough oxygen to attend appointments or events that you may have planned.

When replenishing your oxygen cylinders, please use your Air Liquide cylinders first. This ensures we can promptly replace them with Baywater Healthcare cylinders.



Cylinder Gauges

Sometimes, the gauge on your cylinders may indicate that they aren't full when you receive them. This can be due to a number of reasons, particularly the temperature.

Our filling plant uses an automated system to accurately fill and verify the pressure of all cylinders, ensuring that each cylinder is filled to its maximum pressure.

Away from Home

If you intend to go away on holiday within the UK, we can arrange a delivery for you. Please call us on 0800 373580, giving us at least two weeks' notice if you will be staying away from home, so we have time to put all the arrangements in place.

Please notify us if you are staying away for longer than you stated. When ordering your equipment, please tell us if it is for a trip away. We will need the full details of your holiday destination, booking number, the name the booking has been made in, arrival and departure dates, and a mobile number.

Always contact your holiday destination before booking to ensure they are happy to have your oxygen delivered and stored for your stay.



Servicing

Your oxygen equipment requires a service every six months. It is essential that you allow one of our Healthcare Technicians to visit you to complete a service for you, as this ensures that your equipment remains safe and in full working order. Keeping your equipment serviced regularly will also ensure that your electricity payments are accurate and on time.

One of our team members will contact you to arrange your service automatically. If you believe your equipment is overdue for a service or isn't working as it should be, please call us on 0800 373580, and we will assist you.

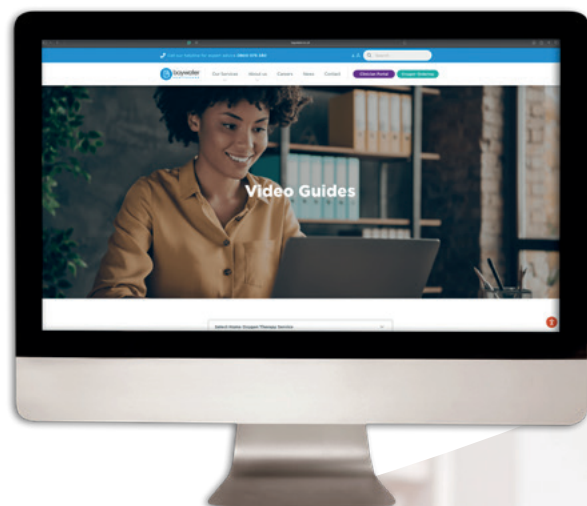
Our Website

Our website allows you to complete various activities without calling our Healthcare Helpline. By using our website, you can:

- Re-order your oxygen equipment
- Submit electricity meter readings
- Access our booklets and literature
- Leave us feedback about our service
- View helpful video guides about your equipment
- Keep up to date with company news

Our website is accessible to all patients and stakeholders. On our website, you can make the text larger to make it easier to read. The website can also be translated into another language, and there is a read-aloud functionality that will read the text on the screen out loud to you if you cannot see what it says.

Visit our website at www.baywater.co.uk and take a look!



Electricity Reimbursements

Baywater Healthcare currently reimburses electricity costs for oxygen machine usage on behalf of the NHS in accordance with the latest Government guidelines and tariffs. Your current payment details will be securely transferred to us from Air Liquide, there is no need to contact us to provide them. In this article, we have answered some of the most commonly asked questions that we receive regarding electricity reimbursements.

How do I receive my reimbursements?

We send out reimbursements securely via credit transfer into your bank/building society account or that of a nominated third person.

How can I provide my bank details?

Upon installation, our Healthcare Technician will be able to collect your bank details.

You can also supply your reimbursement details via our web form: www.baywater.co.uk/electricity-refund-form.



Scan to access our online form



When will I receive my first reimbursement?

We will service your oxygen machine(s) three months after installation. Your first reimbursement will be made at the end of the fourth month. After that, your oxygen machine will be serviced every six months.

We usually make an estimated payment based on your historical usage between reimbursements, based on readings. This will provide you with a regular payment every three months. Any over or underpayments will be adjusted when the next reading is taken.



Can I provide you with a reading myself?

We are happy for you to provide us with a current reading from your oxygen machine. This will enable us to keep payments as accurate as possible. Your Healthcare Technician will be able to show you where to do this. Please note that this is not a substitute for services. These must still be carried out at regular intervals to ensure the continued safety of your equipment.

My statement is showing a minus balance. What should I do?

If your statement letter shows a minus figure/balance, there is nothing to worry about. This amount is usually a temporary payment. You should receive a payment every quarter from an actual reading of the oxygen machine. Then, an estimated temporary payment will be made based on the previous reading.

After that, the next payment will be an actual reading from the oxygen machine. The minus balance shown previously on your statement will then be recalculated based on the new reading from the oxygen machine.

If you miss a service, this can affect your electricity reimbursements, delaying your payments in the future. Please always try to reschedule the service offered for the same month. This will ensure that you receive your payments every three months.

More information

You can find more information about electricity reimbursements by visiting the electricity refunds page on our website: www.baywater.co.uk/electricity



Scan to visit our website

Fire Safety

We want you to be safe when using your oxygen therapy. Oxygen use itself isn't dangerous, providing you follow some key safety information.

1. Do not wear oxygen when cooking with gas or electric cookers. If you are the only person who cooks in your household, please inform your healthcare professional.
2. Don't smoke or use electronic cigarettes when using oxygen therapy.
3. When using your oxygen, do not sit too close to open flames or gas fires; we recommend that you and your equipment are at least 3 metres (10ft) away.
4. Always turn your oxygen machine or cylinder off when you are not using your oxygen.
5. Ensure that there is good airflow in the room where you use your oxygen equipment.
6. Avoid using creams/lotions that contain oil or petroleum as an ingredient. If you need to use petroleum products due to a skin condition, speak with your healthcare professional for advice.



How to Contact Us

Our Healthcare Helpline is available for regular calls from 8.00am to 6.30pm every day. We are available 24 hours a day for urgent calls only.

For example, if you need a replacement cylinder, you must call during our regular hours. However, if you have an equipment fault, you can contact us at any time.

We appreciate your feedback. Your concerns, complaints, compliments and ideas are always considered and acted upon.

We receive many kind words from our service users, all of which are distributed amongst the Baywater Healthcare team.

Listening to our service users is very important to us. We take your feedback and continually look to improve the service that we provide.

There are many ways that you can contact us:

Phone

0800 373580

Email

healthuk@baywater.co.uk

Social media

Facebook: Baywater Healthcare

Twitter: @BaywaterHealth

Post

Baywater Healthcare
Wulvern House
Electra Way, Crewe
Cheshire, CW1 6GW

Complaints

complaints@baywater.co.uk

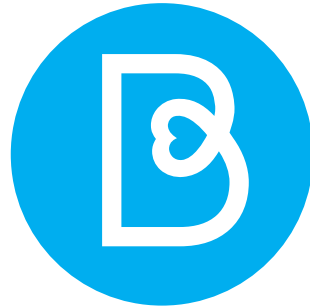
Online ordering

www.baywater.co.uk/oxygen-reorder-form

**Please call 999 if
you have a medical
emergency and
need assistance
immediately.**

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For more information visit www.baywater.co.uk