



## Welcome

Welcome to the first edition of the Air Products Healthcare Newsletter. Through this newsletter we aim to provide you with timely information about home oxygen as well as our other respiratory therapies.

We hope that this proves of interest to you and we welcome any feedback you have.

## Are you using the new HOOF?

The new version of the Home Oxygen Order Form (HOOF) is now available from the Primary Care Commissioning website.

The new HOOF contains essentially the same information as the previous form but is available as an editable Word document. Filling in the HOOF by typing it on your computer will reduce the risk of rejection by the oxygen service provider.

Completed HOOFs can be saved on a PC where the information can be accessed and edited at a later date should the oxygen needs of a patient change and you need to issue a new HOOF. Thus saving you time in writing HOOFs.

The form, once completed should then be printed, signed and faxed to your oxygen supplier in the normal manner. Any previous versions of the HOOF should be destroyed, as of the end of October any orders received using the old HOOF will be rejected.

The original intention was to release the new HOOF at the same time as the implementation of the electronic HOOF (eHOOF) system on the Open Exeter Platform. However, due to delays the eHOOF is now expected later in the year.

So far approximately half of all HOOFs received are completed using the new form. Please visit the PCC website [www.pcc.nhs.uk](http://www.pcc.nhs.uk) to download the new HOOF by the end of October and to find further information.

More information about the release of the eHOOF will follow.

### Key tip

There are no changes to the consent process but please be aware that the consent box now appears above section one. This box must be ticked otherwise the order will be rejected.

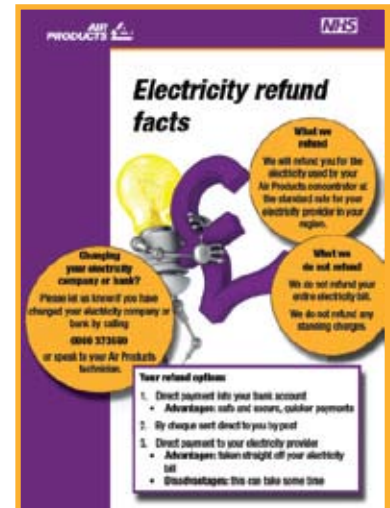
Home Oxygen Order Form (HOOF)		
Read guidance notes before completing.		
<p><b>Before you start</b> Use this form as a healthcare professional ordering patient oxygen for a home setting. <b>Make sure you complete all sections accurately and legibly to avoid rejection. Mark 'X' in all options that apply (where others blank). Include contact name and telephone number to resolve queries.</b></p> <p><input checked="" type="checkbox"/> <b>Completed the Home Oxygen Consent Form (HOCF)</b> By this, patient's consent is needed to transfer personal information to supplier and for supply to begin. If no consent, order will be rejected.</p> <p><b>After completing this form</b> Keep copy in patient records. GP: Fax to supplier and PCT/LSB. Hospital or Clinic: Fax to supplier, patient's GP and PCT/LSB. Supply problem: Refer patient to supplier helping.</p>		
<p><b>1 PATIENT'S DETAILS</b></p> <p>1.1 Title <input type="text"/> 1.10 Carer's name <input type="text"/>                      1.2 Surname <input type="text"/> 1.11 Carer's tel no. <input type="text"/>                      1.3 First name <input type="text"/> 1.12 Carer's mob no. <input type="text"/>                      1.4 Gender <input type="checkbox"/> M <input type="checkbox"/> F <input type="checkbox"/> 1.13 Secondary supply address <input type="text"/>                      1.5 DOB <input type="text"/> 1.14 Contact name <input type="text"/>                      1.6 NHS no. <input type="text"/> 1.15 Contact tel no. <input type="text"/>                      1.7 Permanent home address <input type="text"/> 1.16 Date at address (from and to) <input type="text"/>                      1.8 Tel no. <input type="text"/>                      1.9 Mobile <input type="text"/></p> <p><b>2 GP DETAILS</b></p> <p>2.1 GP practice name (not branch) <input type="text"/> 2.3 PPD practice code <input type="text"/>                      2.2 Practice address <input type="text"/> 2.4 Practice tel no. <input type="text"/>                      2.5 Practice fax no. <input type="text"/>                      2.6 PCT/LSB name (for charging purposes) <input type="text"/></p> <p><b>3 CLINICAL CONTACT FOR QUERIES</b></p> <p>3.1 Contact name <input type="text"/>                      3.2 Tel no. <input type="text"/>                      3.3 Fax no. <input type="text"/></p> <p><b>4 HOSPITAL OR COMMUNITY CLINIC DETAILS</b></p> <p>4.1 Name <input type="text"/> 4.3 Tel no. <input type="text"/> 4.5 Ward name <input type="text"/>                      4.2 Hospital or clinic address <input type="text"/> 4.4 Fax no. <input type="text"/> 4.6 Ward tel no. <input type="text"/>                      4.7 Patient hospital no. <input type="text"/> 4.8 Date of discharge <input type="text"/></p> <p><b>5 LONG-TERM OXYGEN THERAPY</b></p> <p>5.1 Litres/min <input type="text"/> 5.2 Hours/day <input type="text"/> 5.3 Services <input type="checkbox"/> Nasal cannula <input type="checkbox"/> Mask % <input type="text"/>                      5.4 Humidification <input type="checkbox"/> Full-time, contact supplier <input type="checkbox"/> Interim supply pre-assessment <input type="checkbox"/> Humidification <input type="checkbox"/> Lightweight equipment <input type="checkbox"/> Only where patient assessed</p> <p><b>6 AMBULATORY SERVICE PORTALS</b></p> <p>6.1 Litres/min <input type="text"/> 6.2 Hours/day <input type="text"/> 6.3 Services <input type="checkbox"/> Nasal cannula <input type="checkbox"/> Mask % <input type="text"/>                      6.4 Conserving device contra indicated <input type="checkbox"/> Lightweight equipment <input type="checkbox"/> Only where patient assessed</p> <p><b>7 SHORT BURST OXYGEN THERAPY</b></p> <p>7.1 Litres/min <input type="text"/> 7.2 Frequency <input type="checkbox"/> 15 <input type="checkbox"/> 30 <input type="checkbox"/> 60 <input type="checkbox"/> 90 <input type="checkbox"/> 120 <input type="checkbox"/> Other (specify) <input type="text"/>                      7.3 Services <input type="checkbox"/> Nasal cannula <input type="checkbox"/> Mask % <input type="text"/>                      7.4 Interim supply pre-assessment <input type="checkbox"/></p> <p><b>8 DELIVERY DETAILS</b></p> <p>8.1 Standard (within 2 working days) <input type="checkbox"/>                      8.2 Next day (Clear assessment services and regular deliveries only) <input type="checkbox"/>                      8.3 Urgent response (4-hour delivery) <input type="checkbox"/>                      Clear only when clinically appropriate</p> <p><b>9 DECLARATION</b></p> <p>I declare that the information given on this form for NHS treatment is correct and complete. I understand that if I knowingly provide false information, I may be liable to prosecution or civil proceedings. I also confirm that I am the registered healthcare professional responsible for the information provided.</p> <p>Name <input type="text"/> Profession <input type="text"/>                      Signature <input type="text"/> Date <input type="text"/></p>		

## Patient electricity refunds

We listen very closely to our patients and from their feedback we understand that the electricity reimbursement process can cause some confusion. Following the patient satisfaction survey conducted by the Department of Health we learnt that our concentrator patients would like to receive regular statements showing what reimbursements they are to receive and how this is calculated.

Having trialled a statement process with a patient focus group in the West Midlands the overall feedback was very positive, declaring the statements to be 'a real improvement for patients'. Taking this forward Air Products has now rolled the statements out to all patients with concentrator machines who, will now receive personalised electricity refund statements four times per year.

This has obviously proved a success and has helped our patients understand the process as our electricity team has reported a 20% reduction in queries.



## Published guidelines and papers

To keep you abreast of respiratory related developments here are some useful links.

- For the Emergency Oxygen Use in Adult Patients guidelines published in October 2008 please click the following link <http://www.brit-thoracic.org.uk/ClinicalInformation/EmergencyOxygen/tabid/219/Default.aspx>

These guidelines relate to the use of emergency oxygen in acute settings, as well as touching on humidification and the use of bubble through humidifiers.

- The new guidelines for Home Oxygen in Children published in August 2009 are now also available by clicking the following link <http://www.brit-thoracic.org.uk/ClinicalInformation/HomeOxygen/tabid/263/Default.aspx>

## Helping Europe sleep soundly

Air Products is the leading home oxygen service provider to more than 50,000 oxygen users in the UK, whilst providing a broad range of therapies including managing 120,000 CPAP users across Europe. Air Products has supported CPAP users for decades through the provision of equipment, consumables, 24/7 technical support, and by helping clinics monitor therapy adherence through compliance reporting.

We do more than just provide the equipment because we know that therapy adherence is key to successful health outcomes for the patient.

In Ireland and Spain, we operate Saturday workshops where CPAP users bring their equipment for servicing, and gain advice from our nurse specialists about any problems they may be experiencing. The first event saw 45 patients attend, who otherwise would have had to take time off work during the week to get their device checked and collect a new mask. Upon its success others have since been organised.



The holiday season is when our European network really comes together. This summer one of our Irish CPAP users experienced machine failure whilst on holiday in Spain. He contacted our Irish office, who then liaised with our Spanish team, who delivered a new machine to him later that day.

For information regarding our range of respiratory therapy services, please feel free to contact your local Air Products nurse advisor.

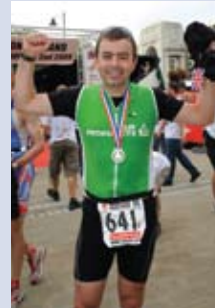
## ***Our team literally go the extra 373 miles!***

Our team is dedicated to improving the quality of life for people with lung disease, working with local charities providing support in a number of ways through fund raising events.

Ian Williams, our assistant contacts manager, has been busy this summer raising money for the Cystic Fibrosis Trust by taking part in five challenging sporting events.

So far Ian has completed the Beaver Triathlon, the National Middle Distance Championships, Ironman UK and the Manchester 100 cycle ride. Enduring 5 miles of swimming, 316 miles of bike riding and 52 miles of running in the process!

His final event is the Palma Marathon on the 18th October. Ian hopes to raise over £1,000 for the Cystic Fibrosis Trust.



## ***Oxygen on the move!***

The British Lung Foundation and the Pulmonary Hypertension Association UK have teamed up to stop airlines penalising passengers who require supplementary oxygen while travelling.

A survey carried out by PHA-UK confirmed that out of the twenty-two major airlines, only five allow people to bring their own oxygen cylinder on to planes and many apply further charges for taking oxygen on board or for using the oxygen provided by the airline.

The campaign is being supported by over 170 MPs from across the political spectrum and to date has had positive success with one of the major airlines recently announcing that they have now changed their policy to allow passengers to bring their own oxygen cylinders or concentrators onboard, free of charge. Please visit [www.lunguk.org/](http://www.lunguk.org/) for further information.

Ian Borrows, one of our clinical nurse advisors, has been working with a large bus operator on the importance and safe use of portable oxygen equipment on board. The equipment we provide is safe to use on local transport and the concept has been widely accepted. We continue to talk to transport companies to reiterate the safety of our equipment in a hope that everyone is able to benefit from the use of public transport.



## ***Swine flu action***

As front line NHS staff, you'll be more than aware of the effects of swine flu on key services. As a global service provider of home therapies, we've placed great importance on getting prepared for the effects of the pandemic on our resources and services. A dedicated pandemic team has implemented a range of measures to reduce the risk of exposure to patients and employees, including:

- Increased infection awareness amongst all employees through training sessions
- Bulk purchase and use of personal protective clothing and equipment
- Patient forums cancelled until further notice
- Equipment removals from suspected or confirmed swine flu affected homes treated as contaminated.

All measures have been taken in consultation with the Department of Health with whom we continue to liaise as the situation goes on.

## ***Did you know.....***

- 82% of all cylinder orders are completed the next working day - well within the service level agreement of three working days.
- On average 25% of all HOOFs received from January to August 2009 were rejected each week. See information on page one regarding the new HOOF.
- From May to September, Air Products has supported over 3,000 holiday patients, supplying oxygen to their holiday destinations.

## ***Patient pack goes digital***

When an Air Products Homecare technician completes an installation of oxygen equipment into a patient's home we leave them with a several information booklets and leaflets which together make up our patient pack.

This patient pack contains information on all aspects of the home oxygen service and is regularly requested by clinicians and healthcare professionals to use a reference tool. In light of these requests, we have developed an easy to use CD for healthcare professionals.

The CD contains a wealth of information on our Home Oxygen Service alongside booklets and leaflets on our CPAP, nebuliser and NIV therapies.

If you would to receive a free CD please contact your local nurse advisor or call 0800 373 580.



## ***Exhibition attendance***

We will be attending various exhibitions this year so please feel free to come and see us...

### **BTS Winter meeting**

2nd - 4th December 2009  
Queen Elizabeth II Conference Centre, Westminster  
[www.brit-thoracic.org.uk](http://www.brit-thoracic.org.uk)

### **COPD**

12th January 2010  
76 Portland Place, London  
[www.healthcare-events.co.uk](http://www.healthcare-events.co.uk)

### **ARTP**

28th - 30th January 2010  
Park Inn Heathrow Hotel, London  
[www.artp.org.uk](http://www.artp.org.uk)



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[www.airproducts.co.uk/homecare](http://www.airproducts.co.uk/homecare)