

# Home Oxygen Service (North West England) PCTs contacting Air Products

Query	Department	Contact Details	Note
<b>Data Changes</b>			
Change to patient address	Homecare Helpline Fax	Fax 0800 214709	A new HOOF is required
Change to oxygen therapy	Homecare Helpline Fax	Fax 0800 214709	A new HOOF is required
Change to fax number receiving HOOF rejection/acknowledgement	Data & Billing Team	meddata@airproducts.com	
Change to GP details	Data & Billing Team	meddata@airproducts.com	
Change to PCT contact details	Data & Billing Team	meddata@airproducts.com	Specify whether billing, oxygen lead contact or other.
<b>Patient Service Query</b>			
Place order for cylinder delivery	Homecare Helpline	0800 373580	Standard delivery within three <b>working days</b> .
Report of an equipment problem	Homecare Helpline	0800 373580	Engineer call-out if problem cannot be resolved over the phone.
Enquiry about delivery status	Homecare Helpline	0800 373580	
Enquiry about electricity payment	Homecare Helpline	0800 373580	Allow 4-6 weeks to make any required corrected payment.
Change to electricity cheque recipient name	Administration Team	Air Products Healthcare 2 Millennium Gate Westmere Drive, Crewe CW1 6AP	Confirmation is required in writing and any incorrectly-issued cheques must be returned. Allow three weeks for new cheque.
Notification of change to bank details or electricity provider (for direct electricity payments)	Administration Team	Air Products Healthcare 2 Millennium Gate Westmere Drive, Crewe CW1 6AP	
Complaints	Complaints Manager	Air Products Healthcare 2 Millennium Gate Westmere Drive, Crewe CW1 6AP or medcomp@airproducts.com	Acknowledgement within 48 hours. Response within 25 days.
<b>Clinical Support</b>			
Prescribing query	Homecare Helpline	0800 373580	
Change to patient's oxygen therapy	See Data Changes section above		
Request to remove equipment	Homecare Helpline	0800 373580	Next-of-kin notification accepted in case of deceased patient. Helpline will advise of required notification for other removal requests. Removal within 14 days.
<b>PCT Support</b>			
Contract performance	Commercial Manager Ian Buckle	07801 178652 buckleip@airproducts.com	
Billing query	Data & Billing Team	meddata@airproducts.com	
Equipment for oxygen assessment centres	Sales Administrator	0845 6020776	Also cylinders for general use (emergency) at GP & dental practices.

Please note that calls to the Homecare Helpline may be recorded for training and monitoring purposes