

Home Oxygen Service (Wales) LHBs contacting Air Products Gwasanaeth Ocsigen Cartref (Cymru) BILI yn cysylltu ag Air Products

Query	Department	Contact Details	Note
Data Changes			
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 LHB contact details	Data & Billing Team	meddata@airproducts.com	Specify whether billing, oxygen lead contact or other.
Patient Service Query			
Place order for cylinder delivery	Homecare Helpline	0800 373580	Standard delivery within three working days.
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.
Clinical Support			
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.
LHB Support			
Contract performance	Commercial Manager Ian Buckle	07801 178652 buckleip@airproducts.com	
	Senior Nurse Advisor Jenny Powell	07834 259592 powellj2@airproducts.com	
	Clinical Nurse Advisor Lynne Sandhu	07834 259589 sandhul@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. Welsh speaking callers to the Homecare Helpline can access our Language Line Service.