

Welcome to the Winter edition of the Good2Go2 newsletter. In this issue we look at staying healthy this winter and also the Patient survey. We'd love to hear from you, so if you have any articles, ideas or suggestions about what we can include in the next edition please write to us, or email us on [alhomecare.patientsupport@nhs.net](mailto:alhomecare.patientsupport@nhs.net)

### Customer Service Helpline Numbers:

London: **0808 143 9991**

South West: **0808 143 9999**

Mobile: **0330 123 5469**

(free if you have available minutes otherwise standard rates apply).

# Staying Healthy this Winter

By **Evan Williams**, South West Respiratory Advisor

**As the temperature drops and we head into winter, it's important to stay healthy. Cold air can make our airways constrict making it more difficult to breathe and we are more likely to come into contact with viruses that can make us unwell.**

As the temperature drops and we head into winter, it's important to stay healthy. Cold air can make our airways constrict making it more difficult to breathe and we are more likely to come into contact with viruses that can make us unwell.

Viruses can live on surfaces for a significant amount of time. You could pick up or pass on a virus by touching a contaminated surface. This is why you should avoid touching your mouth, nose and eyes. Washing your hands with soap and water, or using hand sanitiser, regularly throughout the day will reduce the risk of catching or passing viruses on.

Coronavirus (Covid-19) and other respiratory infections such as influenza (flu) can be found in tiny droplets coming out of your nose and mouth. They can spread easily and cause serious illness in some people. You may be infected with a respiratory virus and not have any symptoms but still pass infection onto others.

Wearing a face covering over your nose and mouth reduces the spread of droplets carrying the virus. This means if you have it, you're less likely to pass it on to others.

Larger droplets can land on other people or on surfaces they touch.

Spreading the virus through droplets is most likely to happen when you are physically close to, or sharing an enclosed and/or poorly ventilated space with, other people. Smaller droplets called aerosols can stay in the air for some time, especially if there is no ventilation.

Coronavirus and the flu are serious health risks, so it's important to stay even more vigilant this winter. The most effective ways we can all control the spread of the respiratory viruses are by continuing to follow government advice:

- If you haven't already, get vaccinated (including Covid-19 boosters and yearly influenza)
- Let fresh air in if you meet indoors. Meeting outdoors is safer
- Practice good hand hygiene
  - Wash your hands
  - Cover your coughs and sneezes
  - Clean your surroundings frequently
- Wear a face covering in crowded and enclosed spaces where you come into contact with people you do not normally meet

It's also very important for people in 'at risk' groups (babies and young children, adults over 65 years of age, and those with certain long

term health conditions) to have a one-off pneumonia (pneumococcal) vaccine. Speak with your healthcare professional for advice.

Please also ensure you take your medications as prescribed and if you require oxygen therapy this should be used strictly in line with the advice given to you by your healthcare professional.

You can also limit the risk of infections by following this guidance:

- Keep warm: wear layers, use a hot water bottle and ensure your home is maintained at an appropriate temperature and is properly insulated
- Avoid contact with unwell people where possible
- Eat a well-balanced diet, get plenty of sleep and try to stay active

If you have any concerns, or you would like specific advice about your health, please consult your healthcare professional before the onset of winter.

Finally, please be assured that our healthcare technicians have everything they need to keep you safe when they visit your home. For example, they can wear PPE if visiting someone who has Covid-19 symptoms or diagnosis.

## IMPORTANT INFORMATION – PLEASE KEEP!

The Customer Service Helpline is open Monday to Friday, 8.30am - 5.00pm to take routine enquiries and requests for cylinder and liquid oxygen replenishments.

The **Out of Hours Service** should only be called in the event of an emergency, where:

- Your concentrator breaks down
- There is an electricity outage leaving your concentrator with no power
- You have no access to your home oxygen

**Remember**, whilst Air Liquide can respond to urgent requests for refills these do have a significant cost to the NHS and can impact on the care of other home oxygen patients.

### Unused Equipment

It is important to get any **unused** oxygen equipment back to the Air Liquide Cleaning and Disinfection hub as soon as possible, this way it can be returned to the circuit for other patients.

If you are not using some/all of your equipment it is important to discuss this with your healthcare professional. To enable Air Liquide to remove any equipment a formal confirmation will be required for the equipment that you no longer require. If you have any questions please contact our Customer Services to discuss.

### Patient Portal

The Air Liquide Patient Portal is available to place orders, arrange a service or record an electricity meter reading. The portal can be found at:

[www.airliquidehomehealth.co.uk](http://www.airliquidehomehealth.co.uk)

If it is your first time you will need to click on register to enter the details to create an account, if you have any problems call Customer Services who will be able to assist you.

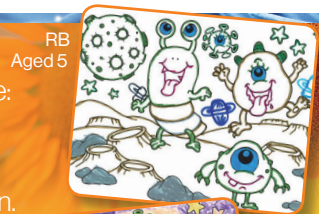
The winners of the of the Summer competitions were:

#### Adult Word Search:

Mr LM - London Region &  
Mrs LG - South West Region.

#### Children's Colouring:

RB Age 5 and  
Master CR Age 11.



### Key Dates for your Diary

#### Christmas and New Year Ordering Dates:

It is important to plan your orders in advance of Bank holidays:

For routine orders to be delivered on:

**Friday 23rd December 2022**

Order should be placed by:

**Thursday 22nd December 2022**

For routine orders to be delivered on:

**Friday 30th December 2022**

Order should be placed by:

**Thursday 29th December 2022**

For holiday orders to be delivered before:

**Christmas 2022**

Order should be placed by:

**5:00pm Friday 16th December 2022**

For holiday orders to be delivered before:

**New Year 2022**

Order should be placed by:

**5:00pm Wednesday 21st December 2022**

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Our normal office hours are Monday to Friday, 8.30am to 5.00pm.

[alhomecare.patientsupport@nhs.net](mailto:alhomecare.patientsupport@nhs.net)  
(monitored 8:00am to 4:00pm)

#### Equipment Videos

We have a range of equipment tutorial videos on our website. These can be found by visiting [www.airliquidehealthcare.co.uk/](http://www.airliquidehealthcare.co.uk/) and clicking on Home Oxygen Service > Patients & Carers > Home Oxygen Service > Home Oxygen Equipment.

### Feedback

Your feedback is important to us. Please send comments or suggestions to [alhomecare.patientsupport@nhs.net](mailto:alhomecare.patientsupport@nhs.net) This is the email address to be used if you should need to make a complaint regarding the service you have received.

# 2022 Home Oxygen Patient Survey

The purpose of this survey is to give patients/carers the opportunity to share their experience of the Home Oxygen Service. Feedback could help to identify gaps in service provision, supporting the need for improvements. All data collected is anonymous (please do not provide any identifiable information on this form).

If you prefer you can complete the survey online by using the following link:

[www.surveymonkey.co.uk/r/2022HomeOxygen](http://www.surveymonkey.co.uk/r/2022HomeOxygen)

## 1. What is your age?

- Under 18  18 to 24  25 to 34  35 to 44  45 to 54  55 to 64  65 to 74  75 or older

## 2. Which Region do you live?

- London  South West

## 3. How long have you been using home oxygen?

- Less than 6 months  Between 6 months and 1 year  Between 1 and 3 years  More than 3 years

## 4. How often do you use your oxygen?

- I use my oxygen without problems as advised by my Clinician  
 I have stopped using it because I can see no benefit  
 I have stopped using it because I cannot tolerate it  
 I frequently forget to use it  
 I occasionally forget to use it

## 5. How has home oxygen impacted your quality of life?

- Improved  No change  Reduced

We are going to propose some statements about the home oxygen service and your oxygen equipment. Check if you agree or disagree with each of them. Use the scale, where 1 means you strongly agree and 5 means you strongly disagree.

## 6. My clinician explained in detail the reasons why my oxygen was prescribed.

- Strongly agree  Agree  Neither agree or disagree  Disagree  Strongly disagree

## 7. My clinician explained clearly to me about what to expect from the home oxygen service.

- Strongly agree  Agree  Neither agree or disagree  Disagree  Strongly disagree

## 8. My clinician reviews my oxygen regularly.

- Strongly agree  Agree  Neither agree or disagree  Disagree  Strongly disagree

## 9. Air Liquide Customer Services call centre are courteous, helpful and knowledgeable.

- Strongly agree  Agree  Neither agree or disagree  Disagree  Strongly disagree

## 10. The equipment was installed at the agreed time.

- Strongly agree  Agree  Neither agree or disagree  Disagree  Strongly disagree

## 11. I am satisfied with the training and instruction regarding the safe use of the equipment that the Air Liquide Technician provided.

- Strongly agree  Agree  Neither agree or disagree  Disagree  Strongly disagree

## 12. The Air Liquide Technicians are courteous, helpful and knowledgeable.

- Strongly agree  Agree  Neither agree or disagree  Disagree  Strongly disagree

## 13. The Air Liquide literature is clear and easy to understand.

- Strongly agree  Agree  Neither agree or disagree  Disagree  Strongly disagree

**14. My home oxygen equipment is reliable.**

Strongly agree	<input type="radio"/>	Agree	<input type="radio"/>	Neither agree or disagree	<input type="radio"/>	Disagree	<input type="radio"/>	Strongly disagree	<input type="radio"/>
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**15. When I have had a problem with the oxygen equipment, Air Liquide solved it to my satisfaction**

Strongly agree	<input type="radio"/>	Agree	<input type="radio"/>	Neither agree or disagree	<input type="radio"/>	Disagree	<input type="radio"/>	Strongly disagree	<input type="radio"/>
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**16. The tubing, nasal prongs and/or masks supplied to me by Air Liquide are of good quality.**

Strongly agree	<input type="radio"/>	Agree	<input type="radio"/>	Neither agree or disagree	<input type="radio"/>	Disagree	<input type="radio"/>	Strongly disagree	<input type="radio"/>
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**17. My portable oxygen equipment allows me to undertake my activities away from home.**

Strongly agree	<input type="radio"/>	Agree	<input type="radio"/>	Neither agree or disagree	<input type="radio"/>	Disagree	<input type="radio"/>	Strongly disagree	<input type="radio"/>
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**18. I find Air Liquide's online resources (website and portal) helpful and informative.**

Strongly agree	<input type="radio"/>	Agree	<input type="radio"/>	Neither agree or disagree	<input type="radio"/>	Disagree	<input type="radio"/>	Strongly disagree	<input type="radio"/>
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**19. I know how to contact Air Liquide if I have any issues or problems that need to be resolved.**

Yes  No

**20. When I call Air Liquide, they answer promptly.**

Yes  No  N/A

**21. I would prefer to have access to Air Liquide literature online, rather than receive paper copies.**

Yes  No

**22. I would find a smartphone app useful for e.g. ordering oxygen refills.**

Yes  No  N/A

**23. Are you aware our Customer Service team can arrange a regular cylinder delivery service, without the need to call?**

Yes  No  N/A

**24. Do you have any suggestions to improve the service we provide?**

**25. Below you will find a list of different situations, feelings, symptoms ... related to your quality of life and oxygen treatment. Select ONLY 4 from the list. Mark on a scale of 1 to 4, where 1 is "most important"**

<input type="checkbox"/>	Being able to breathe well, not being short of breath (dyspnoea).	<input type="checkbox"/>	The time it takes for Air Liquide to attend to me.	<input type="checkbox"/>	The limitations caused by having to use the equipment.
<input type="checkbox"/>	To be able to do my daily activities.	<input type="checkbox"/>	The explanation for using the equipment in the best way.	<input type="checkbox"/>	Being able to do activities.
<input type="checkbox"/>	Not having to enter the hospital due to breathing problems.	<input type="checkbox"/>	Fear about the end of life.	<input type="checkbox"/>	The independence that the oxygen equipment gives me.
<input type="checkbox"/>	Not having to call the emergency services due to breathing problems.	<input type="checkbox"/>	The ease of using the equipment.	<input type="checkbox"/>	To be able to maintain contact with other people, to be able to relate.
<input type="checkbox"/>	Having emotional well being.	<input type="checkbox"/>	The shame I feel when people see me with the oxygen equipment.		

**26. Overall, I was pleased with the oxygen equipment and services provided to me by Air Liquide.**

Strongly agree	<input type="radio"/>	Agree	<input type="radio"/>	Neither agree or disagree	<input type="radio"/>	Disagree	<input type="radio"/>	Strongly disagree	<input type="radio"/>
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Please contact the Customer Service Team and provide your details if you would be willing to take part in a video interview to share your experiences in the future. Email: [alhomecare.patientsupport@nhs.net](mailto:alhomecare.patientsupport@nhs.net)

**Thank you** for taking the time to complete the survey, the results will be shared in a future newsletter.