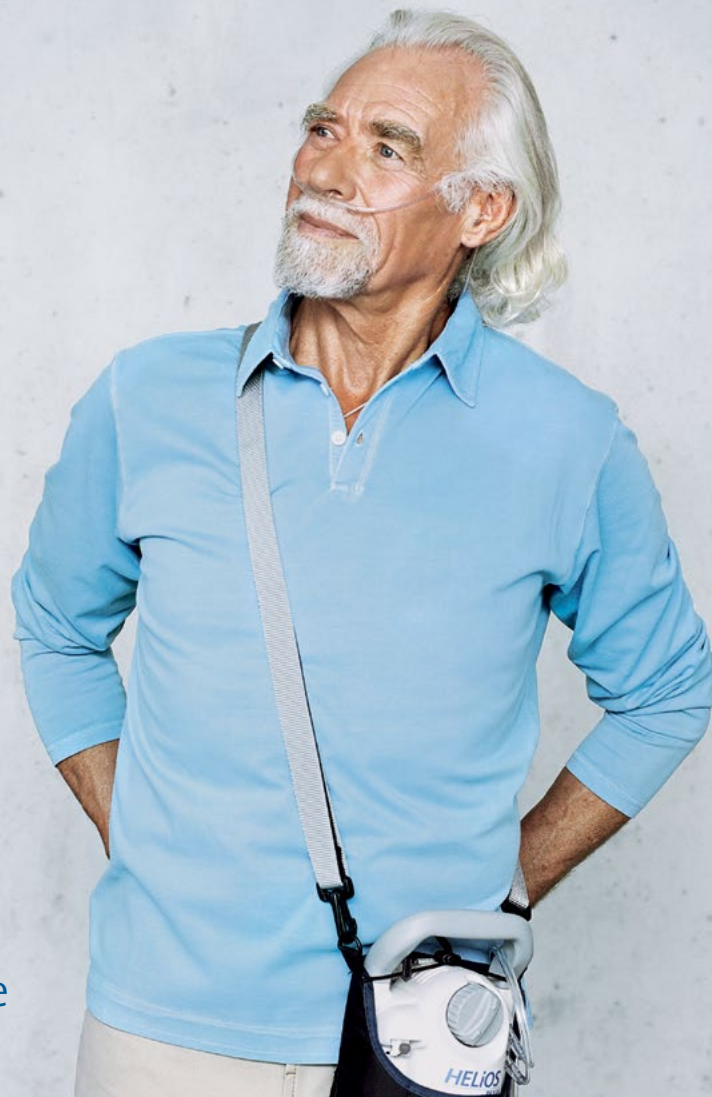


Community Oxygen and Respiratory Support Service Patient Guide



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If you require this leaflet in another language, braille or audiotape please contact us and we will organise this for you.

If you have any questions, need further information, advice or support regarding the service or your Home Oxygen Therapy, please let a member of the team know.

1. Overview

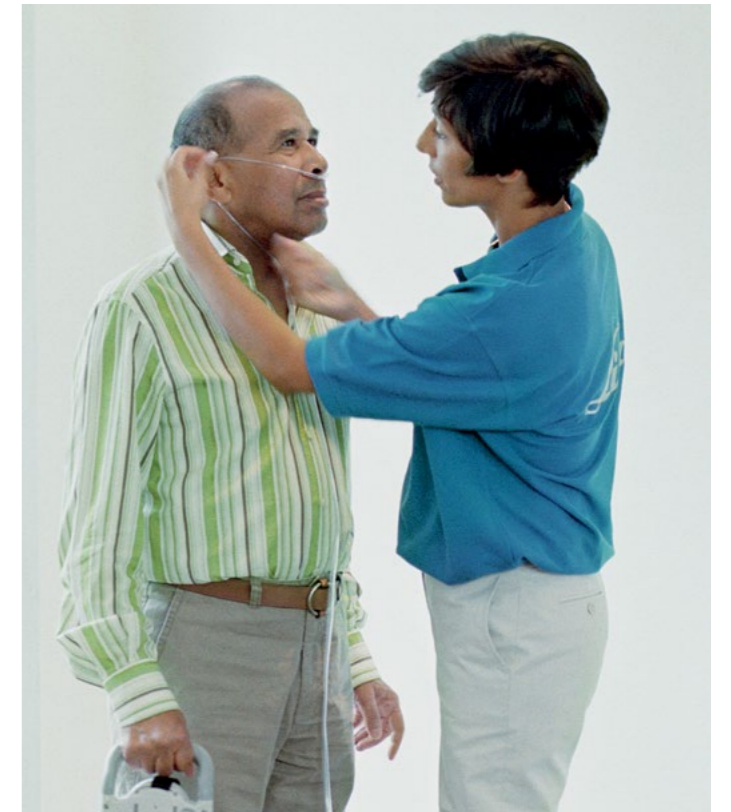
Aims and objectives

NHS Bradford and Airedale have appointed BOC Healthcare to provide a Community Oxygen and Respiratory Support Service for patients requiring oxygen therapy within the district.

Our aim is to improve the health of patients living with oxygen therapy. We do this by helping each individual patient get the most from their oxygen therapy.

The objective of the service is to be valued by all who require it, by ensuring:

- patients with chronic respiratory disease are assessed correctly for home oxygen therapy
- patients, their carers & families are supported in the safe use of home oxygen therapy
- patients, their carers and families get the most out of their home oxygen therapy
- patients are assisted in maintaining their independence as much as possible whilst receiving home oxygen therapy
- patients are fully educated on their medical condition
- any special requirements of individual patients are met as far as possible



2. BOC Healthcare Community Oxygen and Respiratory Support Service

Service times and contact details

The BOC Healthcare Community Oxygen and Respiratory Support Service will be contactable between the hours of 09:00 and 17:00 from Monday to Friday.

For any queries, problems or to give us feedback, please call us on 0800 731 0206. If we are not available, please leave a message on our answer phone and we will reply to you as soon as we can. You can also send an email to corss@boc.com

Who will be seen by the service?

Primarily the service will offer home oxygen assessment and follow up for patients with:

- Chronic Obstructive Pulmonary Disease (COPD)
- Chronic severe asthma
- Bronchiectasis
- Interstitial lung disease



Please contact us

If you cannot attend or need to re-arrange a clinic appointment or home visit. This is important as it will enable us to offer the appointment slot to another patient.

If you feel unwell prior to your appointment with increased symptoms of:

- breathlessness
- cough
- sputum
- change in colour of your sputum
- or you have been prescribed steroids or antibiotics for a chest infection

Please contact us for advice as we may need to re-arrange your appointment.

Our team

The Community Oxygen and Respiratory Support Service is provided by clinically trained staff members who are experienced Respiratory Physiotherapists and Respiratory Nurses. All have a solid background and experience in respiratory care. The clinical team is supported by a Healthcare Assistant.

What should I expect from a home oxygen assessment?

Your first appointment may involve:

- a review of your diagnosis
- a review of your medication and self management plan
- performing a pulse oximetry reading which involves attaching a small probe to your finger to measure your oxygen levels
- performing blood gas testing to measure the levels of oxygen in the blood accurately. This is obtained either from a small prick of the ear or blood taken from an artery in the wrist. It is different from the blood test that is normally taken from the arm. This blood test measures the gases in the blood. This will show if you have low levels of oxygen in the blood
- performing walk tests to examine if your blood oxygen levels decrease on exertion
- giving education on respiratory disease
- referral to other agencies that are beneficial to you, with your consent

Additionally, for patients who already have home oxygen therapy and for patients who will require it for the first time, we will:

- order your initial home oxygen therapy supply
- provide education on home oxygen therapy
- act as a source of respiratory support
- provide regular follow ups, the frequency of which will be explained at your appointment
- provide a holiday oxygen ordering service

Holiday ordering

We understand that it is very important for patients to lead as normal a life as possible. This may involve going on holiday in the UK or abroad. The Community Oxygen and Respiratory Support Service can organise this for you and give you further information and help on travelling with oxygen. Going on holiday with oxygen involves more detailed planning. Please contact us one month prior to travelling if it is within the UK. If you are planning to travel abroad or to fly contact us for help and advice prior to booking your holiday.

If you have any questions about travelling with oxygen then do contact us.



What the service does not do

The service does not deliver home oxygen, this is provided by the regional home oxygen provider in your area. Details will be provided as required. You will have been given details of who this will be on assessment, or it will remain your current supplier if already on home oxygen.

3. Our values

Incorporating views of patients and carers

Your feedback is important to us. We love to receive compliments about our service. A suggestion on how to improve our service or a complaint is just as welcome, as this gives us the opportunity to review and improve our service to you.

The Community Oxygen and Respiratory Support Service ensures that all patients have the opportunity to give feedback on the services provided. You can give feedback in a variety of ways:

- After an appointment, you may be asked to complete a short satisfaction survey
- Occasionally we will contact you formally to participate in a more detailed patient satisfaction survey

This feedback is collected annually and submitted to the Care Quality Commission and to NHS Bradford and Airedale.

Equality

It is important to us that all patients who come to the Community Oxygen and Respiratory Support Service are treated as individuals, with dignity, compassion and empathy. Our service will be delivered with care and respect for all patients. There is no discrimination against colour, race, disability, sexuality or religion. Relatives, friends or chaperones are welcome to attend appointments at the patients' request.

Confidentiality and data protection

The BOC Healthcare Community Oxygen and Respiratory Support Service respects your privacy. You will appreciate that in order to provide this service, we need to hold and process important personal data about your health and oxygen needs, including details about you, your GP and your prescriptions.

The information you provide will be used only by BOC Healthcare Community Oxygen and Respiratory Support Service in order to provide you with the best possible

service and will be held securely in accordance with the Data Protection Act 1998. We will not share your information with third parties that are not involved in your care without your prior consent.

You may request at any time to see the information we hold on record about you including your own medical information and copies of any medical reports. Any medical reports created will only be shared with other Healthcare professionals such as the referring GP if you have consented for us to do so.

During your initial assessment you will be asked if you agree to your medical records being shared. By giving your permission this means that we can ask your General Practitioner to share copies of the records that they have about you. This will mean that the service will be able to see an up to date medication list, results of recent investigations and hospital letters. This will be fully explained to you by a member of the team and you will retain the right to change your mind about sharing at any time.

Your rights

The UK Data Protection Act 1998 gives you the right to access the personal data that The BOC Group holds and processes on you. You are entitled to stop the data processing if it causes unwarranted and substantial damage or distress and to request that inaccurate / incorrect information be rectified.

For further information regarding these rights or to make a complaint please contact our Senior Information Risk & Data Protection Officer at vitalair@boc.com, or in writing to BOC Gases, Priestley Road, Worsley, Manchester M28 2UT.

If after contacting BOC you are still unhappy you may also complain to the Information Commissioner, all contact details are available on the Information Commissioners' Website <http://www.ico.gov.uk/>

4. Complaints

If you are unhappy with any aspect of the Community Oxygen and Respiratory Support Service you have received from BOC Healthcare you are entitled to make a complaint, have it considered, and receive a response from BOC. The BOC complaints procedure detailed in this document is mirrored to the NHS complaints policy.

To whom should I complain initially?

We hope that most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned.

You can raise your concerns immediately by speaking to a member of the Community Oxygen and Respiratory Support Service staff, who directly provide this service. They may be able to resolve your concerns without the need to make a more formal complaint.

You can telephone the Community Oxygen and Respiratory Support Service on 0800 731 0206 or e-mail us at corss@boc.com

You can also write to the Service Lead at:

Community Oxygen and Respiratory Support Service
Patient Service Centre,
Priestley Road,
Worsley,
Manchester M28 2UT

Alternatively, if you feel you are unable to raise your concerns with a staff member of the Community Oxygen and Respiratory Support Service you can contact the BOC Patient Service Manager who will help to sort out your problem. You can telephone the Patient Service Manager on 0800 136 603 or you can write to:

Patient Service Manager
BOC Healthcare, Priestley Road, Worsley, Manchester
M28 2UT

Who can complain?

A complaint can be made by a patient or person affected or likely to be affected by the actions or decisions taken by BOC. A complaint can also be made by someone acting on behalf of the patient or person, with their consent. If you are complaining on behalf of someone else, we may need to know you have his or her permission to do so. A note or consent form signed by the person may need to be provided. Consent is not needed if due to ill health or infirmity the person is not able to complain themselves.

What is the time limit for making a complaint?

You should normally complain within 12 months of the event(s) concerned or within 12 months of becoming aware that you have something to complain about. BOC has the discretion to waive this time limit if there are good reasons why you could not complain earlier.

What we will do

We will acknowledge your complaint within 3 working days. We will discuss your concerns with you and agree a way forward.

When we look into your complaint we will aim to:

- Find out what happened and what may have gone wrong in order to provide explanations to you
- Make sure you receive an apology if appropriate
- Make it possible for you to discuss the problem with those concerned, if you would find this helpful
- Identify what we can learn from your complaint and what we can do to make sure the problem does not happen again so we can improve our service.

NHS Bradford and Airedale

NHS Bradford and Airedale are your local Primary Care Trust; they are responsible for managing the performance of the Community Oxygen and Respiratory Support Service with BOC. You can also contact them for advice and to make your complaint.

If you do not wish to speak or write to a member of BOC Healthcare staff you can contact your local Patient Advice and Liaison Service. They will listen to your concerns and sort out any problems quickly on your behalf.

Here are the details of the Patient Advice and Liaison Service in NHS Bradford and Airedale:

Patient Advice and Liaison Service (PALS)
Tel 01274 237555
Email pals@bradford.nhs.uk
Text messaging service 07797870008

The Patient Advice and Liaison Service is open Monday to Friday from the hours of 09.00 – 12.00 and 13.00 – 16.00.

Alternatively you may also wish to write to:

Chief Executive or Complaints Manager
NHS Bradford and Airedale, Douglas Mill, Bowling Old Lane,
Bradford BD5 7JR

What to do if you remain unhappy with the outcome of your complaint?

If you remain unhappy you can approach the Parliamentary Health Ombudsmen (PHSO). The Ombudsmen is completely independent of both the NHS and the Government. This should be done within 12 months of the final outcome of the complaints procedure. You can contact the Ombudsmen by telephone 0345 015 4033 or by writing to:

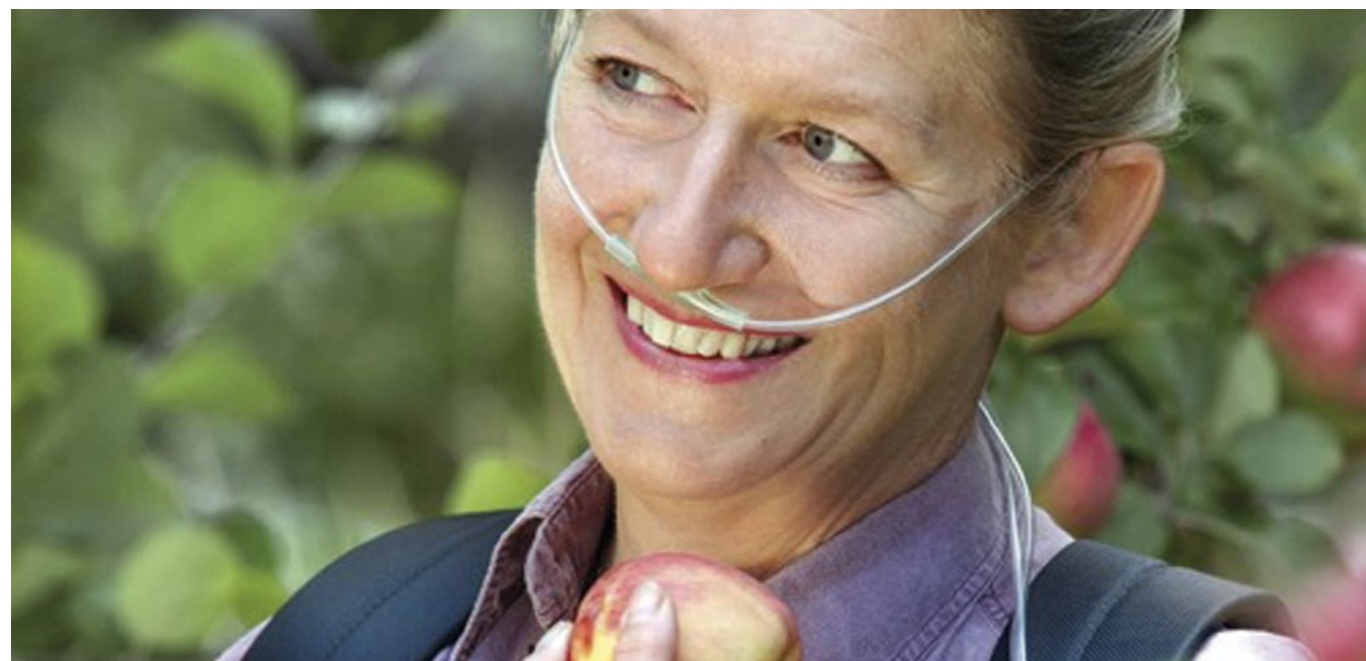
Millbank Tower
Millbank, London SW1P 4QP
www.ombudsman.org.uk

Independent help and support

The Independent Complaints Advocacy Service (ICAS) provides advice and support to people who want to complain about the NHS.

You can contact an ICAS officer on: 0845 120 3734
You're local Citizens Advice Bureau.

The Department of Health's website also has information on the NHS complaints procedure; www.dh.gov.uk



5. How we use your health records

This leaflet explains:

- Why we collect information about you and how it is used
- Who we may share information with
- Your right to see your health records and how we keep your records confidential

Why we collect information about you

We aim to provide you with the highest quality of health care. To do this we must keep records about you, your health and the care we have provided or plan to provide to you.

These records may include:

- Basic details about you, such as address, date of birth, next of kin
- Contact we have had with you such as assessments
- Notes and reports about your health
- Details and records about your treatment and care
- Results of tests etc
- Relevant information from people who care for you and know you well, such as health professionals and relatives

It is good practice for your clinician who provides your care to:

- discuss and agree with you what they are going to record about you
- give you a copy of letters they are writing about you; and
- show you what they have recorded about you, if you ask

How your records are used

The Community Oxygen and Respiratory Support Service use your records to:

- Provide a good basis for all health decisions made by you and care professionals
- Allow you to work with those providing care
- Make sure your care is safe and effective, and
- Work effectively with others providing you with care

Others may also need to use records about you to:

- check the quality of care (such as clinical audit)
- protect the health of the general public
- keep track of NHS spending
- manage the health service
- help investigate any concerns or complaints you or your family have about your health care
- teach health workers and
- help with research

Some information will be held centrally to be used for statistical purposes. In these instances we take strict measures to ensure that individual patients cannot be identified.

We use anonymous information, wherever possible, but on occasions we may use personally identifiable information for essential NHS purposes such as research and auditing. However, this information will only be used **with your consent**, unless the law requires us to pass on the information.

You have the right

You have the right to confidentiality under the Data Protection Act 1998 (DPA), the Human Rights Act 1998 and the common law duty of confidence (the Disability Discrimination and the Race Relations Acts may also apply).

You also have the right to ask for a copy of all records about you.

Your request must be made in writing to The Community Oxygen and Respiratory Support Service.

We are required to respond to you within 40 days.

You will need to give adequate information (for example full name, address, date of birth NHS number etc.).

You will be required to provide id before any information is released to you.

If you think anything is inaccurate or incorrect, please inform the organisation holding your information.

There may be a fee if you require a copy of your medical records.

Notification

The Data Protection Act 1998 requires organisations to notify the Information Commissioner of the purposes for which they process personal information.

The details are publicly available from the Information Commissioner:

Wycliffe house
Water Lane, Wilmslow, Cheshire SK9 5AF

Tel 01625 545745, www.ico.gov.uk

How we keep your records confidential

Everyone working for The Community Oxygen and Respiratory Support Service has a legal duty to keep information about you confidential.

We have a duty to:

- Maintain full and accurate records of the care we provide to you
- Keep records about you confidential, secure and accurate
- Provide information in a format that is accessible to you (i.e., in large type if you are partially sighted)

We will **not share** information that identifies you for any reason, unless:

- you ask us to do so;
- we ask and you give us specific permission;
- we have to do this by law;
- we have special permission for health or research purposes or
- we have special permission because the interests of the public are thought to be of greater importance than your confidentiality

Who are our partner organisations?

We may share information with the following main partner organisations:

- The entity that referred you to this service (Your GP, Practice Nurse etc)
- NHS Trusts (Hospitals, PCT's)
- Special Health Authorities
- Ambulance Service

We may also share your information, with your consent and subject to strict sharing protocols about how it will be used, with:

- Social Services
- Education Services
- Local Authorities
- Voluntary Sector Providers
- Private Sector

Anyone who receives information from us also has a legal duty to: **KEEP IT CONFIDENTIAL!**

Notes

BOC Healthcare

CORSS, Patient Service Centre, Priestley Road, Worsley, Manchester M28 2UT, United Kingdom

Tel 0800 731 0206, corss@boc.com, bohealthcare.co.uk

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