

Home Oxygen Assessment and Review Service



Service provided by:

Who are we?

NHS Great Yarmouth and Waveney have appointed BOC Healthcare to provide a service for people requiring home oxygen therapy within the borough. Our team comprises of respiratory specialists. We specialise in caring for people with chronic respiratory disease and other conditions requiring home oxygen therapy.

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

Our service

We provide an oxygen assessment and follow up service for people with chronic lung disease or any other condition requiring home oxygen therapy.

You have been referred to our service for a full oxygen assessment. This could be because you already receive home oxygen therapy or because your Healthcare Professional has indicated that you may have low oxygen levels.

What to expect

When you come to the service, we will assess your home oxygen need. 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 from either 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. These will be done to your own capability
- Giving education on your condition and treatments available
- Referral to other agencies that are beneficial to you, with your consent

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

- Order your home oxygen therapy
- Provide education on home oxygen therapy

- Act as a source of home oxygen therapy support
- Provide regular follow ups, the frequency of which will be explained at your appointment

Next steps

You will be invited for an initial assessment appointment shortly. Please aim to arrive 10 minutes prior to the time of your appointment.



BOC Healthcare Community Respiratory Service

Service times and contact details

You can contact the BOC Healthcare Community Respiratory Service 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 012 1858**. If we are not available, please leave a message on our answer phone and we will reply to you as soon as we can.

Please contact us

If you cannot attend or need to re-arrange a clinic appointment or home visit please contact us. 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 Respiratory Service is provided by clinically trained staff members. All have solid backgrounds and experience in respiratory care.

Holiday ordering

We believe 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. Going on holiday with oxygen involves more detailed planning. 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 Community Respiratory Service does not deliver home oxygen, this is provided by the regional home oxygen supplier in your area. Details will be provided as required. You will be given details of who this is on assessment. If you already

receive home oxygen, there will be no change to your current supplier of home oxygen.

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 complaints are just as welcome, as this gives us the opportunity to review and improve our service to you.

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

- You can give feedback to the team during your appointment. After an appointment, you may be asked to complete a short satisfaction survey. This can

be completed confidentially at home and returned to us using the business reply envelope provided

- Occasionally we will contact you formally to participate in a more detailed patient satisfaction survey
- You can contact us by telephone, email or in writing to provide feedback at any time

This feedback is collected annually and submitted to the Care Quality Commission and to Great Yarmouth and Waveney Clinical Commissioning Group.

Equality

The Community Respiratory Service treats everyone as an individual, with dignity, compassion and empathy. Our service is delivered with care and respect for all. There is no discrimination against colour, race, disability, sexuality or religion. Relatives, friends or chaperones are welcome to attend appointments at your request.

Confidentiality and data protection

The BOC Healthcare Community Respiratory 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 Respiratory Service in order to provide you with the best possible service and will be held securely in accordance with the Data Protection Act 2018 and the General Data Protection Regulation. We will not share your information with third parties that are not involved in your care without your prior consent.

You can find further information on how we process your data in our privacy policy, which you find via **www.bocclinicalservices.co.uk** or you can contact us for a printed copy on **0800 012 1858**.

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 2018 and the General Data Protection Regulation gives you the right to access the personal data that BOC Healthcare 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 **boc.clinicalservices@nhs.net**, by calling **0800 012 1858** or by writing to BOC Healthcare, 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/>

Complaints

If you are unhappy with any aspect of the Community Respiratory 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 Respiratory Service staff, who directly provide this service. They may be able to address your issues without the need to make a more formal complaint.

You can telephone the Community Respiratory Service on **0800 012 1858**.

You can also write to the Service Lead at:
BOC Healthcare
Community Respiratory 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 Respiratory Service you can contact the BOC Patient Service Manager who will be happy to help try and resolve any problems.

You can telephone the Patient Service Manager on **0800 012 1858** or e-mail **boc.clinicalservices@nhs.net**

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.

Great Yarmouth and Waveney Clinical Commissioning Group

Great Yarmouth and Waveney Clinical Commissioning Group are your local NHS body. They are responsible for managing the performance of the Community Respiratory Service with BOC Healthcare. 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 for the Great Yarmouth

and Waveney Clinical Commissioning Group:
Complaints and Patient Advice and Liaison Service (PALS)
Tel: **01502 719 567**, Email: **GYWCCG.complaints@nhs.net**

Address: Complaints and PALS, NHS Great Yarmouth and Waveney CCG, Beccles House, 1 Common Lane North, Beccles, Suffolk NR34 9BN

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 on **0345 015 4033** or online at **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: 0300 330 5454

Your local Citizens Advice Bureau. The Department of Health's website also has information on the NHS complaints procedure; **www.dh.gov.uk**

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 Respiratory Service uses 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.

Notes

Notes

If you require this leaflet in another language, Braille or audio tape please contact the Community Respiratory Service.

BOC Healthcare

**Community Respiratory Service, Priestley Road, Worsley,
Manchester M28 2UT, United Kingdom**

Tel 0800 012 1858, boc.clinicalservices@nhs.net

www.bocclinicalservices.co.uk