

# The Home Oxygen Handbook

We don't take breathing for granted



Service provided by:



# Contents

This handbook covers information about the NHS Home Oxygen Service, which is responsible for providing you with the oxygen equipment that has been prescribed by your healthcare professional.

BOC is your Home Oxygen Service provider. BOC's Homecare Technicians will deliver your oxygen and support you to safely use and maintain oxygen equipment in your home. BOC's Patient Service Centre team is available to respond to any queries you may have, from ordering replacement oxygen to reporting problems with equipment.

Please read this handbook carefully as it contains important safety information about using oxygen in your home. This handbook should be read in conjunction with the user guide(s) provided to you for your specific equipment.

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## How to contact us

If you have any questions about the Home Oxygen Service or your oxygen equipment, you can contact BOC:



**Online message via our secure Home Oxygen Portal**

Register on [www.bochop.co.uk](http://www.bochop.co.uk) for your unique log-in and password.



**[healthcare.home-uk@boc.com](mailto:healthcare.home-uk@boc.com)**



**By telephone on 0800 136 603**

Our normal working hours are Monday to Friday 8am until 6pm. We are open 24 hours for emergencies only.

# Your Oxygen Prescription

Your healthcare professional team have assessed that you need oxygen therapy to manage your health condition(s). They have issued a Home Oxygen Order Form (HOOF) to BOC and prescribed oxygen for you. Your healthcare professional team may have prescribed you ambulatory oxygen therapy, long term oxygen therapy or both.



## Long term oxygen therapy:

Usually supplied via an oxygen concentrator.

## Short burst oxygen therapy:

Usually supplied via oxygen cylinder where oxygen is needed in short bursts.

## Ambulatory oxygen therapy:

Usually supplied via portable equipment for use outdoors or mobilising in the home.

To benefit from oxygen therapy, you must use it as prescribed by your healthcare professional team. Never change or adjust your oxygen equipment settings without consulting your healthcare professional team first. It can be dangerous to use oxygen at too high or too low a flow rate.

If you are unsure or have any questions about your prescription or when you should use your oxygen equipment, you should contact your healthcare professional team for advice. BOC cannot answer questions about your medical condition or oxygen prescription.

To deliver your prescribed oxygen BOC has provided you with the following equipment and accompanying user guide(s):

	Equipment	User Guide
<input type="checkbox"/>	Concentrator (with back-up cylinder)	Concentrators
<input type="checkbox"/>	Portable cylinder	Cylinders
<input type="checkbox"/>	<ul style="list-style-type: none"> <li>with conserver</li> </ul>	Conservers
<input type="checkbox"/>	Portable concentrator	Portable concentrators
<input type="checkbox"/>	Transportable concentrator	Transportable concentrators
<input type="checkbox"/>	Liquid oxygen system (including portable flasks)	Liquid oxygen
<input type="checkbox"/>	Static cylinder	Cylinders
<input type="checkbox"/>	<ul style="list-style-type: none"> <li>with demand valve (cluster headache sufferers only)</li> </ul>	Demand valve
	<b>Interface</b>	
<input type="checkbox"/>	Mask	
<input type="checkbox"/>	Nasal cannula	

Please carefully read your equipment user guides. Keep them somewhere safe so that you can refer to them if you experience any issues with the equipment.

Should you no longer need your oxygen equipment, please contact BOC on **0800 136 603** for advice regarding collection. All oxygen equipment provided by BOC remains the property of BOC and must be returned once no longer required.



# Important Safety Information

Using oxygen in your home, or when out and about, is safe provided that you – and people you are with - follow the safety information in this handbook together with the instructions in your equipment user guide(s). Failure to comply can result in severe or fatal burns, house fires or other injuries.

## Flames and heat sources

Oxygen itself does not burn, but it aids in combustion. Many materials such as fabrics can be enriched with oxygen and become more susceptible to ignition, and a high oxygen concentration in the air will increase the risk of combustion in general.

It is important that oxygen equipment is not used or stored anywhere near a naked flame or heat source.

Make sure that the oxygen is always used in a well-ventilated room or area; this will prevent a build-up of a high concentration of oxygen that would encourage things to burn.

**✘ Never** smoke, nor allow anyone else to smoke, in the same room as oxygen equipment in any circumstances. This includes the use of e-cigarettes. E-cigarettes have heating elements that spark and can cause an ignition.

**✘ Never** use matches, cigarette lighters or gas cooker lighters in the presence of oxygen.

**✘ Never** use or store oxygen equipment within 3 metres of open fires or naked flames. This includes gas cookers, candles on birthday cakes, incense burners, patio heaters etc.




## Dangers of e-cigarettes


E-cigarettes have a place in helping people to quit smoking, however they must be treated like ordinary cigarettes when it comes to safety around oxygen.


Inside an e-cigarette there is a heating coil with a wick which glows red hot to vaporise the vaping liquid solution. Foreign objects can get in through the tip of the e-cigarette and cause the coil to short circuit and spit. If using an e-cigarette at the same time as oxygen, oxygen can increase the ignition, risking severe burns on the hands and face.


Never charge an e-cigarette directly or from a separate battery charger near oxygen equipment, as the power source could cause an oxygen ignition.


**Note:** high-wattage mods for e-cigarettes further increase the safety risk.


 **Never** use or store oxygen equipment near a heat source such as radiators or electric heaters (at least 1.5 metres distance is needed).


 **Always** use and store your oxygen equipment where the BOC Technician has advised you it is safe to do so.

 **Never** use electrical appliances such as electric shaver, hairdryer, hair-straighteners, clothing iron or similar whilst using your oxygen.


 **Never** remove the small plastic firebreak connectors fitted to your oxygen tubing; they reduce the risk of a fire traveling along the tubing to your equipment or face by cutting off the oxygen flow if they detect the heat of a fire.

 **Do not** use aerosol sprays, such as hairsprays or deodorants, whilst using your oxygen equipment.

 **Keep** your living areas clutter free to reduce amount of material that could potentially burn in a fire.

 **Regularly** test the smoke alarm/ detectors in your property to check they are in working order.


If you smoke, always wait 20 minutes between using your oxygen and smoking your cigarette/e-cigarette. You should always smoke outside and never in the same room as your oxygen equipment.


 **Never** place your oxygen equipment near fridge freezers, washing machines or dryers.


## Oxygen enrichment


Materials such as clothing, wound dressings, bedding, furniture fabric etc becomes enriched with oxygen if exposed to it, even at low flow settings. These materials will burn very vigorously if they are ignited from a source such as from a cigarette, e-cigarette spark or a gas cooker flame.


You can minimise oxygen enrichment of materials by always using your oxygen equipment in a well-ventilated room or area. Where possible have a window ajar or open and keep internal doors open to help ventilate the room.

 **Always** switch off your oxygen equipment when you are not using it. Turn off the concentrator(s) or turn the cylinder dial to close and the flow selector to zero position.

 **Always** wait **20 minutes** after using your oxygen to use a naked flame or source of sparks, for example lighting a cigarette/e-cigarette or igniting a gas cooker. You should always smoke outside and never in the same room as your oxygen equipment.

 **Never** leave your cannula or mask laying on a bed, sofa, chair or other surface while your oxygen equipment is still turned on.

 **Never** place your oxygen equipment near curtains or cover it with clothing or other fabric objects.

 **Never** use or carry a portable oxygen cylinder or liquid oxygen flask under clothing, such as a shawl or coat.






## Skin-softening products (emollients)


Do you use a skin cream, ointment, lotion, gel, spray, bath oil or soap-substitute to manage a dry skin condition such as eczema, psoriasis and ichthyosis? These will be emollients. They may be prescribed or bought over the counter.


Emollients usually contain petroleum, paraffin, oils or fats. Emollients can transfer from your skin and soak into clothing, bedding and bandages. Be aware that some dressings and bandages come with ointment already on them.


In the presence of an ignition source, fabrics with emollient dried on can catch fire much more quickly and burn hotter and more vigorously than clean fabric, even more so in an oxygen-enriched environment.

You can continue to use emollients, but please be aware of the dangers and follow these safety instructions:

 **Never** smoke and always keep away from naked flames whilst wearing clothing or bandages/dressings that have been in contact with emollients.

 **Take care** to avoid getting emollients on clothing, bedding or fabric furniture.

 **Frequently** change clothes and bedding in contact with emollients. Wash them at highest possible temperature on the label to remove accumulated oils and greases.


 **Seek help** to stop smoking, if you are a smoker.


Since 2018, the Medicines and Healthcare products Regulatory Agency recommends that all emollient products should include a fire hazard warning on their packaging. If in doubt, please ask your pharmacist for guidance on whether any products you use contain emollients.

## Oils and grease

Oils and grease (and materials contaminated with these substances) are particularly hazardous in the presence of oxygen. They can ignite extremely easily and will burn extremely vigorously in an oxygen-enriched environment.


It is important when handling your oxygen equipment to ensure that it does not come into contact with any form of oil or grease.


 **Always** ensure that your hands are clean before using oxygen equipment.

 **Never** use oil-based creams and moisturisers when using or handling the equipment. This includes:


- Moisturisers/barrier creams such as: Sudocrem<sup>®</sup>, Vaseline<sup>®</sup>, Johnson's<sup>®</sup> Baby Lotion/Oil, cradle cap oil
- Sun-cream (use oil-free brands – ask your pharmacist)
- Oil-based lipsticks and lip balms (use lip tints instead)
- Oil-based make-up foundations (use liquid foundation instead)
- Massage oils
- Decongestant rubs such as: Vicks<sup>®</sup> VapoRub<sup>™</sup>, Olbas<sup>®</sup> Oil

You can use alcohol gels to clean your hands. If you do:

 **Always** massage the gel in well, particularly in between the fingers.

 **Always** allow the alcohol gel to fully evaporate, and your hands to be completely dry, before handling your oxygen equipment.

If you experience sore, dry nasal passages or lips from the oxygen, use water-based lubrication products such as K-Y<sup>®</sup> or Aquagel<sup>®</sup> jelly.

 **Never** use petroleum-based products as explained above.

## Pressure-relieving mattresses

Air-flow mattresses are used to prevent and relieve pressure sores for people who are bed-bound or spend prolonged periods in bed. These mattresses contain a pump which moves air around the mattress. Should an air-flow mattress get punctured, or a hot object (such as a hot hairdryer or cigarette ash) melts the plastic of the mattress casing, the pump will continue working even harder to blow air. This will further fuel a potential fire if it occurs. If oxygen is also being used or equipment is close to the bed, the vigour of the fire is increased.





## Protect your home

If you have a smoke detector/alarm in your home, you must ensure that it is in good working order by regularly testing that it works and replacing the batteries as needed.

If you did not have a smoke detector/alarm when your oxygen equipment was first provided, BOC will pass your details to the local Fire and Rescue Service to contact you about fitting one.

For more information on how to protect you and your home from fire, please visit [www.direct.gov.uk/firekills](http://www.direct.gov.uk/firekills)





### Learn more about oxygen and fire safety

Watch our Fire Awareness video, created in partnership with Essex Fire and Rescue Service, to see what can happen in the event of a person smoking whilst using oxygen equipment and how quickly oxygen-enriched fires can spread.

Visit [www.bochomeoxygen.co.uk/safetyvideos](http://www.bochomeoxygen.co.uk/safetyvideos) or use the QR code below on your smartphone.




### In the event of a fire:


-  Make sure everyone is immediately evacuated from the property
-  Immediately ring 999 and inform the operator:
  - if there are any cylinders/liquid oxygen tanks in the property
  - that you are an oxygen user and whether you have portable equipment with you.


As soon as possible after the event, contact BOC on **0800 136 603** to inform us about the fire and whether any of your oxygen equipment has been involved in the fire. Do not use any oxygen equipment that has been involved in a fire.

# Starting Oxygen Therapy


We recommend the following actions to help keep yourself and your household safe now that you are using oxygen in your home.


 If you have an oxygen concentrator, please ask your electricity supplier to be added to their priority user list. This means that should your area experience a power cut, they're aware of your special needs and will prioritise restoring a power supply to you. In the event of a power cut, remember to use your emergency back-up oxygen cylinder. If a power cut is expected to run for longer than the supply of your back-up cylinder, please contact us immediately on **0800 136 603**.


 Notify your home insurance provider that you have oxygen in your home, and your car insurance provider if you plan to travel with oxygen equipment in your vehicle. This should not affect your insurance premium but will ensure you are fully covered if you need to make a claim. You do not need to insure the equipment itself as it remains the property of BOC.


 Tell your family and friends about the safety rules that they need to follow when visiting you. Ask them to read this handbook.

- They must never smoke cigarettes or use e-cigarettes near you when you are using oxygen equipment.
- If you have a concentrator, inform them where your emergency back-up cylinder is stored so that they can help you in the event of a power cut.
- Never let anyone, including children, tamper with your oxygen equipment.

 Contact your local Fire and Rescue Service for a free home-safety check. They can give recommendations on how you can make your home as fire-safe as possible.

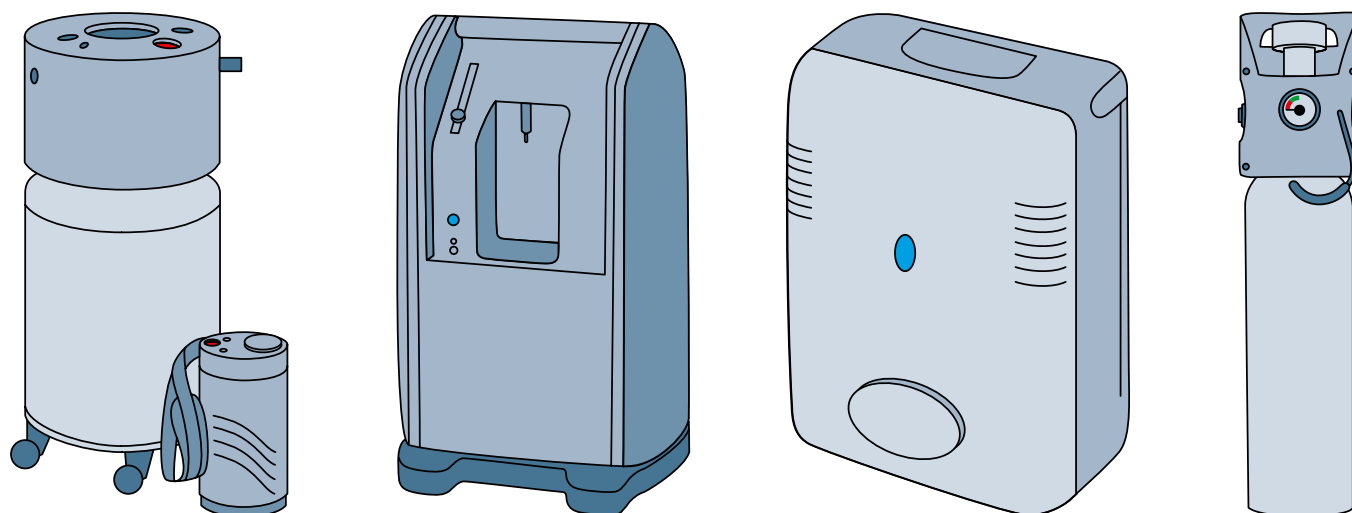
 If you have an oxygen concentrator, or stand a portable cylinder on the floor, be careful not to trip over trailing oxygen tubing when walking around. On request we can fix your concentrator's oxygen tubing around skirting boards and door frames to minimise the risk of tripping. Generally, you will need to be more aware of your surroundings if there is any possibility of tubing being on the floor.

 Read this handbook and your oxygen equipment guides from time to time to remind yourself of the safety instructions when using oxygen.

 Contact the healthcare professional team who prescribed your oxygen if you have any questions about when you should use your oxygen equipment.

**You can contact us (see page 2) at any time, if you experience any problem that you cannot resolve from reading your equipment guide(s).**

# Using Oxygen Equipment



Oxygen can be provided by a range of equipment. Your healthcare professional team will have decided what equipment is best for you, based on your clinical condition, how much oxygen you need, your daily activities and even the type of property you live in (for safety or storage reasons).

If you need oxygen when you go out or to move around your home safely, you will be prescribed equipment specifically designed to be portable.

Your healthcare professional team will regularly review your oxygen prescription and equipment. If you change your daily activities and feel that your current equipment or prescription is no longer meeting your needs, you should contact your healthcare professional to be reviewed.

BOC provides you with training and a user guide for each type of equipment you are prescribed. Please read these guides and keep them safe for future reference. The guides will give you the following information about the equipment:

- How to use it, including switching the oxygen flow on and off.
  - Including details of instructional videos about the equipment.
- How to clean it.
- How to travel with it (portable equipment), e.g. how to store it in a car.
- About electricity rebate payments if you have a concentrator.
- What to do if you experience problems with it.

**Important:** always refer to your equipment guide's Troubleshooting section if you experience problems with the equipment. Switch to your emergency back-up cylinder if your concentrator is not working.

Call BOC on **0800 136 603** at any time if the problem remains and the equipment is faulty. Our Patient Service Centre will arrange a BOC Technician to visit you if they cannot resolve the issue over the phone.

## Consumables – cannula, masks and tubing

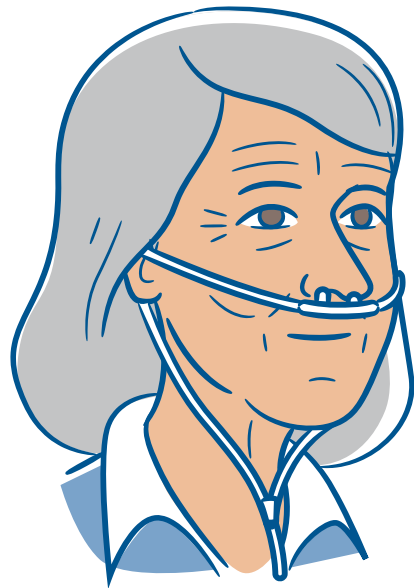
Oxygen is delivered to your airways through interfaces, either nasal cannula or face masks, connected by tubing to your oxygen equipment. Your healthcare professional team will have decided what interface is best for you but if you struggle with what you have it may be possible to change the type. You should contact your healthcare professional to ask; even if a change in interface is not possible, they will be able to advise you on how to make things easier.

### Nasal cannula

**Wearing:** To hold the nasal prongs in place, cannula are on a loop which sits on each ear and is brought together under the chin by a sliding toggle that holds the cannula in place. Avoid putting the cannula over your head like a necklace as this can risk strangulation.

**Cleaning:** Once a day, use a clean damp cloth to wipe off the nasal prongs. Do not submerge cannula in water.

**Replace:** Monthly



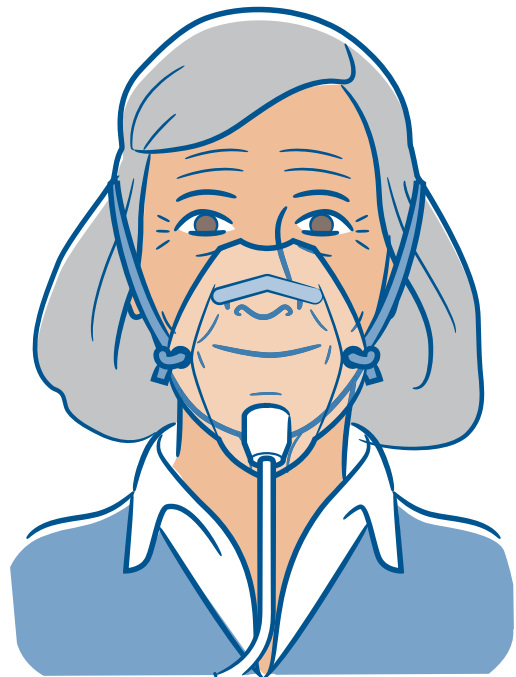
### Face masks (and non-rebreathe masks with reservoir bag)

**Wearing:** An adjustable elastic band is connected to each side of the mask and slides over the head and above the ears to hold the mask firmly in place.

**Cleaning:** Once a week, wash masks in warm soapy water, then rinse and leave to dry before using.

- If you have a non-rebreathe mask (i.e. with a reservoir), this should not be submerged in water.

**Replace:** Every 2–3 months





### Replacing cannula and masks

To ensure your interface lasts:

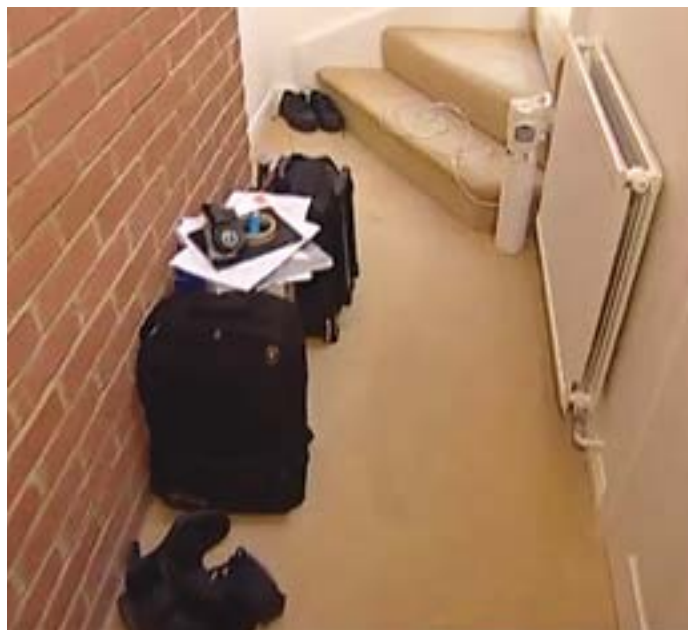
- Follow the cleaning guidance above.
- Do not use strong or scented detergents, sterilising agents, degreaser, alcohol-based products or lotion soaps to clean cannulas or masks.

If your interface cracks, splits or becomes badly discoloured, swap them for a spare. Ask a BOC Technician or contact BOC by phone or via the Home Oxygen Portal, to request replacement consumables once you have one spare left.

**Reminder: If you experience sore, dry nasal passages or lips from the oxygen, use water-based lubrication products such as K-Y® or Aquagel® jelly. Never use petroleum-based products as explained above.**

### Tubing

Our Technicians will fit tubing to your oxygen equipment in lengths that suit where and how you will use your equipment, to give you maximum freedom and safety around your home. BOC uses anti-crush/kink tubing that is designed to be bent but remain hollow so the flow of oxygen will not be interrupted. In the unlikely event that you notice a split in the tubing, please contact BOC immediately on **0800 136 603**.



If you have an oxygen concentrator, or stand a portable cylinder on the floor, be careful not to trip over trailing oxygen tubing when walking around.

- ✓ Always remember that the tubing will be trailing behind you when you turn around.
- ✓ Take extra care on staircases.
- ✓ Avoid leaving oxygen tubing lying around where it can be a trip hazard to anyone in the property.
- ✓ Keep your living area free from clutter to reduce trip hazards and the chance of the tubing getting caught on other objects.
- ✓ Use the bag/backpack provided to safely carry your portable oxygen equipment.
- ✓ Be careful to avoid the tubing getting stuck under doors or furniture.

### Learn more about trip hazards

Watch our Slips, Trips and Falls video, made in partnership with Essex Fire and Rescue Service and PROVIDE.

Visit [www.bochohomeoxygen.co.uk/safetyvideos](http://www.bochohomeoxygen.co.uk/safetyvideos), or scan the QR code below on your smartphone.



To reduce the risk of tripping over tubing, we can provide more visible green-coloured tubing. For some people we recommend a "fixed installation" where tubing is fixed around door frames and skirting boards. If you would prefer to have a fixed installation, please call us on **0800 136 603** or message us via our Home Oxygen Portal so we can arrange an assessment.

Please contact us if you ever trip or fall over the tubing, or if your circumstances change, for example if you start using a walking frame. Our Technicians will visit you to re-assess the risk of tripping and see what can be done to make your environment safer.



**Never remove the small plastic firebreak connector fitted to your oxygen tubing:** they reduce the risk of a fire travelling along the tubing to your equipment or face, by cutting off the oxygen flow if they detect the heat of a fire.

**Note:** oxygen tubing does not need to be cleaned. It should never be submerged in water.



# Managing Your Oxygen

## Ordering cylinder deliveries and liquid oxygen refills

People who use oxygen cylinders (portable or static) will need to order replenishment/ refill deliveries. How often will depend on your usage and how many cylinders you were prescribed or were safe to store at your property. Most people who have a liquid oxygen system will have fixed days/dates for refill deliveries, but on occasions if more oxygen than usual has been used, they may need to order an ad hoc refill.

Please regularly check the amount of oxygen you have left and take into account what future outings or activities you have planned, particularly around holiday periods such as Easter or Christmas. Give BOC 3 – 5 days' notice if possible, when ordering:

- Cylinders: We suggest you order when you start using your last cylinder – remember to order supplies for the weekend before 5pm on any given Thursday.
- Liquid oxygen system:
  - If the mother unit has an electronic gauge: Order when it is showing two bars.
  - If the mother unit has a manual gauge: Order when the gauge is showing quarter-full.

Orders placed will be delivered on the next working day. Where orders are requested after 5PM or at the weekend, they will be delivered the working day after the next.

### You can place your order:

- Online, at [www.bochop.co.uk](http://www.bochop.co.uk)
- By telephone, on **0800 136 603**

### Important:

- Never allow your cylinder/ liquid oxygen supply to “run out” before ordering. Whilst BOC can respond to some urgent requests, these disrupt our visit schedule to other patients, and are costly to the NHS.
- Never use your concentrator’s emergency back-up cylinder for anything other than in the event of your concentrator not working or a power-cut.
- If you have had to use your back-up cylinder in an emergency, please call us as soon as possible so that we can provide you with a replacement.

## Home Oxygen Portal



More and more us of us want the convenience of being able to order or manage things online. BOC's Home Oxygen Portal means that you can do that for your oxygen.

### What you can do on the Portal:

- ✓ Order oxygen cylinder or liquid oxygen refills
- ✓ Order replacement nasal cannula or oxygen face masks
- ✓ See when your concentrator machine's service is due and schedule concentrator service visits
- ✓ Submit meter readings for your oxygen concentrator machine (for electricity rebate payment).
- ✓ Request oxygen for UK holidays or stays away from home
- ✓ Understand your oxygen usage against your prescription
- ✓ Contact us via LiveChat function

On the Portal you can also find videos about how to use your oxygen equipment as well as safety information videos. There is also a video that gives you a tour of the Portal so that you can learn how you can use it to help you manage your oxygen more conveniently.

The Home Oxygen Portal is a secure website so your personal data is safe and protected. You can access the Portal from your computer, smartphone, tablet or any internet-enabled device.

Visit [www.bochop.co.uk](http://www.bochop.co.uk) to register. Registration is quick and easy.

# Getting Out and About With Oxygen

It is possible to use your oxygen equipment whilst you are away from your home, whether for an appointment, a day out or a stay away from home. As with any medicine you might take, advance preparation is always a good idea.

**Make sure to plan how long you'll be out and how active you will be, in order to work out what oxygen equipment you need to take.**



## If you have portable cylinders:

- Check cylinder contents: call BOC, or go to [www.bochop.co.uk](http://www.bochop.co.uk) to order a delivery online, if you have empty cylinders to replace.
- If you have a conserver to use with your cylinders, take it with you: it makes cylinders last approximately three times longer than without.
- Carry the cylinder in the provided bag or trolley.
- Some people can have a portable concentrator for use when out and about: talk to your oxygen nurse if you do not have one already to see whether it is suitable for you.

## If you have a portable or transportable concentrator:

- Make sure it is fully charged before going out.
- Take your mains charger and car charger (if applicable) out with you and use to charge your concentrator if needed.

## If you have a liquid oxygen flask:

- Fill it up twenty minutes before going out. The liquid oxygen will not have warmed sufficiently to turn into a gas if used straight after filling.

## When taking oxygen equipment in vehicles

-  **Always** securely strap any portable equipment you are using on the journey.
-  **Keep** portable or transportable concentrators, and liquid oxygen flasks upright at all times. Some flasks can be laid on their back: Refer to **Liquid Oxygen User Guide** for details.
-  **Never** use your oxygen whilst a vehicle is being refuelled (even when you are a passenger). Always keep windows closed and turn off equipment whilst in a fuelling station.
-  **Keep** windows and vents open if possible, to prevent oxygen concentration build up in the confined space of the vehicle.
-  **Never** allow anyone in the vehicle to smoke or use e-cigarettes whilst transporting or using oxygen equipment.
-  **Always** secure spare cylinders in the boot, making sure they cannot roll around.
-  **Always** keep oxygen equipment out of sight when left in an unattended vehicle.

Your BOC Technician will give you a copy of our Medical Oxygen in a Vehicle leaflet, or you can request a copy from our Patient Service Centre. Share this with anyone whose vehicle you travel in.

**Note:** you do not need to display any hazard/safety stickers in the vehicle because of the small quantity of oxygen you will be carrying. If you have not already done so, you will need to advise your car insurer. This is to ensure they are aware of it but it will not affect your premium.



## On public transport

You can use portable oxygen equipment on public transport. We recommend that you check with the transport company before you travel whether they have any rules or restrictions.

Make sure you follow the usual safety rules about keeping distance from people smoking, including e-cigarettes, in your presence, and on how to safely carry the equipment.

## Secondary addresses in the UK

If you need oxygen on a regular or permanent basis at an address other than your home, this can be provided. A secondary address may be a family member's home, a place of work or study, daily or residential day-care or respite centre or your holiday home.

If you require the same oxygen equipment that you have at home, you can contact BOC's Patient Service Centre or via the Home Oxygen Portal ([www.bochop.co.uk](http://www.bochop.co.uk)) to order oxygen for the secondary address. Please give us as much advance notice as possible of when you need the oxygen in place.

If you require different equipment at the secondary address, you will need to contact your healthcare professional team to ask them to send us a Home Oxygen Order Form for the other location. We would advise to contact your healthcare professional team with as much as notice as possible to ensure your supply is provided in time with your requirements.

## Staying away from home in the UK

If you are planning to stay away from home overnight, a weekend away or holiday in the UK (England, Wales, Scotland and Northern Ireland), you can arrange for oxygen equipment to be provided at your destination free-of-charge on the NHS. Never try to transport all your oxygen equipment with you.

You just need to contact our Patient Service Centre or via the Home Oxygen Portal ([www.bochop.co.uk](http://www.bochop.co.uk)) to give us the following details:

- Start and end date of your stay away from home
- Your email address
- Full address of your destination
- Name and phone number of the person who will accept delivery of the oxygen equipment
  - Plus confirmation that the holiday accommodation has agreed for oxygen equipment to be stored and used on their premises
- Accommodation/holiday booking reference.

**IMPORTANT: If staying in holiday accommodation, you should get permission for oxygen equipment to be delivered and stored at the accommodation before booking. If travelling by public transport or a holiday coach, inform the travel company that you will be carrying oxygen.**



Make sure that you plan to have enough portable oxygen for your return journey home.

Please give as much notice as possible but as a minimum: for stays in England and Wales, we need two weeks' notice; for Scotland, it's three weeks' notice; for Isle of Man, four weeks' notice is required.

In the event of a holiday request in an area not covered by BOC, we will contact the Home Oxygen Service provider for the area on your behalf.\* We can arrange for them to provide the same type of oxygen equipment that you have at home. If you will require different equipment than at home, you must contact your healthcare professional team to ask them to send us a Home Oxygen Order Form for your holiday requirements.

\* BOC will confirm your request for the holiday supply and advise you which company will supply the equipment, along with their contact details. They will contact you directly to confirm the arrangements.

## Holidays outside the UK

The oxygen equipment provided by BOC under the NHS Home Oxygen Service must not be taken outside the UK. Home Oxygen Service equipment cannot be supported or refilled outside of the UK. It is not suitable for use on planes and cannot be taken on cruises.

If you wish to travel outside of the UK, you will need to arrange – and pay for – the oxygen supply for your journeys to and from the holiday destination, as well as for the duration of your stay.



Before booking a holiday outside of the UK, you should speak with your healthcare professional about your fitness to travel, especially if you plan to fly. People who require oxygen therapy must be assessed for the impact of the flight altitude on oxygen levels.

We recommend the following information sources to get comprehensive information for planning a holiday abroad:

### British Lung Foundation

- 03000 030 555
- [www.blf.org.uk/support-for-you/going-on-holiday](http://www.blf.org.uk/support-for-you/going-on-holiday)

### NHS Choices website

- [www.nhs.uk/using-the-nhs/healthcare-abroad/](http://www.nhs.uk/using-the-nhs/healthcare-abroad/)

### Department of Health Overseas Healthcare Services

- 0191 218 1999

You should start planning well in advance of your planned holiday dates to fully understand the requirements and costs involved, and to give yourself time to make the arrangements.



# Patient Declaration

For your records, below is a copy of the Patient Declaration document you were shown by our Technician when we first installed your oxygen equipment. You will have signed your agreement to this Declaration on the Technician's handheld computer, and a record of your agreement is held on our system.



## Patient Declaration

Please read this document carefully. It explains what data we hold about you and your oxygen needs, and how we process it, in order for us to provide the Home Oxygen Service. It also reinforces safety information that our Technician will have explained to you.

We ask you to read this document and confirm your understanding and acceptance by signing our Technician's hand-held device. A copy of this text can be found in your Patient Handbook.

### Data protection

I understand and accept that BOC Healthcare:

- holds and processes my personal data, including details of my GP, my oxygen prescription and my oxygen usage, to ensure that the correct oxygen equipment is provided to me
- stores my data securely on a restricted-access database, in accordance with the Data Protection Act 2018, and only for as long as BOC need it
- will only share this information with healthcare professionals who are involved in my care, for the purpose of ensuring my health and safety
- will disclose to the Fire and Rescue Service that oxygen equipment is stored in my home, so that they are aware of the oxygen risk at the premises in the event of a fire
- will not share my personal information with any individual or organisation who does not have a legitimate interest in my well-being
- may record my telephone calls to and from BOC Healthcare's Patient Service Centre for training purposes
- may randomly select me to be visited by BOC's Compliance Manager to verify that my oxygen equipment has been installed to the appropriate standards by the BOC Homecare Technician.

### Safety with oxygen

I confirm that I, or my carer,:

- have been trained in the safe use of the oxygen equipment provided
- was given user instruction manuals for the equipment
- will safely use and store the equipment in a safe condition, as instructed by the BOC Technician ie.
  - in well ventilated areas
  - more than 10 feet (3 metres) away from an open flame eg. fire, gas fire, gas cooker, portable paraffin heater
  - more than 5 feet (1.5 metres) away from electrical appliances eg. television, hairdryer, air conditioning units or heating appliances with no naked flame
  - away from sources of oil, grease, paints, solvents or any other hydrocarbon material
- will not alter the oxygen equipment (including tubing and other connectors) without agreement from BOC Healthcare
- agree that the oxygen equipment has been installed to my satisfaction.

I understand that I must never smoke, nor allow anyone else to smoke, in the same room as the oxygen equipment in any circumstances.

**BOC Healthcare**  
 Patient Service Centre, Priestley Road, Worsley, Manchester M28 2UT, United Kingdom  
 Tel 0800 136 603, healthcare.home-uk@boc.com, www.bochomeoxygen.co.uk

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# Data Protection

In order to provide the Home Oxygen Service, BOC Healthcare needs to hold personal data about you and your oxygen needs.

Under the Data Protection Act 2018 and the General Data Protection Regulation (GDPR), you have the right to see the personal data that we hold and process.

For more details of what data we hold and how we use it, and how to request access to the data held by BOC, see our Data Privacy Policy. Visit [www.bochomeoxygen.co.uk/en/footer/privacy-statement](http://www.bochomeoxygen.co.uk/en/footer/privacy-statement), or call us on **0800 136 603** to request a copy.



# Your Feedback

From time to time, BOC or the NHS may invite you to answer a questionnaire about your experience of the Home Oxygen Service. Your feedback helps us to achieve our aim of providing you with a safe, friendly and reliable service.

Should you be dissatisfied with our service, please call us on **0800 136 603**.

If you prefer, you can also make your complaint in writing, either by email ([healthcare.home-uk@boc.com](mailto:healthcare.home-uk@boc.com)), or by post:

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

We aim to resolve your complaint as quickly as possible. If BOC does not resolve the matter to your satisfaction, you may wish to contact to your local NHS Clinical Commissioning Group. They are responsible for managing the performance of Home Oxygen Service providers: they will be able to help and advise you regarding your complaint.

Our staff also love to hear when you are satisfied with our service. You can send compliments to us using the same contact methods as above.

# Useful Contacts

## British Lung Foundation

Runs local Breathe Easy support groups across the UK.

[www.blf.org.uk](http://www.blf.org.uk)

03000 030 555

## Action for Pulmonary Fibrosis

Run local support groups across the UK.

[www.actionpf.org](http://www.actionpf.org)

01733 475 642

## Organisation for the Understanding of Cluster Headache

[www.ouchuk.org](http://www.ouchuk.org)

0800 6696 824

## Pulmonary Hypertension Association

[www.phauk.org](http://www.phauk.org)

01709 761 450

## Cystic Fibrosis Trust

[www.cysticfibrosis.org.uk](http://www.cysticfibrosis.org.uk)

0300 373 1000

## Carers' Trust

Access to support organisations and guidance if you are caring for someone

[www.carers.org](http://www.carers.org)

0808 808 7777

## BOC Home Oxygen

For online information about our service

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

## NHS Choices

[www.nhs.uk/conditions/home-oxygen-treatment/](http://www.nhs.uk/conditions/home-oxygen-treatment/)

## National Fire Chiefs Council

Find how to contact your local fire and rescue service, for advice on fire safety and to request home safety checks.

[www.nationalfirechiefs.org.uk/Fire-and-Rescue-Services](http://www.nationalfirechiefs.org.uk/Fire-and-Rescue-Services)

Always call 999 in the event of a fire.

## Global Health Insurance Card

For access to state healthcare services whilst in Europe.

[www.gov.uk/global-health-insurance-card](http://www.gov.uk/global-health-insurance-card)

## Need help to stop smoking?



**NHS Smokefree**

[www.nhs.uk/smokefree](http://www.nhs.uk/smokefree)

Call to speak to a trained expert adviser for free on **0300 123 1044** (England only).

Lines are open: Monday to Friday 9am to 8pm, Saturday and Sunday 11am to 4pm.



**Stop Smoking Northern Ireland**

Find your local support centre.

[www.stopsmokingni.info](http://www.stopsmokingni.info)

Alternatively, for advice and support regarding smoking cessation, please talk to your GP or oxygen nurse.

If you are visually impaired and require a large print copy, please contact us on

**0800 136 603**

Our normal working hours are Monday to Friday 8am until 6pm.  
We are open 24 hours for emergencies only.



**0800 136 603**



**[healthcare.home-uk@boc.com](mailto:healthcare.home-uk@boc.com)**



Secure oxygen portal:  
**[www.bochop.co.uk](http://www.bochop.co.uk)**

Home Oxygen website:  
**[www.bochomeoxygen.co.uk](http://www.bochomeoxygen.co.uk)**

**BOC Healthcare**

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