

Patient Charter

Dear Patient

The clinical team, or your GP, has agreed that the provision of a home oxygen supply will help with your medical condition. We want to ensure you obtain the maximum benefit from this, and that as far as possible, this supports your normal daily activity.

We understand that, for the majority of patients, this will be the first occasion on which you will have medical equipment installed in your home. This may be a daunting prospect, but we hope that through the support provided (see below), we can help you adapt, so that you receive the maximum benefit from your oxygen provision.

To this end both the NHS and the Home Oxygen Service Provider (BOC) give you their commitment to the following:

(Following the principles and requirements within the NHS constitution)

What you can expect from the NHS	What you can expect from your Home Oxygen Provider – BOC
<ul style="list-style-type: none"> Will ensure home oxygen services meet your clinical needs. 	<ul style="list-style-type: none"> Will ensure provision of your home oxygen service in line with your assessed clinical needs and the service contract
<ul style="list-style-type: none"> Will monitor your home oxygen service to ensure a safe and effective supply, including <ul style="list-style-type: none"> ➤ Where appropriate, a full initial assessment by trained & experienced staff ➤ Regular follow-up reviews of your progress and needs 	<ul style="list-style-type: none"> Will provide you support in the safe and effective use of equipment, including: <ul style="list-style-type: none"> ➤ Full training for you and your carers in the safe operation of your equipment ➤ Information on the equipment that has been provided ➤ Regular risk assessments and servicing of the equipment
<ul style="list-style-type: none"> Will monitor the home oxygen services provided by BOC to ensure you have the right equipment to meet your needs and is the best use of NHS resources 	<ul style="list-style-type: none"> Will provide you a patient support service to deal with equipment-related queries in a timely manner, including <ul style="list-style-type: none"> ➤ A customer/patient telephone helpline ➤ Patient handbook on oxygen services ➤ Fully trained Patient Service Representatives ➤ Provide regular updated information regarding home oxygen services that may be helpful or if interest (via regular newsletter)
<ul style="list-style-type: none"> Will ensure all clinicians involved in the care of patients receiving oxygen services are informed of any changes or special circumstances that may impact on oxygen service provision 	<ul style="list-style-type: none"> Will ensure you are informed of any changes, or special circumstances, that may affect your service provision, or request for services (e.g. bank holiday service provision, adverse weather etc)
<ul style="list-style-type: none"> Will be polite and treat you with dignity and respect at all times. 	<ul style="list-style-type: none"> Will be polite and treat you with dignity and respect at all times.

We hope that all patients receiving a Home Oxygen Service will recognise that they too can help with the effectiveness of the service provision, thereby ensuring that both they, and other Home Oxygen patients, derive the maximum benefits possible.

In order to work in partnership and to involve you in the supply of your Home Oxygen Service, we would ask that all patients subscribe to the following points:

What can I do as a patient?
<ul style="list-style-type: none"> • Ensure I follow the instructions/schedule as demonstrated by the home oxygen provider (BOC) so that the equipment is cared for and operated correctly e.g. changing the filters on some equipment.
<ul style="list-style-type: none"> • Ensure I follow all the safety recommendations e.g. not smoking whilst using oxygen.
<ul style="list-style-type: none"> • I will not alter the equipment installation, or change any equipment settings other than as instructed by the oxygen provider (BOC), or respiratory clinical team.
<ul style="list-style-type: none"> • I will ensure that any back-up emergency supply is only used for that specific purpose, and no other reason.
<ul style="list-style-type: none"> • I will, as far as possible, ensure that any replacement supplies (e.g. cylinders) are ordered in good time to avoid unnecessary emergency requests
<ul style="list-style-type: none"> • I will, as far as possible, inform my respiratory clinical team and home oxygen provider (BOC) of any changes that may affect the delivery of my service, as soon as possible.
<ul style="list-style-type: none"> • I will ensure that either I, or my carer, is present to receive any requested or scheduled delivery, or service visit. If this is not possible, I will contact the home oxygen provider (BOC) at the earliest opportunity to allow re-scheduling.
<ul style="list-style-type: none"> • I will be polite and treat both the oxygen provider and respiratory clinical staff with respect and dignity at all times.