

SECONDARY OXYGEN SUPPLY: INFORMATION FOR HEALTH PROFESSIONALS

Usually, delivery of an oxygen service is to the patient's permanent home but a patient may also need a secondary supply outside their main home, delivered to another address – for example

- for a defined period - eg a weekend away, a holiday, or where admitted from home to a hospice or care home for a period of respite care
- where the patient is also resident at that address on a regular basis - eg has a second (holiday) home or where a patient stays with family or friends each weekend
- that a patient attends on a regular basis - eg school, work

Ordering a secondary supply for delivery to another address

- Complete a second HOOF and send it to the usual supplier. The second HOOF does not cancel supply to a patient's permanent home. There is no need to complete a further HOOF to resume supply on the patient's return home.
- Please cancel any **second** HOOF where secondary supply is no longer required at another address – for example, where a patient's travel or other plans change. **Cancellation is unnecessary where the HOOF clearly states that supply is for a defined period.**
- Please ensure the PCT receives a copy of any HOOF for secondary supply
- Experience shows problems arise where HOOF information is incomplete. It should include
 - the address to which secondary supply is to be delivered (eg holiday address, care home)
 - the period that secondary supply is required (eg the date a patient enters a hospice for respite care and the date of the patient's return home)
 - contact details at the alternative address to arrange installation or take delivery of equipment and collect equipment when the patient returns home
 - any changes in the patient's need for oxygen whilst away from home (eg changes in hours of use for an ambulatory service if a patient is more active when on holiday)
 - any other information that will be useful to the supplier in delivering the required service to the right patient at the right address
- Advice to patients is to allow health professionals and suppliers time to arrange supply away from home, particularly where another supplier is involved in delivery (eg holidays). See the Home Oxygen Service website – www.homeoxygen.nhs.uk. Last minute arrangements disrupt delivery to other patients and of health professionals' orders, including those for urgent supply.
- Health professionals can give suppliers notice of secondary supply where this is part of planned care (eg admission to a hospice or a care home).
- It is not the responsibility of a health professional or a supplier to seek permission from owners of holiday or other accommodation for the installation, storage or use of oxygen equipment by a patient staying there. This is a matter for the patient or the patient's family.

Secondary Supply – Delivery

The "home" supplier will

- Check HOOF information supports supply when and where required.
- If incomplete, fax back to the health professional to check details
- If complete, contact the patient (eg holiday) or healthcare professional (eg respite care) as appropriate to confirm and finalise arrangements.
- As required, liaise with a supplier in another service region to arrange delivery to the specified location. If secondary supply supports holiday arrangements, the supplier responsible for delivery of the service will make a further check with the patient a week before travelling and confirm arrangements

- Supply equipment and collect this when the patient returns home

Continuity of Supply in the United Kingdom

- Supply arrangements are extended to Scotland and Northern Ireland under an agreement between the 4 UK Health Departments.

Patients in Scotland and Northern Ireland

- Cylinder oxygen is available from community pharmacies in Scotland and Northern Ireland on prescription from a GP. Patients visiting England or Wales will be unable to obtain supplies from a community pharmacy
- Suppliers in England and Wales will liaise with Scottish Healthcare Supplies and the Central Services Agency in Northern Ireland to support continuity of supply. Information is available from your local supplier.

Patients in England or Wales

- Please see Ordering a Secondary Supply above.
- The “home” local supplier will arrange supply with Scottish Healthcare Supplies and the Central Services Agency in Northern Ireland.
- Patients supplied with cylinder oxygen in Northern Ireland or Scotland are subject to charges, unless exempt.

Travel Abroad

- **The NHS home oxygen service does not include the supply of oxygen abroad.** As under previous arrangements, oxygen equipment belongs to the supplier, not the NHS. Patients need a supplier’s permission to take this outside the UK and should contact the local supplier Helpline for advice.
- Patients should check advice in the Department of Health leaflet ***Health Advice for Travellers*** (also available at www.dh.gov.uk/travellers) or ring the Department of Health customer service centre. Tel 020 7210 4850 (Lines are open from 09:00 to 17:00, Monday to Friday):Textphone (for deaf and hard of hearing) - 020 7210 5025 (Lines are open from 09:00 to 17:00, Monday to Friday).