**HOME OXYGEN SERVICE - NEW CONTRACT UPDATE**

At 12.01am on the 1st October 2016, the Home Oxygen Service contract for the South West Region will change.

The contract will be based on the NHS Contract for the Supply of Home Oxygen services National Framework May 2016.

The Oxygen Supplier has not changed as the incumbent Air Liquide Home Care (ALHC) Limited was successful in their bid.

There are three main changes to the way home oxygen can now be prescribed in the South West from the 1st October.

Home Oxygen Portal

Oxygen will now be ordered through a web based portal.

 [**www.airliquidehomehealth.co.uk/hcp/portal\_a/**](http://www.airliquidehomehealth.co.uk/hcp/portal_a/)

Copies of the SW HOOF should be destroyed and not used after 30th September 2016

If Air Liquide receives a paper “HOOF” they will process these orders until 31st October.

Ordering replacement ambulatory oxygen (cylinders and liquid oxygen) – patient request.

Patients can no longer order replacement ambulatory oxygen as an urgent 4 hours order delivery.

If a patient phones ALHC for urgent ambulatory oxygen replacement they will be informed that this cannot be done as it can only be delivered on the next working day. They will be asked to call back on Monday to order the oxygen.

Ordering of ambulatory home oxygen – healthcare professionals

Only respiratory nurses or specialist teams who have received training from Air Liquide will be able to order ambulatory oxygen.

Over the weekend, if Air Liquide receives an order for ambulatory oxygen from a healthcare professional who has not received the training the ambulatory order will not be delivered but any other oxygen equipment requested will be.

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