

What areas does Air Products supply?

Under the new service we will supply the North West, Yorkshire and Humberside, the West Midlands, East Midlands, South West England, North London and Wales.

How do I contact Air Products?

Our patient service team is on Freephone 0800 373580. This is for use in normal working hours (8am – 5.30pm Monday to Friday). You can also call this number for urgent advice on your equipment 24 hours a day. If you need emergency medical advice or help you should contact your GP or ring for an ambulance.

Where do I get more information?

You will receive more information before the service starts. If you have any urgent questions or concerns in the meantime you can call us on

0800 373580

Air Products Medical
2 Millennium Gate
Westmere Drive
Crewe
Cheshire CW1 6AP
Freephone: 0800 373580 (24 hours)
Freefax: 0800 214709



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www.airproducts.com

www.jrozastudio.com

The new *home* oxygen *service*

Your quick guide



The home oxygen service in England and Wales is improving with changes coming in to help patients.

Air Products has been chosen as the oxygen supplier to your region. More detailed information will follow on the changes and our service, but this leaflet should answer most of the questions you have now.

When is the oxygen service changing?

The new service starts from February 1 2006.

Why is the service changing?

The changes are needed to bring patients like you a more modern service that meets your needs.

How will the changes benefit me?

The aim is to help improve your quality of life. You will now have a single supplier who will provide all your equipment, including portable oxygen. There will also be a free holiday service in England and Wales and dedicated customer support.

Do I have to do anything now?

No, not yet. You will receive more information before the new service starts.

Will I have the same equipment?

It depends. If you use cylinders they may not be exactly the same, but they will be the best for your needs. You will find them

easy to use and your engineer will explain all you need to know.

If you have a concentrator that was not installed by Air Products and have fixed pipework in your home, this will be inspected by your engineer and only replaced if necessary.

Will I still see the same engineer?

The engineer you see now may cover your area in the future. If not you can be sure your new engineer will be trained to the highest standards.

Will my pharmacist still deliver my oxygen?

No. Under the new service, the supplier (in your case Air Products) will now deliver all your equipment and accessories.

Will I need a new prescription?

In future your prescription will be known as a home oxygen order. If you use a concentrator you will not need a new order. If you use cylinders you will be given a single home oxygen order by your GP and do not need repeat ones each time you need a new cylinder. You will only get a new order when your needs change.

What if I want to go on holiday?

Oxygen for holidays in England and Wales will be free of charge from February 2006. Contact us on 0800 373580 for more information.