

# Sunshine

Winter 2022 - Issue 44

## Bank Holidays

Dates for ordering  
oxygen around  
Christmas and  
New Year

## Electricity Refunds

The latest information  
and advice about  
electricity refunds for  
oxygen machine users

## Winter Warmth

Tips for keeping warm



Providing NHS services

# Welcome

Welcome to this issue of Sunshine Magazine.

With the cost of fuel increasing over the last few months, we know that electricity bills will be an increasing worry for people using an oxygen machine. We have included some information on your electricity refunds on pages 4 and 5 that we hope you find helpful. We also have information on keeping warm over winter, bank holiday ordering, and a fantastic article written by one of our oxygen users who took part in the Commonwealth Games 2022 opening ceremony!



We hope you enjoy reading this issue and would like to wish all of you a happy Christmas and New Year.

Best wishes,

*The Baywater Healthcare Team*

## New Look Website

We are excited to announce our new look website. You will still find all the great features you are used to, like our oxygen re-ordering form but now with a much cleaner and user-friendly experience.

We hope you love the new website as much as we do. If you haven't checked it out yet please visit: [www.baywater.co.uk](http://www.baywater.co.uk)





# COVID Booster

You should be contacted by the NHS when you are due the COVID-19 Autumn booster.

If you are eligible for a booster but have not had a 1st or 2nd dose of the COVID-19 vaccine, you should have them as soon as possible. If you have a weakened immune system, you may require a further dose before you receive your booster.

Some people who can get a booster dose of the COVID-19 vaccine are also eligible for the annual flu vaccine. If you are offered both vaccines, it's safe to have them at the same time.



You can find out more about the booster and make an appointment for your vaccine by visiting: [www.nhs.uk/conditions/coronavirus-covid-19/coronavirus-vaccination/how-to-get-a-coronavirus-vaccine/how-to-get-a-booster-dose](https://www.nhs.uk/conditions/coronavirus-covid-19/coronavirus-vaccination/how-to-get-a-coronavirus-vaccine/how-to-get-a-booster-dose)





# Electricity Refunds

We refund oxygen machine users on behalf of the NHS for the electricity that their machine uses.

## Frequently asked questions about electricity refunds

### What tariff do you use to calculate my refunds?

The NHS has set the current tariff rate at 34p per kWh. This is reviewed by the NHS as electricity prices change.

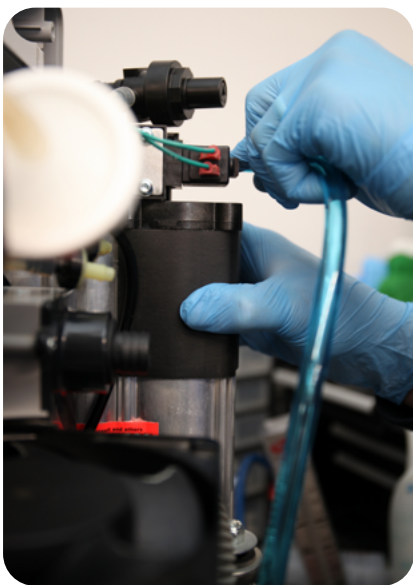
### Direct payment to your bank

If we refund you for the use of your oxygen, the safest and easiest way to receive your electricity refunds is via Bankers' Automated Clearing System (BACS).

A BACS transfer is a bank-to-bank payment. By providing us with your bank details, we will be able to pay you directly into your account or that of a nominated third person. This is the quickest, easiest, and most secure method for you to be paid. Payments will be cleared, and the money will be in your account within five working days of being issued.

Providing us with your bank details is completely safe. You can give us your bank details by completing our online Electricity Reimbursement Form available here: [www.baywater.co.uk/electricity](http://www.baywater.co.uk/electricity). You can also provide your details to our Healthcare Technician the next time they visit you.





### **When will I receive my first payment?**

We will service your oxygen machine(s) three months after installation. Your first reimbursement will be made at the end of the fourth month. After that, your oxygen machine will be serviced every six months.

We usually make an estimated payment between readings. This will provide you with a regular payment every three months. Any over or underpayments will be adjusted when the next reading is taken.

### **Can I provide you with a reading myself?**

You can provide us with a reading from your oxygen machine. Our Healthcare Technician can show you how to do this. Please note that this is not a substitute for services. These must still be carried out at regular intervals to ensure your continued safety. You can submit your reading by calling our Healthcare Helpline or using the online form mentioned below.

### **Can I book an oxygen machine service?**

You can book your oxygen machine service, and submit a meter reading by completing the form available here: [www.baywater.co.uk/electricity](http://www.baywater.co.uk/electricity)

You should submit your reading every three months, by the 24th of the relevant month to give us time to process your payment.

# Sunshine Is Now Available Electronically

As part of our environmental commitment, we are sending your Sunshine magazine electronically. You will receive your copy of Sunshine by email or text message with a link to access the magazine. If you would like to continue receiving a copy of the Sunshine magazine in the post, please contact us by calling our Healthcare Helpline on [0800 373580](tel:0800373580) to let us know.

Printing and posting Sunshine magazine has a significant impact on the environment.

Did you know that producing 100,000 sheets of paper from new sources requires more than eight trees and uses almost 2,000 kilowatts of energy! Producing this amount of paper has a carbon footprint of 6,000kg.



With over 40,000 patients receiving home oxygen from us, we print over 100,000 copies of our Sunshine magazine each year. By sharing Sunshine via our website, we could save approximately 112 trees each year.

Not only will our digital copy save trees, but it will also reduce the number of carbon emissions we produce. By moving to a digital version of Sunshine magazine, we are removing the same amount of carbon emissions that would be created by a car being on the road for six months of the year.



# Winter Warmth

During winter, it is essential to keep ourselves warm. You should layer clothing such as hats, gloves, thick socks, and coats. Adults may wish to try wrapping a scarf around their faces before stepping outside in the cold.

While inside your home, it is important to keep rooms warm. The ideal temperature to keep warm is 18 degrees in your bedroom and 21 degrees in the living room. To help manage heating costs, it is recommended to only heat one room at a time, the one being sat or slept in at the time. Try keeping doors shut to keep the heat in the room.

It is recommended to have at least one hot meal per day to keep you warm.

**Please ensure oxygen is positioned a safe distance away from fires, log burners, and halogen heaters. We recommend keeping oxygen 3 metres away from these items and 1.5 metres away from radiators and central heating.**

Several charities are available to offer support if you are struggling with fuel bills this winter. Please use these contacts who can provide help and guidance:

## **Citizens Advice Bureaux**

<https://www.citizensadvice.org.uk/consumer/energy/energy-supply/get-help-paying-your-bills/grants-and-benefits-to-help-you-pay-your-energy-bills/>

<https://www.citizensadvice.org.uk/cymraeg/Defnyddwyr/energy/energy-supply/get-help-paying-your-bills/grants-and-benefits-to-help-you-pay-your-energy-bills/>

## **Scope Winter Support Scheme**

<https://www.scope.org.uk/advice-and-support/government-payments-discounts-heating-bills/#Help-with-gas-and-electricity-bills-click>

<https://www.scope.org.uk/advice-and-support/government-payments-discounts-heating-bills/#Wales-winter-fuel-support-scheme-click>

# How to Contact Us

Our Healthcare Helpline is available for regular calls from 8.00am to 6.30pm every day. We are available 24 hours a day for urgent calls only.

For example, if you need a replacement cylinder, you must call during our regular hours. However, if you have an equipment fault, you can contact us at any time.

We appreciate your feedback. Your concerns, complaints, compliments and ideas are always considered and acted upon.

We receive many kind words from our patients, all of which are distributed amongst the Baywater Healthcare team.

Listening to our patients is very important to us. We take your feedback and continually look to improve the service that we provide.

There are many ways that you can contact us:

## Phone

[0800 373580](tel:0800373580)

## Email

[healthuk@baywater.co.uk](mailto:healthuk@baywater.co.uk)

## Social media

Facebook: [Baywater Healthcare](#)

Twitter: [@BaywaterHealth](#)

## Post

Baywater Healthcare  
Wulvern House  
Electra Way, Crewe  
Cheshire, CW1 6GW

## Complaints

[complaints@baywater.co.uk](mailto:complaints@baywater.co.uk)

## Online ordering

[www.baywater.co.uk/patient-carer/  
our-therapies/oxygen/oxygen-reorder-form](http://www.baywater.co.uk/patient-carer/our-therapies/oxygen/oxygen-reorder-form)

Please call 999 if you have a medical emergency and need assistance immediately.

Scan to visit our website





# Bank Holidays 2022

We are available 365 days a year, 24/7, for any urgent or emergency issues. In general Saturday and Sunday are normal working days for us, both in our Helpline and for the Technicians who deliver cylinders and equipment.

However, we do limit activity on almost all bank holidays as most patients don't want to be visited and it means we can reduce our staffing to emergency levels only.

Important dates for upcoming bank holidays are shown below:

## Christmas

### Order date

Friday 23rd December  
Saturday 24th December  
Sunday 25th December  
Monday 26th December  
Tuesday 27th December  
Wednesday 28th December

### Delivery date

Saturday 24th December  
Wednesday 28th December  
Emergencies only  
Emergencies only  
Emergencies only  
Thursday 29th December

## New Year

### Order date

Friday 30th December  
Saturday 31st December  
Sunday 1st January 2023  
Monday 2nd January 2023  
Tuesday 3rd January 2023

### Delivery date

Saturday 31st December  
Tuesday 3rd January 2023  
Emergencies only  
Emergencies only  
Wednesday 4th January 2023





# Smart Plugs and Timer Switches

Smart plugs and timer switches are devices that allow you to turn a plug socket on or off, using a timer or voice prompt. However, oxygen machines have an alarm that indicates when power is not reaching the machine. If a smart plug or timer switch turns the power off, the machine will alarm. The alarm is a safety feature and cannot be removed. Therefore we do not recommend using smart plugs or timer switches with an oxygen machine.

## Power Cuts

During the Autumn and Winter months, severe weather conditions can interrupt power supplies. If you use an oxygen machine, you will have a back-up cylinder to use until the power comes back on. Back-up cylinders are provided along with an oxygen machine in case of a power cut or machine failure and should only be used in this instance.

The back-up cylinder should be located somewhere that you can easily reach it should it be needed. Keep a torch to hand in case the cylinder is required when it is dark.

If you have had to use your backup cylinder, please call us on [0800 373580](tel:0800373580) to reorder or use our online order form at [www.baywater.co.uk/oxygen-reorder-form/](http://www.baywater.co.uk/oxygen-reorder-form/)



# Commonwealth Games Patient Story

You may have watched the opening and closing ceremonies of the Commonwealth Games. One of our patients and her dancing group performed there. We asked this patient to share her experience of the occasion.

I am a wheelchair dancer for a West Midlands-based dance group called 'Freewheelin'. When asked if I would like to participate in the Commonwealth Games opening ceremony, I was unsure if this would be possible. I thought the fact I need 24-hour oxygen would stop me.

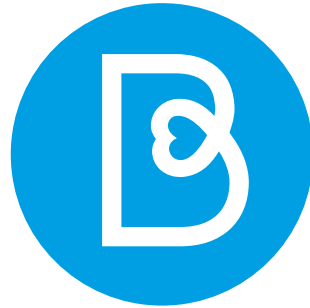
I rang my oxygen nurse to ask the question, and she called Baywater Healthcare to ask for help. A couple of days later, the nurse called me back to say Baywater Healthcare would be in touch.

However, it was going to take some planning as I live 90 minutes away from Birmingham and require oxygen to use while at the games, for the journey and six hours of training during the day. I spoke with the organisers, who were keen to make this happen, and offered a safe space to store the oxygen. I received a phone call from the Regional Team Manager at Baywater, who stated, "We need to make this happen." It was at this point I realised this was going to happen.

I have 24-hour care, and we were all anxious about the logistics e.g. would I have enough oxygen in the heat? However, the Healthcare Technicians at Baywater put us at ease, calling to check I had everything I needed and installing the equipment in advance.

Everything was there just as I had requested. Baywater Healthcare Technicians were so lovely. They kept in contact with me and kept my mind at ease. On one occasion, the Technician could not get through security, so he carried oxygen cylinders as close to me as possible. They all went above and beyond, and I am very grateful.

This whole experience has left me with a feel-good memory and is something I will never be able to do again in my lifetime. I was able to dance with my friends without a worry, and there are no two ways about it that is due to Baywater Healthcare supplying the oxygen I needed.



# Sunshine Magazine

The magazine for oxygen users and their carers  
Winter 2022 - Issue 44

## **Baywater Healthcare**

Wulvern House, Electra Way  
Crewe, Cheshire, CW1 6GW  
[0800 373580](tel:0800373580)

For more information visit [www.baywater.co.uk](http://www.baywater.co.uk)