

# Sunshine

Spring 2024 - Issue 48

## Fire Safety

Essential safety advice on oxygen and fire safety

## Bank Holidays

Dates for ordering oxygen around Easter, May and Spring



## Online Ordering

Find out how to use our convenient online ordering form

## Getting Out and About

Tips for getting outside while using oxygen



Providing NHS services

# Welcome

Hello Everyone!

Welcome to the latest edition of Sunshine Magazine.

We hope you are enjoying the fairer weather and longer days that come with Spring and Summer, and maybe thinking about doing some activities or even a trip away from home. We've put together a couple of articles to give you some advice on both which we hope you enjoy.

This edition also includes articles on fire safety, dates for ordering oxygen around the upcoming bank holidays and an update on some of our social values programs. We also have some exciting news about our Online Patient Portal which is going to be launching shortly after Easter.

Best wishes,

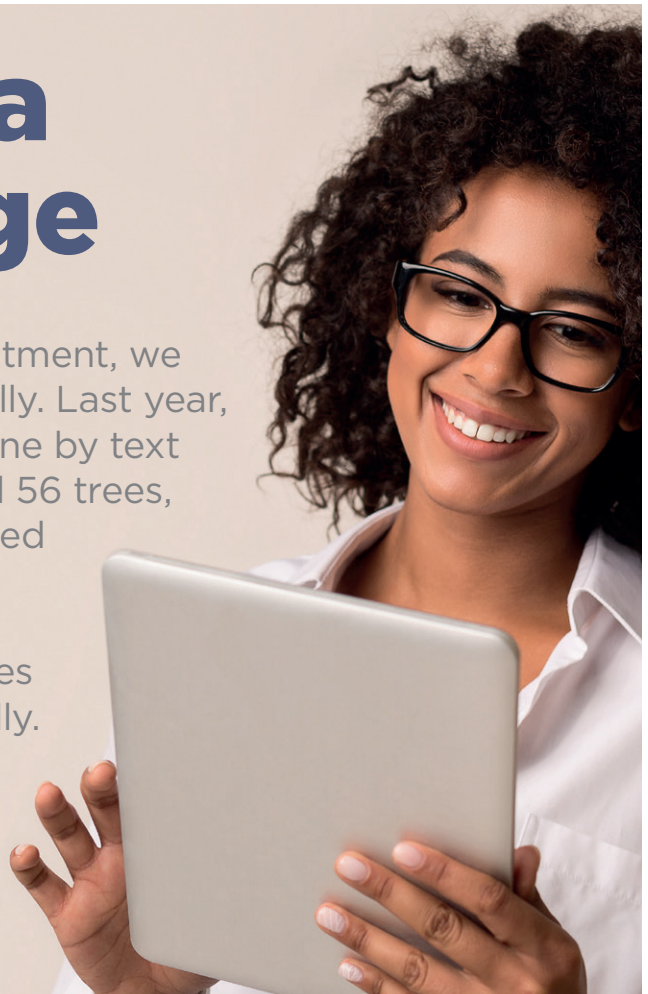
*The Baywater Healthcare Team*

## Sunshine via Text Message

As part of our environmental commitment, we send Sunshine Magazine electronically. Last year, by sending out our Sunshine Magazine by text message, we estimate that we saved 56 trees, 6000 kilowatts of energy and reduced our carbon footprint by 18,000kg.

Thank you to everybody who receives their Sunshine Magazine electronically.

If you don't receive your copy of Sunshine electronically we just need your mobile number. You will need a smart phone or internet access.





# Fire Safety

Oxygen Concentrators contain sensitive components that can be damaged by exposure to high temperatures.

It is important to keep your concentrators away from heat sources. This includes grills, barbeques, heaters, fire pits and pizza ovens, which can generate high temperatures and potentially damage the equipment. If using oxygen concentrators near these items is unavoidable, it is essential to take extra precautions to keep the equipment cool and protected. The recommended distance for oxygen therapy equipment from open flames such as fires is 3m (10ft), and closed heat sources such as radiators and heaters is 1.5m (5ft).



## Electronic Cigarettes

Electronic cigarettes are often used as an alternative to smoking cigarettes. Unfortunately, these are not safe to use with oxygen therapy. Electronic cigarettes contain a heating element that vaporises a liquid solution. The cigarettes include a battery that may be charged from a USB power port or a separate battery charger. These items, when exposed to oxygen therapy, can catch alight.

Electronic cigarettes must not be used while using oxygen therapy. Batteries of electronic cigarettes should not be charged in the same room as a person using oxygen therapy or oxygen equipment.

# Bank Holiday Ordering

Important dates for upcoming bank holidays are shown below:

## Easter

### For delivery on

Thursday March 28

Saturday March 30

Tuesday April 2

### Place your order by

Wednesday March 27

Thursday March 28

Saturday March 30

## Emergencies only on

Good Friday March 29

Easter Sunday March 31

Easter Monday April 1

## Early May Bank Holiday

### For delivery on

Friday May 3

Tuesday May 7

### Place your order by

Thursday May 2

Sunday May 5

## Emergencies only on

Bank Holiday Monday May 6

## Spring Bank Holiday

### For delivery on

Friday May 24

Tuesday May 28

### Place your order by

Thursday May 23

Sunday May 26

## Emergencies only on

Bank Holiday Monday May 27



# Social Value

Friday, 1st December 2023 marked our 10th anniversary. Throughout our ten years, we have been proud to promote social value and support charitable causes. To celebrate our 10th anniversary, we have made charitable donations to ten amazing Community Foundations in the areas where we deliver services.

Find out more by visiting our website:  
[www.baywater.co.uk/10years](http://www.baywater.co.uk/10years)

## **Bronze Social Value Quality Mark**

We are delighted to share that we have been awarded the Bronze Social Value Quality Mark.

The Social Value Quality Mark CIC assesses organisations to support them in achieving the highest standards in social value.

For this award, we committed to a social value pledge and definition. We have also set a road map and objectives that we plan to achieve as part of our social value commitments. To achieve this accreditation, we have evidenced high levels of achievement and commitment towards social value and positively impacting society.

Find out more by visiting our website:  
[www.baywater.co.uk/bronze-social](http://www.baywater.co.uk/bronze-social)

# Safeguarding

We have launched a page on our website dedicated to sharing safeguarding and cyber security advice to help keep our patients and employees safe online, over the phone and in person.

The page features information and videos on:

- Scam calls
- Unsolicited visits
- Phishing
- How to know if a webpage is secure
- Unsolicited emails and text messages
- Checking the legitimacy of a website
- Setting up passwords and two-factor authentication
- Staying safe on social media

Visit [www.baywater.co.uk/safeguarding](http://www.baywater.co.uk/safeguarding)



Scan to visit  
our website



# Bank Details

We continue to collect as many bank details as possible for service users who receive electricity reimbursements for their oxygen machines. By sharing your details with us, we can make an online payment for your electricity reimbursements directly into your bank, which is quicker and more secure than sending you a cheque.



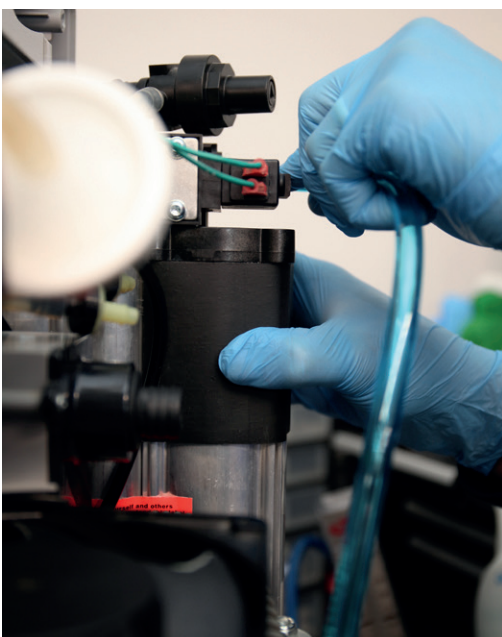
An online payment is the safest, most secure, and fastest method of us reimbursing your money.

**Safe** - This is not a direct debit. We will only be able to put money into your account and will never take any payments.

**Secure** - Payments are made using a secure electronic system. Millions of UK customers trust this system.

**Fast** - Payments are sent directly to a bank and cleared within five working days. Meaning there is no need to visit the bank to deposit a cheque.

You can share your bank details with our Healthcare Technician the next time they visit you, or you can visit [www.baywater.co.uk/electricity](http://www.baywater.co.uk/electricity) and complete our secure online form.



## Servicing

It is essential that we service your machine every six months. 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.

# Away from Home

You may be considering booking a break away this year. Please give us at least two weeks' notice if you are going away so we have time to put all the arrangements in place. Please notify us if you are staying away for longer than you stated.

When ordering your equipment, advise us if it is for a trip away. We will need the full details of your holiday destination, booking number, name the booking has been made in, arrival and departure dates, and a mobile number.

Always contact your holiday destination before booking to ensure they are happy for your oxygen to be delivered and stored for your stay.

## Liquid Oxygen

Some accommodations will not accept liquid oxygen dewars under any circumstances. You must therefore check with your accommodation before booking if they will accept a liquid oxygen dewar. Your hosts must be fully aware that liquid oxygen dewars must be stored in a safe, secure, and well-ventilated area, well away from any flammable substances and sources of heat. Please inform us immediately if your accommodation cannot take liquid oxygen dewars, as we may be able to supply cylinders instead.

Baywater Healthcare liquid oxygen users -  
Please remember to take your liquid oxygen flask with you.

Some suppliers provide flasks and dewars with different fittings to those supplied by Baywater Healthcare. It is important that you check with the supplier if you are travelling outside of a Baywater Healthcare Region.



Baywater Healthcare provides oxygen services in Wales, Yorkshire and Humberside, The West Midlands and the North West.



# Online Ordering

Did you know you can reorder your oxygen cylinders, masks, nasal prongs and consumables via our website as well as booking an oxygen machine service visit?

Ordering your oxygen using our online form is quick and easy. We only require a few simple details from you.

Our online ordering form is available on the homepage of our website or by using this link: [www.baywater.co.uk/oxygen-reorder-form](http://www.baywater.co.uk/oxygen-reorder-form)

When you submit your online order, you do not need to call our helpline, as our team will process the order for you.

## Online Patient Portal

We are excited to share that we are going to be launching our Online Patient Portal after Easter.

Our Online Patient Portal improves your experience of our service. The online portal will provide a place to quickly and easily:

- Place an order
- Check your orders
- Cancel planned deliveries or visits
- Review any standing orders
- List the equipment you have
- Submit electricity readings from your oxygen concentrator
- Send us any complaints or compliments



Please keep an eye out for future communications that we will be sending to you regarding the launch of our Online Patient Portal.

# Getting Out and About

Trying to get out and about as much as possible provides positive benefits for our physical and mental wellbeing. Getting out lowers our blood pressure, reduces stress and improves our mood.

**Visit a park** – Parks are free to enter and accessible to all. While at the park, you could participate in various wellbeing activities. You could use this as an opportunity to take a stroll at your own pace, meet a friend or enjoy a picnic.

**Museum** – If you are looking to spend some time indoors but want to leave the house, consider visiting a museum. Most museums are free of charge or only charge a small fee. Walking around the museum is a form of physical exercise and is good for your brain.

**Gardening** – If getting out is difficult for you, many activities can still be conducted from your home. Gardening is a great exercise and a therapeutic activity. Growing or watering plants is a good form of physical activity that can be done at your own pace.

## Activities in your area

As we approach spring and the nights get lighter, consider exploring local activities in your area. Activities could include card nights, book clubs, game nights and walking clubs.

### We want to hear from you

We would like you to share your favourite days out with us. Whether it is a fun local activity or a favourite destination you plan on visiting this year, please get in touch.

Let us know by emailing [comms@baywater.co.uk](mailto:comms@baywater.co.uk) or by messaging us on social media.

We will share a selection of your suggestions in the next edition of our Sunshine Magazine.



# 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 service users, all of which are distributed amongst the Baywater Healthcare team.

Listening to our service users 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)

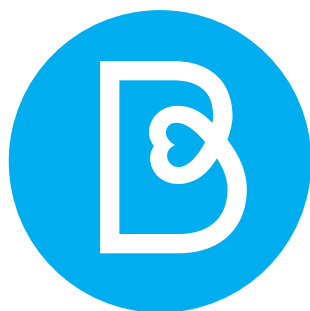
## Online ordering

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

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

Scan to visit our website





# Sunshine Magazine

The magazine for oxygen users and their carers  
Spring 2024 - Issue 48

## **Baywater Healthcare**

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

**0800 373580**

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