

Sunshine

Summer 2024 - Issue 49

Sun Awareness

Stay safe in the sun
with our handy
guide

Bank Holidays

Dates for ordering
oxygen around
the August Bank
Holiday

Patient Portal

Learn about our patient portal and
what features you can expect

Away From Home

Advice on booking
trips away from home
with oxygen



Providing NHS services

Welcome

We are pleased to welcome you to the latest issue of Sunshine Magazine.

Hopefully, the weather has warmed up for you by now, and the longer days mean you are planning some activities to take advantage.

Whatever your summer plans are, we have something for everyone, from advice on days out with children using oxygen to an article updating you on what to expect from our patient portal.

Please also pay particular attention to the safety notice below. We love animals, but the safety of our Healthcare Technicians is very important, and we are sure you agree.

We hope you enjoy reading this issue.

Best wishes,

The Baywater Healthcare Team

Safety Notice

We are still receiving reports of pets biting our Healthcare Technicians. We politely request that pets are not in the room when our Healthcare Technicians visit. This also includes ensuring that pets aren't in your garden at the same time as our Healthcare Technicians. Pets can become distressed and try to protect their homes, resulting in our Healthcare Technicians being bitten.

We hope you understand the reasoning behind this request. Thank you for your cooperation.





Vaccines

The latest COVID-19 vaccines have been released, and the Flu vaccine is set to be released in September. Please consider contacting your GP surgery to arrange these vaccines if you haven't already done so. Combined with the one-off pneumonia vaccine, these vaccines can help to reduce the risk of developing severe chest infections for people with breathing conditions and vulnerabilities.

Shingles vaccine

Shingles is a painful skin rash caused by the reactivation of the chickenpox virus in people who have previously had chickenpox.

Symptoms include a burning sensation in the skin and a rash of painful fluid-filled blisters that can burst and turn into sores before they heal. Usually, one side of the body is affected, often the chest, but sometimes the head, face, and eye. Shingles can cause pain for several years after the rash has healed.

A vaccine to prevent Shingles is available on the NHS for people in their 70s. The vaccine lasts for at least five years.

You can still get the vaccine even if you have had Shingles in the past; the vaccine will prevent further attacks. Your GP will advise you how long to wait for the vaccine if you have recently had Shingles. Usually, this is up to one year.

If you are between 70 and 79 years old, please call your GP surgery to arrange your vaccine.

Bank Holiday Ordering

Important dates for upcoming bank holidays are shown below:

August Bank Holiday

For delivery on

Friday August 23rd

Tuesday August 27th

Place your order by

Thursday August 22nd

Sunday August 25th

Emergencies only on

Bank Holiday Monday August 26th

Your Healthcare Technician

Acting on your feedback, we have introduced Healthcare Technician 'clusters'. Working in a cluster means the same Healthcare Technician covers the same area each day and gets to know the patients in their area, this means you are more likely to see the same Healthcare Technician each time we visit you. Your Healthcare Technician will become familiar with your lifestyle and best delivery times.

We are continuing to develop our 'clusters' further to ensure the least disruption to your days when you require a visit from us.

Fun Days Out For Paediatric Oxygen Patients

Planning days out with your child who is receiving oxygen therapy can sometimes require extra planning.

Park picnics and playgrounds

Pack a picnic lunch and head to your local park, which has accessible pathways and playgrounds.

Nature walks

Many nature reserves offer free admission and accessible paths suitable for oxygen patients. Take in the sights and sounds of nature with your child, and bring a camera to capture wildlife sightings and breathtaking views along the way.

Beach days

Look for public beaches with accessible facilities and lifeguard supervision. Build sandcastles, collect seashells, and dip your toes in the refreshing sea waves. Pack a cooler with snacks and beverages to stay hydrated as you enjoy the sun.

Community events

Many towns and cities host outdoor concerts, movie nights, and cultural festivals throughout the summer months. Check local event calendars and social media platforms for upcoming activities suitable for your child.

Library visits and storytime sessions

Visit your local library for free activities and programmes designed for children. Many libraries offer Storytime sessions, puppet shows, and craft workshops throughout the summer months. Check the library's event calendar for upcoming programmes your child will find fun.

Patient Portal

We are excited to share that our Online Patient Portal is being developed.

Our Online Patient Portal enhances your experience of our service. The portal provides a place for you to quickly, easily, and securely:



Place an order

Our portal allows you to order replacement oxygen cylinders, nasal prongs, mask, or consumables. When ordering via the portal, we will process your order for you, and you do not need to call our helpline.

Check your orders

You can check any order you have placed with us, details of the order and the selected delivery date.



Submit electricity readings for your oxygen machine

If you receive electricity reimbursements, you can submit your meter readings online via our portal. Your readings will be processed by us using the portal, avoiding the need for you to call our team.

Send us any compliments or complaints

Your feedback is very important to us. Our portal gives you another way of sending us your feedback, which will be forwarded to the relevant teams and dealt with accordingly.

Cancel planned deliveries or visits

If your circumstances change and you require a delivery or visit from our Healthcare Technicians to be changed, you can cancel any pending deliveries or visits by using our online portal.

Review any standing orders

If you want to see your standing orders or believe that your standing order needs to be changed, you can use our portal.

List the equipment that you have

You can view a list of all the oxygen equipment you have from us via the portal. This can help you with any future queries and questions regarding your equipment.

Sun Awareness

Not protecting yourself from the sun can be dangerous. Sunburn increases your risk of skin cancer. You can burn even when it is cloudy. Insufficient protection from the sun can cause eye damage, immune system suppressions, and heatstroke.

From May to October, the sun is strongest between 11:00 and 15:00. During these times, you should spend some time out of the sun and in the shade. During the warmest periods of the day, wearing lightweight clothing and frequently applying a non-oil-based sunscreen of at least factor 30 while in the sun is advisable. You should wear sunglasses with UV protection and a wide-brim hat to shade your face, neck, and ears, as they are at high risk of sunburn.

It is also essential to stay hydrated. There is a higher risk of becoming dehydrated when the weather is hot. The key to staying hydrated is to drink regularly throughout the day. As a healthy amount, you should drink at least six to eight glasses of fluid daily (you should consult your Healthcare Professional if you are on a fluid-restricted diet).

Oxygen therapy during warm weather

When the temperature is hot, you should try to ensure that you spend time in a shaded area when outdoors and plan your day to try and avoid long periods in the sun to prevent your equipment from overheating.

Your oxygen cylinders should be stored in a well-ventilated area, not in a place vulnerable to higher temperatures, such as a conservatory or vehicle.





Away from Home

Please give us at least two weeks' notice if you will be staying away from home 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, tell us 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 to have your oxygen delivered and stored for your stay.



Flying with oxygen

People with breathing conditions may require a hypoxic challenge test (also known as an inflight oxygen test) to determine if oxygen will be needed during a flight. This test involves breathing thin air with reduced oxygen levels like you would on an aeroplane and monitors how your lungs react to this.

It is essential to appreciate that this test on its own is not enough to declare that you are medically fit to fly. Your doctor must assess your ability to safely travel in a plane using information from this test and others if needed. Therefore, a brief appointment may need to be arranged with your doctor so they can discuss this with you.

Fire Safety

Oxygen machines contain sensitive components that can be damaged by exposure to high temperatures and strong, direct sunlight.

When using portable oxygen machines outdoors, it is important to take extra precautions to keep them safe in the sun. Use a sunshade or umbrella to provide shade for the equipment. This can help reduce the amount of direct sunlight the equipment is exposed to, which can help prevent damage.

When using portable oxygen machines outdoors, keeping them away from other heat sources is essential. This includes grills, barbecues, heaters, and fire pits, which can generate high temperatures and potentially damage the equipment. If using oxygen machines near these items is unavoidable, it is important 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 are 1.5m (5ft).

Do not keep oxygen machines in hot places such as conservatories or greenhouses. Do not leave portable oxygen machines unattended in vehicles where your oxygen machine could be exposed to high heat levels for a prolonged period.



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

Social media

Facebook: [Baywater Healthcare](#)

Twitter: [@BaywaterHealth](#)

Post

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

Complaints

complaints@baywater.co.uk

Online ordering

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





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The magazine for oxygen users and their carers
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For more information visit www.baywater.co.uk