

Sunshine

Summer 2025 - Issue 52

Oxygen Therapy During Warm Weather

**Tips for keeping your
oxygen equipment in good
condition while using it in
the warm weather**

Sun Awareness

**Tips and advice on staying safe
and feeling good in the sun**

Patient Tips

**Advice from a patient
on using the away from home oxygen
service**



Providing NHS services

Welcome

Greetings everyone! Summer is in full swing, and we hope you've had the opportunity to enjoy some sunshine. Please remember to stay hydrated!

In this issue, we've prepared several articles for you, including:

- Online Ordering
- Sun Awareness
- Oxygen away from home
- A fantastic patient story about using oxygen away from home
- Oxygen therapy during warm weather

Additionally, we've included important dates for ordering oxygen around the upcoming bank holidays.

Best wishes,

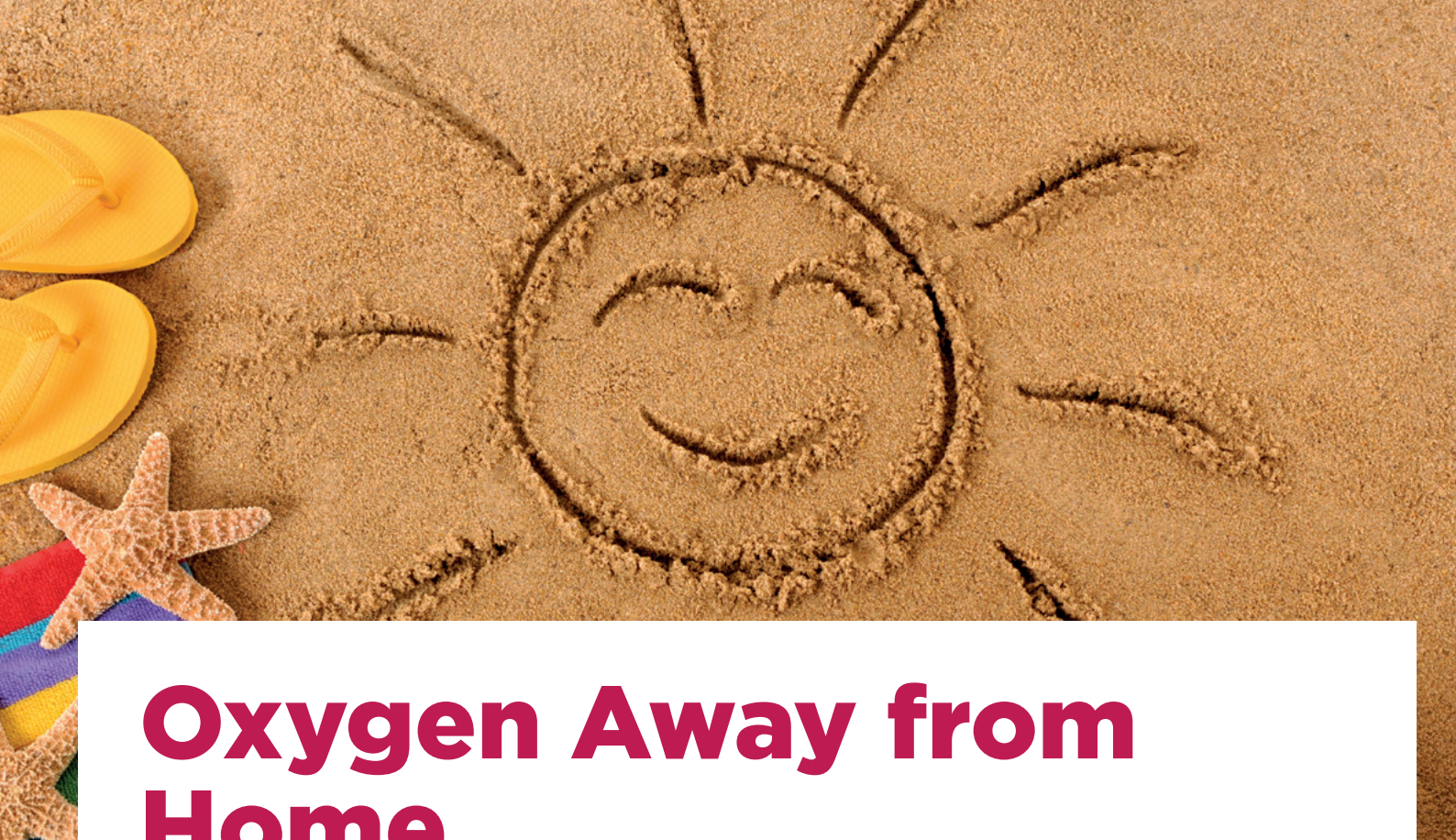
The Baywater Healthcare Team



Cylinder Gauges

Sometimes, the gauge on your cylinders may indicate that they aren't full when you receive them. This can be due to a number of reasons, particularly the temperature.

Our filling plant uses an automated system to accurately fill and verify the pressure of all cylinders, ensuring that each cylinder is filled to its maximum pressure.



Oxygen 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, the 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.

Please note that we do not allow the delivery of oxygen to tents.



Did you know?

Placing your oxygen machine on a rug or carpeted floor can significantly reduce the noise that it makes.

Bank Holiday Ordering

Important dates for ordering oxygen around the upcoming summer bank holiday are shown below:

Summer bank holiday

For delivery on

Friday 22nd August

Tuesday 26th August

Place your order by

Thursday 21st August

Sunday 24th August

Emergencies only on

Bank holiday Monday 25th August

Online Ordering

You can easily reorder your oxygen cylinders, masks, nasal prongs, and other supplies, as well as schedule a service visit for your oxygen machine, on our website.

Our online ordering form is quick and simple. To fill it out, you need to provide your name, date of birth, address, and the date you want your delivery. You'll also answer a few short questions. Then, select the items you need, and we will log your order.

After you submit your order online, you don't need to call us. Our team will process your order automatically.

You can find the online ordering form on our homepage or by using this link: www.baywater.co.uk/oxygen-reorder-form.



Scan to access our
online form





Oxygen Machine Servicing

It is essential that you allow us to service your oxygen machine and carry out risk assessments in your property. We are required to carry out a service and risk assessment three months after installation and every six months after that.

If you do not allow us to visit to complete a service, we will not be able to pay your electricity reimbursements on behalf of the NHS.

Booking a service and risk assessment is easy. You can do so by calling our Healthcare Helpline on or by completing our online form here:

www.baywater.co.uk/oxygen-machine-service-booking-form



Scan to access our online form



We are committed to providing excellent service and treating you with respect. We understand using oxygen can be stressful, but we do not tolerate any verbal or physical abuse towards our staff. All reports of abuse will be taken seriously and investigated. Thank you for your understanding.



Sun Awareness

As we enjoy the warm weather, it's essential to remember how to stay safe from the sun. Not protecting yourself can lead to some serious health issues, like sunburn and even skin cancer. And remember, you can still get burned on cloudy days! From May to October, the sun is strongest between 11:00am and 3:00pm, so it's a good idea to find shade during those hours. Light clothing and a non-oil-based sunscreen with at least SPF 30 can work wonders. If you're unsure about which sunscreen to use, don't hesitate to ask your pharmacist for recommendations. Also, don't forget your sunglasses with UV protection and a wide-brimmed hat to keep your face, neck, and ears safe!



Hay Fever

If you suffer from hay fever, you might find that summer makes your symptoms even worse. But don't worry, there are ways to help manage them! Boosting your Vitamin C intake is a great start, and a little locally produced honey each morning can help build your defences against allergies. Keeping your windows closed, hoovering regularly, and dusting with a damp cloth can help reduce allergens at home. Wearing wraparound sunglasses can protect your eyes from pollen when you head outside.

For personalised advice and treatment options, reach out to your Healthcare Professional or Pharmacist. They can recommend effective solutions like antihistamine drops, tablets, or nasal sprays to help you feel your best!



Hydration

Staying hydrated is important, especially when it's hot outside. Aim for six to eight glasses of fluid daily to keep yourself feeling great. If you're on a fluid-restricted diet, check in with your Healthcare Professional for the best options for you.

Electricity Reimbursements

We reimburse electricity costs for oxygen machines on behalf of the NHS, following Government guidelines and tariffs.

How to Provide Bank Details

Your Healthcare Technician will give you a patient pack with a reimbursement form. You can also submit your details via our web form, by emailing electric@baywater.co.uk, or by calling the Healthcare Helpline at [0800 373580](tel:0800373580) to request a form.

Reimbursement Timeline

Your oxygen machine will be serviced three months after installation, and your first reimbursement will occur at the end of the fourth month. Moving forward, your oxygen machine will be serviced every six months.

We usually make an estimated payment based on your historical usage between reimbursements based on 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.

Submitting Your Own Reading

You can provide a current reading from your oxygen machine, but this does not replace the need to service your oxygen machine. Regular maintenance is essential for equipment safety.

Negative Balance Statement

If your statement shows a negative balance, there's no need to worry; this is usually due to an estimated payment. Missing a service could delay future reimbursements though, so please reschedule any missed services as soon as possible.

Tariff rates are set by the NHS in accordance with Government Energy Cap prices and are reviewed every three months; no information about your energy supplier is necessary.

A Patient's Guide to Oxygen Away from Home

We asked one of our West Midlands based patients to share their experience and advice for everyone planning to order oxygen on our away from home service:

Ordering equipment for when I am away from home is easy. I call the Baywater Helpline to make the arrangements. They have all my prescription details for my oxygen needs.

Baywater covers Wales and most of England. If you are outside these areas, they will pass your information on to the relevant company in that location and give you their details.



I have found that if I am not staying with friends and family, hotels are the easiest option to have a delivery and collection. The large hotel chains are aware of the oxygen equipment, but it is always a good idea to let them know the delivery dates.

I have travelled to many European countries before 2020. How to obtain the service varies from country to country. Asthma and Lung UK has a lot of information on travelling and holidays as an oxygen user.

My key advice for travelling away from home as an oxygen user would be to plan well ahead of time. If it is your first time going away with oxygen, perhaps visiting a friend/relative.

Enjoy your holidays!



Oxygen Therapy During Warm Weather

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

When using portable oxygen machines outdoors, it is important to take extra care to keep them safe in the sun. Use a sunshade or umbrella to provide shade for the equipment.

Keep them away from other heat sources such as grills, barbeques, heaters, and fire pits, which can generate high temperatures and potentially damage the equipment. 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).

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 avoid long periods in the sun to prevent your equipment from overheating. Oxygen cylinders should be stored in a well-ventilated area, not in a place vulnerable to higher temperatures, such as a conservatory or vehicle.

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

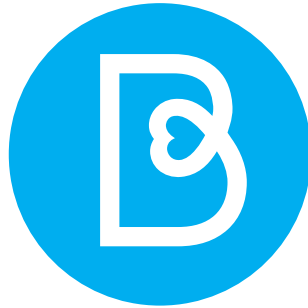
Online ordering

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





Sunshine Magazine

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