

Sunshine

Spring 2026 - Issue 54

Frequently Asked Questions

Answers to some of the common questions we hear about oxygen

Getting Out and About

Some ideas to get you out and about now the warmer weather is coming

Hay Fever

Tips to help you control hay fever symptoms



Providing NHS services

Welcome

Hello and welcome to our Spring 2026 issue of Sunshine Magazine.

We hope you had a lovely Christmas and New Year. Now that the days are getting brighter, we hope you're looking forward to the warmer weather too.

In this issue, we share useful information about when to order oxygen during the Spring and Easter holidays. We also give tips to help you get out and about with your oxygen, including going on trips away from home. You'll find answers to some common questions people ask about oxygen, and simple advice on dealing with hay fever.

We hope you enjoy reading this issue and find the information helpful.

Best wishes,

The Baywater Healthcare Team



Did you know?

If you feel that your oxygen machine is a bit too loud, try putting it on a short pile rug or carpet. This can help to make the noise quieter. Please avoid long pile rugs and carpets though, as they can block the ventilation at the bottom of the machine and cause damage.



Online Ordering

You can order new oxygen cylinders, masks, nasal prongs, and other supplies, or book a service for your oxygen machine, on our website.

Ordering your oxygen online is quick and easy. You just need to fill in some simple details like your name, when you were born, your address, and when you want your delivery. Then, pick what equipment you need, and your order will be sent to us.

After you order online, you don't need to call us. Our team will get your order ready for you automatically.

You can find our online order form on our website's homepage or by going to www.baywater.co.uk/oxygen-reorder-form.

We also made a short Tips and Tricks video to help you fill in the form. You can watch it on the same page.



Scan to access our
online form



Bank Holiday Ordering

Here are the important dates for ordering oxygen around the upcoming bank holidays:

Easter

For delivery on

Thursday 2nd April

Tuesday 7th April

Place your order by

Wednesday 1st April

Saturday 4th April

Emergencies only on

Good Friday 3rd April

Easter Sunday 5th April

Easter Monday 6th April

May

For delivery on

Friday 1st May

Tuesday 5th May

Place your order by

Thursday 30th April

Sunday 3rd May

Emergencies only on

Monday 4th May

Spring

For delivery on

Friday 22nd May

Tuesday 26th May

Place your order by

Thursday 21st May

Sunday 24th May

Emergencies only on

Monday 25th May





Electricity Refunds

We are asking everyone who gets electricity money back for their oxygen machines to share their bank details with us. If you give us your details, we can pay the money straight into your bank account. This is much quicker and safer than sending you a cheque.

Getting paid online is the safest, fastest, and easiest way for us to send you your money.

Safe: This is not a direct debit. We can only put money into your account. We will never take money out.

Secure: We use a safe system that millions of people in the UK trust to pay money online.

Fast: We send the money straight to your bank, and you will get it within five working days. You won't have to go to the bank to pay in a cheque.

You can give your bank details to our Healthcare Technician when they next visit you, or you can go to www.baywater.co.uk/electricity and fill in our safe online form.

Hay Fever

Hay fever usually gets worse in spring and early summer. Here are some easy ways to help control your hay fever:



Eating more foods with Vitamin C, like oranges, can help your body fight hay fever. Also, eating a little bit of local honey each morning might help you get used to pollen and feel better.



Vacuum your rooms often and use a damp cloth to dust, so pollen doesn't stay in your home. Remember to clean under your bed and in corners, as pollen can hide in these places too.



Try to keep your windows and doors closed, so pollen doesn't come into your house. You can also put up nets or curtains to help block pollen from getting inside.



When you go outside, wear big sunglasses that wrap around your eyes to keep pollen out. You can also wear a hat with a wide brim to help protect your face and eyes from pollen.

If hay fever is making you feel unwell, talk to your healthcare professional, or a pharmacist. They can help you find the best medicine, like special drops, tablets, or sprays, to help you feel better.

Getting Out and About



Getting out and about as much as you can is really good for your body and mind. It can help lower your blood pressure, make you feel less stressed, and put you in a better mood.

Here are some things to try that will get you moving:

Visit a park: Parks don't cost anything to enter and everyone can go. At the park, you can do lots of things that are good for you, like walking slowly, meeting a friend, or having a picnic.

Go to a museum: If you want to go somewhere inside, try visiting a museum. Most museums are free or cost just a little bit. Walking around a museum is good exercise, and you can learn new things.

Try gardening: If it's hard to go out, you can still do lots of things at home. Gardening is great exercise and can help you feel calm and happy. Growing or watering plants is a good way to move your body at your own speed.

Away from home

If you're going to be away from home, please tell us at least two weeks before you leave. This gives us time to make the plans for your delivery. Also, let us know if you stay away longer than you first told us.

When you order your equipment, please say it's for a trip. We'll need to know where you're going, your booking number, the name on the booking, when you're arriving and leaving, and a mobile phone number.

Before you book your holiday, always check with the place you're staying to make sure they are OK with having your oxygen delivered and keeping it safe for you.

Frequently Asked Questions

What do I do if I am feeling more breathless than usual?

If you feel more out of breath than usual, you might be unwell. Please talk to a healthcare professional. Your oxygen setting is chosen to be safe for you, so don't change it unless a healthcare professional tells you to.

What if I experience some new symptoms?

Side effects from oxygen are rare if you use it the way your healthcare professional says. If you wake up with a headache after using oxygen, talk to your healthcare professional to check everything is okay.

What if my nose becomes dry or sore?

If your nose becomes sore or dry while using oxygen, ask your healthcare professional for advice. Only use water-based creams. If you need help choosing a cream, please ask a pharmacist for advice.

If I have COPD and my healthcare professional has ordered 15 hours usage a day do I need to use the full 15 hours?

If your healthcare professional has told you to use your oxygen for 15 hours each day, it's important to do so. Here's why:

Better health outcomes: Using your oxygen as prescribed by your healthcare professional will help you feel better for longer

Helps your heart: If your body does not get enough oxygen, your heart has to work too hard. Oxygen therapy gives your body the oxygen it needs, so your heart stays healthier.

Better sleep: Oxygen at night stops your oxygen levels from dropping while you sleep. This helps you sleep better and can stop morning headaches.

Fewer hospital visits: Using your oxygen as your healthcare professional says can help keep you out of hospital.

I do not want to be in public using my oxygen

Most people are busy with their own lives and don't notice medical equipment. Your oxygen helps you live more freely and should be seen as something that lets you do more of the things you enjoy.

Do other people use Long-Term Oxygen therapy (LTOT)?

Yes, lots of people around the world use Long-Term Oxygen Therapy (LTOT). You might even find a local support group where you can meet others, share your worries, and get help. You can visit Asthma + Lung UK's website to get started: www.asthmaandlung.org.uk

Equipment Maintenance

It's important to keep your oxygen equipment clean. Use a clean, damp cloth or gentle cleaning wipes to wipe it down. Don't use anything rough like a scouring pad, wire brush, or strong cleaning products. Make sure your equipment is dry before you use it again.

Oxygen machine maintenance

If you have an oxygen machine, wipe it every day with a clean, damp cloth.

If your oxygen machine has a filter, wash it in warm, soapy water once a week and let it dry in the air. Use your spare filter while you clean the other one. If you don't have a spare, give us a call. You can also use a vacuum cleaner to clean the filter.



Fire Safety Smoking

Smoking while using oxygen is very dangerous. It can stop your oxygen from helping you and can easily cause a fire. If you smoke, we want to help you think about quitting.

Stopping smoking is really good for your health. It helps your body fight off germs, makes your lungs stronger, and can help you feel happier.

When you stop smoking, you will have more energy and be less likely to get really sick. It also helps keep your family and friends safe, because breathing in other people's smoke is dangerous too. Not smoking also saves you money, you'll be surprised how much you can save!

We strongly recommend you not to smoke, especially if you use oxygen. It's not just bad for your health, it's very dangerous.

Electronic Cigarettes

Some people use electronic cigarettes instead of smoking, but **they are not safe with oxygen**. You must not use electronic cigarettes while you are using oxygen. Don't charge their batteries in the same room as your oxygen equipment, either.



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

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

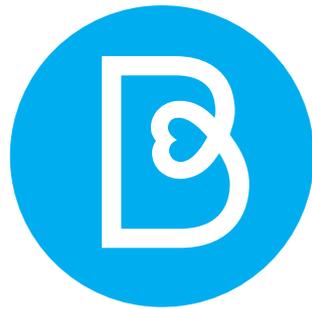
Online ordering

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