

<First Name Surname >

<Address>

<Address>

<Address>

<Post code>

NHS Cheshire, Warrington & Wirral
Quayside, Greenalls Avenue, Stockton Heath,
Warrington WA4 6HL

<Date>

Dear Prescriber,

Changes to the Home Oxygen Service in the North West Region

We are writing to let you know that from 2nd July 2012 Air Liquide (Homecare) Ltd will take over the Home Oxygen Service for the North West Region.

Please be assured that NHS North West is working closely with both Air Liquide (Homecare) Ltd and your current service provider, Air Products Healthcare, to make the change as smooth as possible.

What changes will you experience?

From 8am Monday 2nd July 2012, Air Liquide (Homecare) Ltd will supply home oxygen to your patients. We are pleased to let you know that deliveries will continue to be made by the same team of people who deliver your service at the moment. The Air Products Healthcare team of Homecare Service Engineers is transferring to Air Liquide (Homecare) Ltd.

The telephone contact number that you currently use will remain the same for now. **Please continue to call the Air Products Healthcare prescriber line 01270 218050 and send HOOFs to fax number 0800 214709 as normal until 08:00am on Monday 2nd July 2012.**

After 08:00am on Monday 2nd July 2012 Air Liquide (Homecare) Ltd will be responsible for oxygen requirements for your patients. Therefore, after 08:00am on Monday 2nd July 2012, please call Air Liquide (Homecare) Ltd on 0808 202 2099 and fax the new version of the paper HOOF to 0870 863 2111. The two companies will liaise over the transition weekend to ensure no breaks in service occur.

Air Products Healthcare will continue to be responsible for providing the Home Oxygen service **until 08:00am on 2nd July 2012.** NHS North West would like to thank Air Products Healthcare for all their support over the years and during this transition period.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Steve Martin'.

Steve Martin
Managing Director, Air Liquide (Homecare) Ltd

A handwritten signature in black ink, appearing to read 'Martin McEwan'.

Martin McEwan
On behalf of NHS North West

ENC: copy of letter to Patients