

<First Name Surname >
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<Post code>

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

<Date>

Dear <Title Surname / Sir or Madam>

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 Monday 2nd July 2012, Air Liquide (Homecare) Ltd will supply your home oxygen. We are pleased to let you know that deliveries will continue to be made by the same team of people who deliver your oxygen 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 Air Products Healthcare on **0800 373580** as normal until **08:00am on Monday 2nd July 2012**.

From 08:00am on Monday 2nd July 2012, Air Liquide (Homecare) Ltd will be responsible for all your oxygen deliveries. Therefore after 08:00am on Monday 2nd July, please call us on 0808 143 9992.

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,



Steve Martin

Managing Director, Air Liquide (Homecare) Ltd



Martin McEwan

On behalf of NHS North West