

Home Oxygen Service in WEL CCGs

Key Abbreviations

HOCF	Home Oxygen Consent Form
HOOF	Home Oxygen Ordering Form
HOS-AR	Home Oxygen Assessment and Review
IHORM	Initial Home Oxygen Risk Mitigation form

Background

WEL CCGs (Newham, Tower Hamlets and Waltham Forest) have a Home Oxygen Service contract (as part of the regional contract for London), which allows for the supply of oxygen to appropriate patients via a Homecare Provider.

This is usually managed by a Specialist and patients requiring home oxygen will be under the care of a Home Oxygen Assessment and Review (HOS-AR) team. Patients are regularly reviewed to make sure that their home oxygen therapy continues to meet their current needs. The assessments can take place either in the patient's own home or at a clinic close to their location.

There are rare circumstances where non-specialists will be required to order home oxygen for patients. On average, a GP will fill in a HOOF once every 5 years¹.

In the current climate of the COVID-19 pandemic this may potentially increase, with requests for oxygen therapy outside the acute setting. However, hot sites have been set-up across London where hypoxic patients with suspected COVID-19 are referred following a virtual triage. Therefore it is anticipated that GPs will not have to frequently prescribe oxygen.²

This document is intended to provide a brief summary of the general process, key contacts and resources.

Who Provides the Home Oxygen Service?

Air Liquide Healthcare provides the home oxygen service to patients in WEL CCGs on behalf of the NHS under the guidance of a National Framework.³

Details on the Air Liquide Home Oxygen Service for healthcare professionals can be accessed online [here](#).

What is the process for ordering Home Oxygen?⁴

In 2017 there was a change in the forms for home oxygen and there is an additional form for risk management (IHORM) which has to be completed as part of the ordering process. The IHORM form ensures that the risk of putting oxygen into patient's homes is fully considered and to highlight to anyone completing a Home Oxygen Order Form (HOOF) that the responsibility for the provision of oxygen lies with them.

1. GPs, or other registered Healthcare Professionals can arrange home oxygen and order static oxygen equipment for a patient via the Air Liquide **Part A portal** for Healthcare Professionals. This includes links to all key documents and the electronic HOOF Part A.

- Portal: <https://www.airliquidehomehealth.co.uk/hcp/>

If the patient is a candidate for or already has ambulatory oxygen, please contact your local HOS-AR.

2. Complete the IHORM in conjunction with the Home Oxygen Consent Form (HOCF) prior to oxygen being ordered (documents accessed via the portal). If the risk assessment is high it is recommended to first discuss the request with the local HOS-AR or Respiratory Specialist (see forms for required action).
3. Complete the HOOF electronically via the Air Liquide webportal. The clinician completing the HOOF must indicate on the HOOF that the IHORM and the consent forms (HOCF) have been completed.
4. It is the responsibility of the registered health care professional who is gaining consent to complete and add the IHORM with the HOOF and HOCF to the patient's notes.

If all documents are not confirmed as being completed in full the Home Oxygen Order cannot be fulfilled.

Can GP Practices order Home Oxygen directly?

It is recommended that GP practices have an emergency supply of oxygen however this is outside of the Home Oxygen Service contract and the individual GP practice will need to directly liaise with Air Liquide to set-up an account (please see contact details below).

Stopping Oxygen

Oxygen prescriptions have no expiry, however it is recommended that oxygen prescriptions should be reviewed and updated at least once a year. Once oxygen is initiated for a patient, the prescription will continue (and hence supply and charging continues) until a clinician authorises it to be stopped. This includes when patients are deceased or have moved out of area. Always stop oxygen when no longer required.

To stop an oxygen prescription, a removal request must be completed on the Air Liquide webportal or an email sent to Air Liquide requesting a removal. This should state that the oxygen is no longer required and confirm whether all or specific items should be removed. Air Liquide will then arrange for equipment to be collected from the patient's home. If stopping home oxygen due to bereavement the patient's family can contact Air Liquide directly.

Where oxygen is removed due to safety concerns, please write "Safety Removal" clearly in the subject section.

Home Oxygen during COVID-19

In view of the COVID-19 pandemic a number of resources have been developed to support clinicians manage the clinical needs of their patient's exceptional circumstances. It is important to note that these guidelines and resources are subject to rapid change.

At the time of writing, the London Respiratory Clinical Network have developed a **Primary Care and Community Respiratory Resource pack for use during COVID-19** (Version 5), which details the use of oxygen therapy in COVID-19 outside of hospital setting, including recommendations for patients with suspected or confirmed COVID-19 whose preferred place for treatment is within their home, or nursing home.²

Please refer to these guidelines for full detail on the recommendations (available on Medicines Optimisation intranet sites/portals (see links below).

HOS-AR Teams and Contact Details

Borough	HOS-AR Team Location	Contact Details (during working hours)
Newham	Newham University Hospital (Barts Health NHS Trust) Glen Rd, London E13 8SL	✉ bhnt.nuh_redsteam@nhs.net Tel: Switchboard: 020 7476 4000, bleep 4144
Tower Hamlets	Royal London Hospital (Barts Health NHS Trust) Whitechapel Road London E1 1FR	✉ nelcsu.hos.towerhamlets@nhs.net Tel: 07733179433 or Contactable via Royal London Hospital Switchboard on 0207 377 7000 bleep 1170
Waltham Forest	Jane Atkinson Health and Well Being Centre (North East London Foundation Trust) 714 Forest Road Walthamstow, E17 3HP	✉ nem-tr.WalthamForestRespiratoryService@nhs.net Tel: 0300 300 1710

Air Liquide Contact Details

Tel: 0808 202 2099

✉ : alhomecare.hcpsupport@nhs.net

Useful Resources

General Resources

- Air Liquide Information for Patients and Carers: <https://www.airliquidehealthcare.co.uk/home-oxygen-service/patients-carers>
- Air Liquide Web Portal: <https://www.airliquidehomehealth.co.uk/hcp/>
- CQC Guidance on Resuscitation in GP Surgeries (oxygen included in minimum suggested equipment): <https://www.cqc.org.uk/guidance-providers/gps/nigels-surgery-1-resuscitation-gp-surgeries>
- CQC Guidance for Managing Oxygen in Care Homes: <https://www.cqc.org.uk/guidance-providers/adult-social-care/managing-oxygen-care-homes>
- NHSE Good HOOOF (Part A) guide for Primary Care and Out of Hours teams April 2020 Update: <https://www.england.nhs.uk/coronavirus/wp-content/uploads/sites/52/2020/04/Good-HOOOF-guide-for-Primary-Care-and-Out-of-hours-teams-April-2020.pdf>

COVID-19 Resources

- NHS London Clinical Networks: Primary Care and Community Respiratory Resource pack for use during COVID-19 – Version 5
 - Section 3 provides guidance on in the use of oxygen therapy in COVID-19 outside of hospital setting

To access the respiratory resource pack, further information and supporting resources please click on the appropriate links below (directed to respective Medicines Optimisation Team Intranet pages and Portals):

- Newham CCG – [click here](#)
- Tower Hamlets CCG – [click here](#)
- Waltham Forest CCG – [click here](#)

Medicines Optimisation Team Contact Details

If you have any further questions, please contact your respective Medicines Optimisation Team:

- Newham CCG: NEWCCG.medicinesmanagement@nhs.net
- Tower Hamlets CCG: THCCG.medicinesoptimisation@nhs.net
- Waltham Forest CCG: WFCCG.MedicinesOptimisation@nhs.net

References

1. NHS England, Good HOOF (Part A) guide for Primary Care and Out of Hours teams April 2020 Update, accessed online 15/05/2020:
<https://www.england.nhs.uk/coronavirus/wp-content/uploads/sites/52/2020/04/Good-HOOF-guide-for-Primary-Care-and-Out-of-hours-teams-April-2020.pdf>
2. London Respiratory Clinical Network, Primary Care and Community Respiratory Resource pack for use during COVID-19 (Version 5, circulated 13th May 2020, agreed 12th May 2020)
3. Air Liquide Healthcare Home Oxygen Service, accessed online 15/05/2020:
<https://www.airliquidehealthcare.co.uk/home-oxygen-service-healthcare-professionals/home-oxygen-service>
4. Air Liquide Healthcare Portal, accessed online 15/05/2020:
<https://www.airliquidehomehealth.co.uk/hcp/>

Document Control

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Author(s)/Originator(s): (please state author name and department)		To be read in conjunction with the following documents:
Name	Position	
Organisation		
Safia Pheerunggee	Senior Prescribing Advisor	WEL CCGs (Tower Hamlets)
Wajid Qureshi	Senior Transformation Manager, Medicines Optimisation	WEL CCGs (Newham and Waltham Forest)
Consultation with:		Current and relevant BNF monograph.
<p>Moni Abiola-Peller, Operational Lead - London Home Oxygen Service Local HOS-AR Teams for WEL CCGs</p> <p>WEL CCGs GP Prescribing Leads Dr Barry Sullman – NHS Newham CCG Dr Sarah Hall – NHS Tower Hamlets CCG Dr Vishal Patel – NHS Waltham Forest CCG</p>		
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0.1 Draft	-	Original Draft
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