

Welcome to the Summer edition of the Good2Go2 newsletter. In this issue we are aware of the rising costs in energy therefore we have looked at ways in which we think that you may be able to reduce your electricity costs.

We would love to hear from you, so if you have any articles, ideas or suggestions about what we can include in the next edition please write to us, or email us on [alhomecare.patientsupport@nhs.net](mailto:alhomecare.patientsupport@nhs.net)

# Cost of Energy

**UK energy bills are increasing as oil and gas prices surge due to supply and demand on the global wholesale market. This can be a worrying time for households as affordability comes into question when using medical devices such as an oxygen concentrator that consume electricity.**

## The importance of using a concentrator

Not all patients require an oxygen concentrator as it will depend on the clinical condition and hours of usage. If you have been prescribed an oxygen concentrator, it is important that you use it at the correct flow rate and hours per day as advised by your Healthcare Professional.

Large cylinder(s) are provided with your concentrator as a backup supply for use in the event of a power cut or concentrator failure. It is very important that you **DO NOT** use the back-up emergency cylinder instead of the oxygen concentrator.

Ambulatory cylinders should not be used in place of the oxygen concentrator.

## Electricity Rebates

You will receive a refund for the electricity your concentrator uses. Air Liquide makes this payment to you on behalf of the NHS.

If you have **OPTED Out** of your electricity payments and have changed your mind, please get in touch with our Customer Service team for additional information.

## How is the electricity payment calculated?

The concentrator has a metre that counts the number of hours it has been running. Most metres are located on the front of the concentrators. The technician reads the metre on the concentrator as part of the service visits.

The first metre reading is taken at the installation and the second at your first service. To ensure accurate payments, we must regularly capture metre readings when the technician routinely services your equipment.



### Customer Service Helpline Numbers:

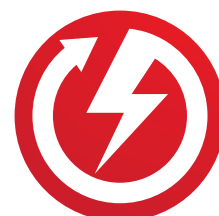
London: **0808 143 9991**

South West: **0808 143 9999**

Mobile: **0330 123 5469**

(free if you have available minutes otherwise standard rates apply).

Continued page 3...



# ENTER Our Summer Colouring Competition

Enter this competition and you could win a £10 book voucher if your picture is selected as best in your age category.

Entry categories: All ages stated must be correct at time of entry.

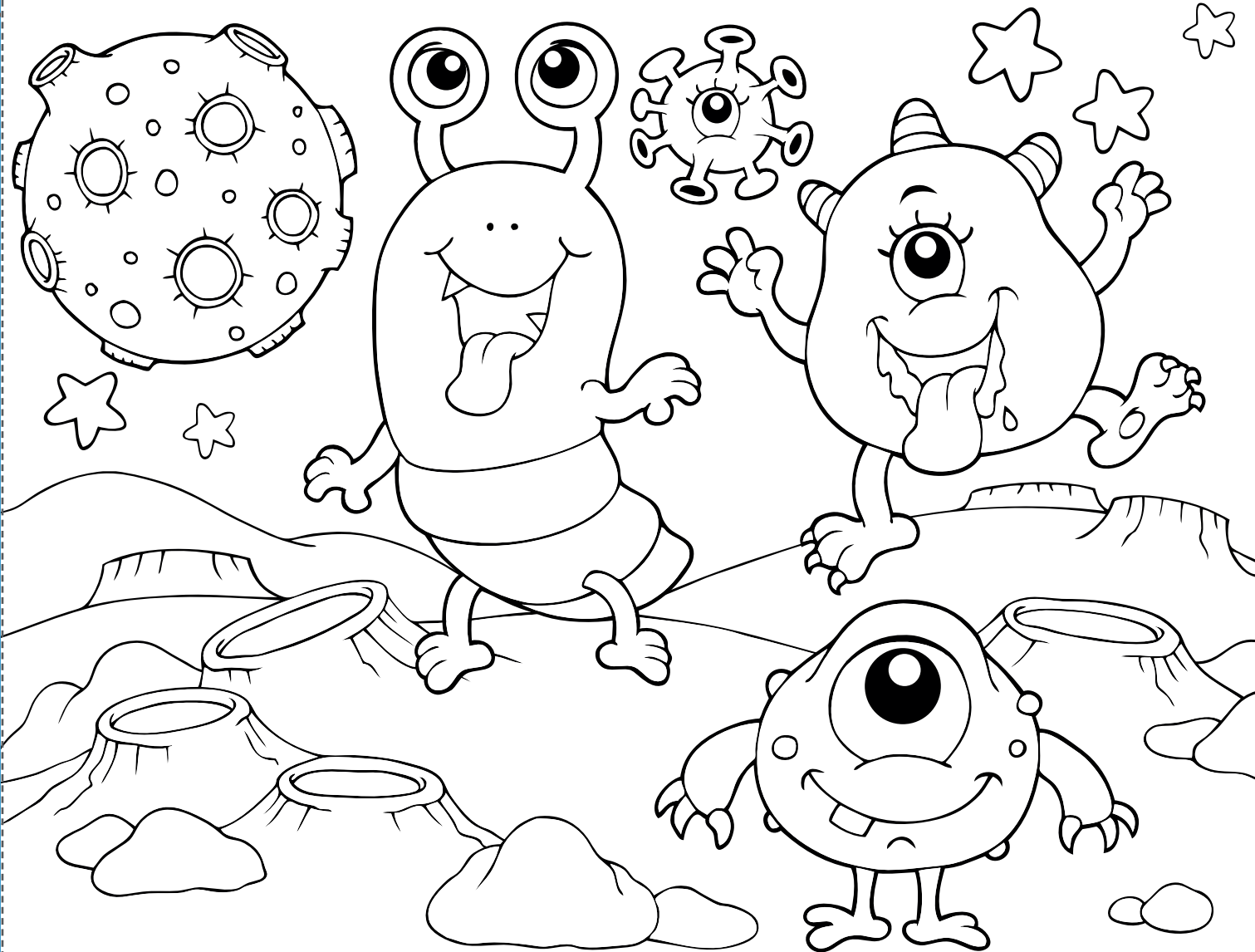
- Age 3 to 5 years
- Age 6 to 10 years
- Age 11 to 16 years

Terms and conditions apply: Entrants will only be allowed up to 16 years of age at time of entry. Only a single entry per household is allowed. No relatives of Air Liquide Healthcare personnel can enter this competition. The closing date will be strictly adhered to.

Return your picture by:  
**31st July 2022 to:**  
**Kids Competitions**  
**Air Liquide Healthcare Ltd**  
Alpha House, Wassage Way,  
Hampton Lovett, Droitwich,  
WR9 0NX.

To ensure patient confidentiality please do not place any of your personal details on the outside of the envelope.

**Just for Fun**  
**Spot the difference**  
10 differences to find



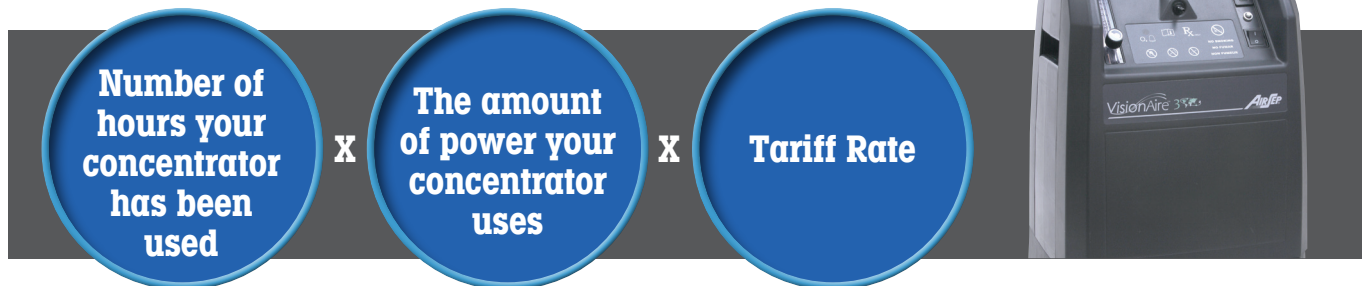
Name: \_\_\_\_\_

Age: \_\_\_\_\_

Address: \_\_\_\_\_

Postcode: \_\_\_\_\_

To calculate your refund we use the following calculation:



## Receiving Payments

An Electricity Rebate Guide is provided when a concentrator is installed. The guide details how the rebate works and contains a Refund Form which needs to be completed and returned to Air Liquide, so that the rebate payment can be paid into your bank on a quarterly basis.

There is a minimum payment amount of £10. If your payment is below this amount in total for the period, it will be carried forward to the next quarter for payment.

Monthly payments can be made to households who have a coin operated electricity metre in place. The reading must be provided to us by the 7th of every month which will then be paid by the end of that month.

## Did you know you could save money every year by:



- 1 Turning off lights when not in use
- 2 Not leaving electrical items such as televisions in 'standby mode'
- 3 Draught proofing your property to retain heat
- 4 Doing your washing at 30 degrees
- 5 Reducing the use of your tumble dryer
- 6 Taking a 4 minute shower
- 7 Not overfilling the kettle
- 8 Reducing your dishwasher use
- 9 Insulating your hot water cylinder
- 10 Turning your heating down by just one degree could save up to £80 a year



## Spring Colouring Competition Winners!

We received some fantastic entries in the Spring Colouring Competition, thank you to everyone who took part.

Congratulations goes to:

**IP Aged 5**  
**HG Aged 7**

## Useful Contact Details

Air Liquide Electricity Rebate Team on **0800 781 9939**

(Mon - Fri 9.00am to 5.00pm)

Metre readings can be sent directly via email to

[alhomecarepatientaccounts@nhs.net](mailto:alhomecarepatientaccounts@nhs.net)

**If you are struggling to pay your electricity bill, you could get help. Did you know about the following:**

### Warm Home Discount Scheme

[www.gov.uk/the-warm-home-discount-scheme](http://www.gov.uk/the-warm-home-discount-scheme)

Annual scheme available, some patients could get £140 off their electricity bill for winter 2021 to 2022. Supporting patients on low income and pension credit.

### British Gas Energy Trust

<https://britishgasenergytrust.org.uk>

Charitable trust supporting people who would struggle to manage their energy bills/debts providing a range of grants and energy efficiency advice.

### SCOPE

[www.scope.org.uk/advice-and-support/government-payments-discounts-heating-bills/](http://www.scope.org.uk/advice-and-support/government-payments-discounts-heating-bills/)

Advice and support for people who cannot manage their energy bills.

## IMPORTANT INFORMATION – PLEASE KEEP!

The Customer Service Helpline is open Monday to Friday, 8.30am - 5.00pm to take routine enquiries and requests for cylinder and liquid oxygen replenishments.

The **Out of Hours Service** should only be called in the event of an emergency, where:

- Your concentrator breaks down
- There is an electricity outage leaving your concentrator with no power
- You have no access to your home oxygen

**Remember**, whilst Air Liquide can respond to urgent requests for refills these do have a significant cost to the NHS and can impact on the care of other home oxygen patients.

### Unused Equipment

It is important to get any **unused** oxygen equipment back to the Air Liquide Cleaning and Disinfection hub as soon as possible, this way it can be returned to the circuit for other patients. If you are not using some/all of your equipment it is important to discuss this with your Healthcare Professional. To enable Air Liquide to remove any equipment a formal confirmation will be required for the equipment that you no longer require. If you have any questions please contact our Customer Services to discuss.

### Patient Portal

The Air Liquide Patient Portal is available to place orders, arrange a service or record an electricity meter reading. The portal can be found at:

[www.airliquidehomehealth.co.uk](http://www.airliquidehomehealth.co.uk)

If it is your first time you will need to click on register to enter the details to create an account, if you have any problems call Customer Services who will be able to assist you.

### Key Dates for your Diary Bank Holidays

It is important to plan your orders in advance of Bank holidays:

#### Spring Bank Holiday 2nd June 2022 and Platinum Jubilee Bank Holiday 3rd June 2022

Routine orders should be placed by  
**5.00pm on Tuesday 31st May 2021**

Holiday orders should be placed by  
**5.00pm on Thursday 26th May 2021**

#### Customer Service Helpline Numbers:

London: **0808 143 9991**

South West: **0808 143 9999**

Mobile: **0330 123 5469**

Our normal office hours are Monday to Friday,  
8.30am to 5.00pm.

[alhomecare.patientsupport@nhs.net](mailto:alhomecare.patientsupport@nhs.net)  
(monitored 8:00am to 4:00pm)

#### Feedback

Your feedback is important to us. Please send comments or suggestions to [alhomecare.patientsupport@nhs.net](mailto:alhomecare.patientsupport@nhs.net) This is the email address to be used if you should need to make a complaint regarding the service you have received.