



Air Liquide Healthcare Limited is a provider of healthcare to patients with long term respiratory conditions. Our range of services includes home oxygen therapy and home oxygen assessment and review. We currently deliver home oxygen to around 36,000 patients in London, North West England, the East Midlands and the South West of England and support over 4,000 patients through our home oxygen assessment and review service in the North East.

- Our staff of over 300 employees ensure that patient care and safety is at the centre of all that we do, working closely with clinicians to ensure patients receive optimal care with a strict 'Safety First' approach.
- We strive to deliver a high quality service to patients and clinicians, from the top down, which is cost effective for the NHS; working in accordance with KPIs (quality objectives) set at the commissioning of the services.
- Our staff treat all patients with dignity and respect; ensuring their personal information is also kept safe and secure at all times.
- We acknowledge that sometimes the service may not always meet the standards to which we strive, and in those instances we are committed to commissioning investigations to identify and understand clearly any root cause or contributing factors affecting the service level.
- In aiming for all of the above, we resolve to provide adequate training and support to all staff.

Air Liquide Healthcare Limited certifies and maintains a quality management system in accordance with the following principles:

- ISO 9001:2015
- Good Manufacturing Practice
- Good Distribution Practice
- Other regulatory and legal requirements.

Scope

The supply of assessment, review and telephone health services within the UK, the supply of Medical Oxygen, Medical Liquid Oxygen and Medical Devices to both Homecare and Hospital patients; the servicing, repair and maintenance of Medical Devices and equipment

Continuous improvement will be driven through; monthly quality meetings where customer feedback is monitored, audits where corrective actions shall be raised and recorded and annually during a whole management system review to identify any trends and improvements which can be made.

We place governance at the top of our agenda not only in the delivery of high quality care for all our commissioned services but also on ourselves internally. We believe that good governance fosters inward facing scrutiny, honesty and transparency.

This policy will be made available to all employees via our internal document management system and may also be displayed on notice boards, where appropriate.

<p>Judith Livingston Managing Director</p> 	<p>Gemma Brookes Quality Manager</p> 
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