LONDON HOME OXYGEN SERVICE

SERVICE

CONTRACT MANAGEMENT

OXYGEN STUDY DAY - 26 May 2016
THE CONTRACT

– The provider is Air Liquide (Homecare) Ltd
– The contract is for the provision of HOS to patients from the 32 London CCGs
– There is one signatory for all London CCGs
HOW IS THE CONTRACT MANAGED?

– There is a Contract Management Board with a representative from each of the 6 London sectors

– Contract Manager’s role is to ensure that the contract is managed (from both sides)
  
  • to provide support / signpost for HCPs
  • ensure best value and outcomes for commissioners
Register to access your CCG’s mailbox (nhs.net accounts only)

View your patient’s data

Check it’s in line with your understanding

Is anything incorrect / missing
Highlight and Review Outliers

Do they have regular visits from AL? If not why not, do they still need oxygen?
Do they have an up to date HOOF. If not do they need a new HOOF, or can you confirm that the current one is still correct?
Do they make urgent call outs? Do you know why?
Are they in PEP? Do you know why?
Are they high risk eg due to smoking?
When to report and escalate

AL have highlighted patient is a high risk, you are concerned that the risk has not been mitigated or has increased. **If so report it.**

You identify that the patient is high risk – what have you seen to make you think this? Do you need to raise this? Is the patient or anyone visiting the patient in danger? **If so report it.**

Is what you have seen a SIRI? Smoking, burns, trip, lack of understanding of equipment? **If so report it.**

Something has gone wrong – no delivery, faulty equipment, upset patient. Do you need to liaise with AL? Is this a complaint? **If so report it.**
If you have a local HOS-AR service link in with them
Caroline Lock from AL (Respiratory Advisor) may be able to advise
Call AL with queries
Contact SECSU support team
Call / email me
Contact Details:

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ECSU Support Team

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