

2023 Vivisol

Summer Newsletter

Using your Oxygen Cylinders and Concentrators in Summertime

Welcome to the Summer edition of the Vivisol Newsletter. We want to take this opportunity to detail a few things for you to consider to keep you and your equipment in tip top condition throughout this hot weather:

- Try to keep you and your equipment out of direct sunlight
- Avoid strenuous activity during the hottest days and avoid mid-day outdoor activities
- Plan outdoor activities when the weather is cooler and best suited to using your oxygen equipment.

Oxygen Concentrators

Follow the advice that the Vivisol Home Care Technician has given you regarding where to safely position the oxygen concentrator. Don't move it, make sure that you keep the immediate area well ventilated, and keep the concentrator out of direct sunlight.

Cylinders

Storing your cylinders

Your Vivisol technician will have explained where to safely store your oxygen cylinders. It's important that you continue to keep your cylinders in this location. If you are looking to move them to an alternative area for the summer, please ask one of our advisors. If necessary, they can arrange for the Technician to discuss suitable alternatives with you on their next visit.

If you are putting cylinders outside for the technician to collect, please keep them out of direct sunlight and also avoid leaving them in a locked car.

Be very cautious if you go to events such as BBQs or anywhere with an open fire such as a fire pit or camp fire. **Do not use any oxygen equipment near open fires or naked flames, keep at least 3 metres or 10 feet away.**

Oxygen cylinders should not be submerged in water and it's important to make sure that the cylinders stay as dry as possible. If you are bringing your oxygen cylinders to the beach or pool, make sure that they are safely protected from extreme heat, sand and water. If water damages the tanks, they may be irreparable.



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Easy Irish soda bread

See full recipe on page 3



Top tips from Asthma and Lung UK

<https://www.asthmaandlung.org.uk/living-with/hot-weather>

Hot weather can cause your symptoms to flare up, especially if you become dehydrated. Strong sunshine causes the level of ozone and other air pollutants in the air to rise, which can cause breathing problems and trigger your symptoms. Humid, hot weather can also make your breathing problems worse.

The spring and summer months are when grasses and weeds make pollen levels higher. If you get hayfever and live with a long-term lung condition, you may notice your lung condition symptoms get worse at this time.

Check the weather, pollen and pollution forecasts

Be aware when a heatwave is forecast and how long it's likely to last. You can also check air pollution levels in your area for the next 5 days at www.uk-air.defra.gov.uk/forecasting and local pollen levels at [met office www.metoffice.gov.uk/weather/warnings-and-advice/seasonal-advice](http://metoffice.gov.uk/weather/warnings-and-advice/seasonal-advice)

Remember that high pollen and pollution levels can combine with heat to increase your chances of a flare-up of your symptoms – so have a plan ready for what to do if that happens.

Avoid the heat

If a heatwave is forecast, don't go outside during the hottest time of day, normally between 11 am and 3 pm. If you have to go out, plan your day around the early morning or evening when the air is cooler and the air quality better. When you're outside, walk in the shade and avoid main roads and busy streets if you can.

Keep out of the sun

If you do need to go out during the day, avoid being in the sun for long stretches. Wear loose, cool clothing and a hat. Wear sunglasses too – wraparound ones are a good idea. They will protect your skin from the sun and

stop pollen getting in your eyes. Certain antibiotics like doxycycline, and medications like pirfenidone, can make you more sensitive to sunlight. If you're taking one of these medications, you'll burn more quickly, so make sure you cover up.

Always check the information leaflet that came with your medication.

Pack a bag of essentials

If you're going out, take a bag of essentials. Include any medication that you might need, plenty of water and a fan.

Exercise sensibly

Exercise brings a lot of benefits if you have a lung condition, but in hot weather take care you don't overheat. Exercise indoors in a cool, well-ventilated room or gym. Do activities like housework and gardening in the early morning or evening when it's cooler. If you do get breathless, use your breathing control techniques to ease the symptoms.

During a very hot spell, you may want to think about reducing or avoiding strenuous activity until it's cooler.

Drink cold water

Have plenty of cold water and drink regularly even if you don't feel thirsty – it's important to stay hydrated. Drinks with caffeine – such as tea, coffee or cola – and drinks high in sugar make you more dehydrated. Also avoid alcohol, which dehydrates you and makes you pee more too.

Keep your house cool

Closing blinds or curtains can help to keep your house cool. If it's cooler inside your house than outside, close the windows to keep the cool air in. At night when the air outside is cooler, open your windows if it's safe to do so.

Take cool baths or showers

If you feel overheated, take a cool bath or shower or splash yourself with cool water.

Use a fan

If you get out of breath, try using a handheld fan. Hold it about 6 inches away and let the cool air blow towards the centre of your face. Remember to keep your fan clean, so that you don't blow dust into your face. A floor standing fan or desktop fan can also help, and you may sleep better if you have a fan in your bedroom at night.

Eat as normal

Try to eat as normal – even if you aren't hungry. You need a normal diet to replace the salt you lose through sweating. Cold foods like salad and fruit are particularly good because they contain a lot of water.

If you have more questions about dealing with hot weather, call Asthma and Lung UK on 0300 222 5800 to talk to their friendly helpline team.



Easy Irish soda bread

Ingredients

- 170g/6oz wholemeal flour
- 170g/6oz plain flour, plus extra for dusting
- ½ tsp salt
- ½ tsp bicarbonate of soda
- 290ml/10fl oz buttermilk

Recipe tips

If you don't have buttermilk for the soda bread recipe, you can use half-and-half plain yoghurt mixed with milk. You can also use milk that has been soured by stirring in a tablespoon of lemon juice and allowing it to stand for 10 minutes.

Try this easy soda bread recipe for when you want bread in a hurry – it's ready in less than an hour with no kneading, proving, or yeast. This makes a small loaf, but you can easily double the recipe and make two.

Each serving provides 215kcal, 8g protein, 43g carbohydrate (of which 3g sugars), 1g fat (of which 0.3g saturates), 1g fibre and 1g salt.

Instructions

1. Preheat the oven to 200°C/180°C Fan/Gas 6.
2. Tip the flours, salt and bicarbonate of soda into a large bowl and stir. Make a well in the centre and pour in the buttermilk, mixing quickly with a large fork to form a soft dough. (Depending upon the absorbency of the flour, you may need to add a little milk if the dough seems too stiff but it should not be too wet or sticky.)
3. Turn onto a lightly floured surface and knead briefly. Form into a ball and flatten the dough slightly before placing on a lightly floured baking sheet.
4. Cut a cross on the top and bake for about 30 minutes or until the loaf sounds hollow when tapped. Cool on a wire rack.

Energy Costs

Even during the summer months, we remain mindful of the rising cost of electricity and gas. Did you know that if you use an Oxygen Concentrator in your home you are entitled to a financial rebate to offset the electricity costs of using the machine at your main address?

The rebate payment is based on rates set out by the NHS which will be in line with the energy price cap. Please note that payments rates may change in line with these published rates.

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 backup emergency cylinder instead of the oxygen concentrator.

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

If you are a new home oxygen user, you will receive your rebate within 4 months of sending in your application.



Electricity Rebates

If you have a static concentrator at home you will be eligible for a rebate to offset your electricity costs. All patients will be asked to apply for the rebate. Once an application has been received and verified by us, a rebate will be paid quarterly in arrears, based on the hours that the machine is used.

Each machine has an integrated meter that records the hours of usage on that machine. The technician reads the meter on the concentrator as part of the service visit. To ensure accurate payments, we must regularly capture meter readings when the technician services your equipment.

You can submit a meter reading to us by phone or online. The meter is visible on the front or side of the machine, ask the technician to show you on their next visit.

Call 0800 011 3422 or submit online at www.vivisol.co.uk/services/reorder-online/



Electric and Hybrid Cars

Did you know?

As the number of electric and hybrid vehicles on the road increases, it has come to our attention that there are some features which could affect your battery powered equipment such as transportable (TPOC) or portable (POC) concentrators when connected to the 12-volt auxiliary power supply.

Many manufacturers have implemented battery saving features in their electric or hybrid vehicle models which turns off some low priority systems when the battery runs down. In some models this includes the 12-volt auxiliary supply which you may be using to operate/charge your TPOC or POC. This in turn will have an impact on the battery life of those devices. In addition, some vehicles which operate with a start/stop system also disconnect the 12-volt supply during normal driving.

Summer wordsearch

Find and circle the list of words in the word puzzle below

N	H	C	D	C	S	U	N	G	L	A	S	S	E	S	R	S	Z	X	C	A	Y	N
D	A	E	T	M	A	A	H	G	C	F	R	U	I	B	V	A	C	Y	U	E	E	T
X	O	C	E	A	N	H	A	O	S	K	D	N	J	L	E	C	A	M	P	I	N	G
O	C	E	F	B	D	M	F	Q	H	L	N	N	P	I	E	C	A	O	O	J	K	V
B	R	D	S	B	C	T	M	U	O	X	X	Y	T	T	O	W	E	L	I	D	D	L
R	A	Z	C	G	N	K	K	M	R	D	Z	H	J	N	F	R	S	C	B	V	Y	J
T	W	I	L	P	D	G	C	O	T	Q	U	C	N	P	K	L	T	Z	E	A	Y	U
B	A	R	B	E	C	U	E	M	S	S	S	A	N	D	A	L	S	R	R	G	K	L
B	R	N	D	R	H	I	B	C	D	S	Z	A	T	G	F	R	D	E	A	B	N	Y
R	M	J	D	F	G	B	C	C	R	O	U	E	S	A	I	L	I	N	G	F	V	N
Z	D	C	H	Y	T	G	D	E	A	S	R	N	B	J	M	O	J	U	H	Y	P	I
A	E	D	F	P	M	B	X	G	P	I	C	N	I	C	C	H	K	H	H	F	D	J
A	V	E	C	P	O	E	S	R	D	T	T	G	K	L	B	M	A	U	G	U	S	T
I	C	E	C	R	E	A	M	R	C	V	L	M	P	U	K	N	E	M	X	M	T	J
E	Z	I	C	R	A	C	M	B	M	K	P	P	T	H	G	E	N	I	W	S	H	H
T	P	J	N	B	E	H	M	L	E	M	O	L	E	M	O	N	A	D	E	E	S	R

Find the Summer words

August, Barbecue, Beach, Camping, Humid, Ice Cream, July, Lemonade, Ocean, Picnic, Sailing, Sand, Sandals, Shorts, Sunglasses, Sunny, Towel, Warm

A photograph of two men fishing by a lake. One man is wearing a hat and a vest, and the other is wearing a light-colored shirt and trousers. They are standing on a rocky bank, and a fishing net is visible in the water. The background shows a calm lake and a line of trees under a cloudy sky.

Holidays and Advice for travelling with oxygen

Start planning well in advance of your trip

Over the warm summer months, many of us will be looking to travel, especially after the restrictions in the last couple of years.

If you have a prescription for oxygen at home and are travelling within England, Scotland or Wales for a holiday, we can arrange for you to have oxygen at your holiday destination at no cost to you. Contact our holiday team and we will be able to make all the arrangements for you. We need at least three weeks' notice, especially during the busy summer months.

You should check with your holiday location if they are happy to accept oxygen equipment at the time of booking.

If you require different oxygen equipment at your holiday destination than what you have at home, contact your GP or respiratory specialist as soon as possible before you travel.

They will then send the holiday home oxygen order directly to the relevant home oxygen provider.

Travelling with oxygen

If you're travelling by ferry or train with oxygen, make sure you contact the company operating the service in advance to see what help they can offer. This may vary between different providers.

The oxygen equipment that has been provided to you on behalf of the NHS should not be taken out of the UK.

Using oxygen while flying

Travelling abroad can take more planning than travelling in the UK, especially if you're flying. You should give yourself enough time to speak to your clinician before travelling. They will be able to advise you about taking medicine or equipment abroad. If you're planning to fly, they can also tell you if you'll need to do a fitness-to-fly test.

Your oxygen requirements may be different when flying, because there is less oxygen in the air at high altitudes.

Under no circumstance should you travel internationally with your NHS provided equipment.

If you are receiving Oxygen Therapy in the UK but are intending to travel outside of the UK we recommend that you contact Oxygen Worldwide at the earliest opportunity. Oxygen Worldwide has an international network of oxygen suppliers and associates worldwide to support patients with the provision of oxygen therapies whilst they travel.

You can call them during UK office hours on +34 96 688 28 73 or request information on their website: www.oxygenworldwide.com/contact.html

Safe Use of Skin Creams, Emollients and sun cream

Oxygen can react with products that have petroleum jelly or any oil-based products in them. Avoid using anything that contains these products as they can react with the oxygen and irritate the skin. This also applies to products such as sun cream and sun lotions.

If you are unsure what to use as an alternative your local pharmacist or healthcare team will be able to advise you.

Cylinder Deliveries



We have some more positive news regarding the supply of ambulatory oxygen cylinders in 2023. The supply chain and staff shortages that we experienced following the Covid-19 pandemic have significantly improved. Thank you all for your support and patience whilst we worked through this period.

During this time, some patients may have moved to splitting delivery requests into multiple deliveries across the week. Going forward, it would be helpful to the field team and your local NHS to try to reduce the number of split deliveries. This will help take the pressure off the field technicians, and save the NHS money on delivery charges.

Oxygen is medication like any other and should be managed in the same way: you should order in plenty of time to ensure that you do not run out of oxygen and try to minimise the number of delivery visits where possible.

Please also note the following:

Through Vivisol, the NHS offers a next working day delivery service for ambulatory oxygen cylinder replenishments.

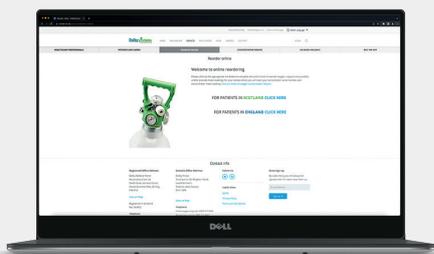
- Standard delivery days are Monday to Friday
- Orders can be placed for the next working day up until 6pm on the previous working day
- All orders are checked against the cylinders requested by your clinician
- Based on the number requested by your clinician we can deliver a maximum of 8 cylinders per delivery
- Remember that deliveries are like-for-like: one full cylinder is delivered for each empty cylinder returned.
- If you have a delivery arranged in the coming days, and you have more cylinders left than anticipated, it is ok to call and rearrange the delivery for a later date.



Vivisol phone lines are open 24 hours a day. However, the weekend service is there to support patients who have breakdowns and not for standard support calls or delivery requests.

If in doubt, please call 0800 917 9840 and talk to one of our advisors.

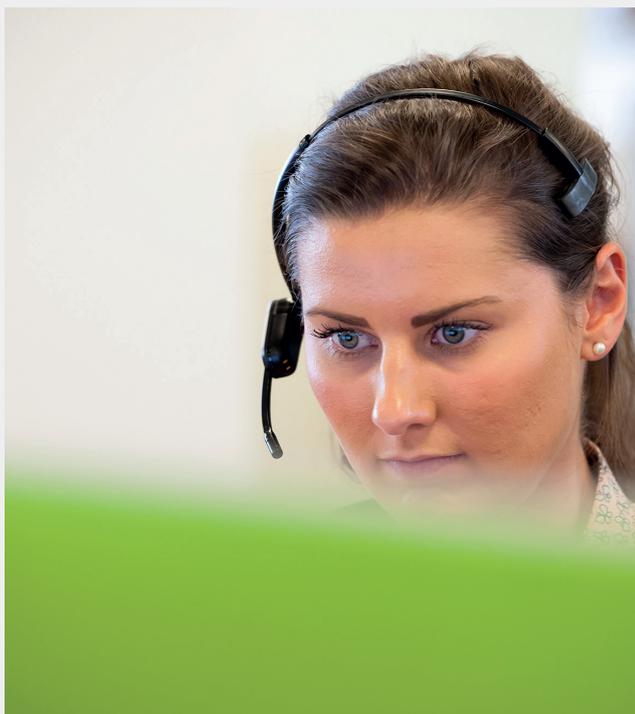
Online ordering of oxygen cylinders and consumables



More and more of us want the convenience of being able to order or manage things online. Did you know that you are able to order oxygen, consumables or submit a meter reading online?

If you order oxygen or cylinders before 6pm, and it is in line with your prescription, we can deliver your order the next working day (Monday to Friday).

This can be done at www.vivisol.co.uk/services/reorder-online/



If you have any problems call Customer Services on 0800 917 9840 who will be able to assist you.



Feedback

Your feedback is important to us

Please send all comments or suggestions through to patient.support@dolbyvivisol.com. All comments or compliments that we receive about our staff are shared with them.

Unfortunately, on occasions there will be a need to make a complaint regarding our service if this is the case please email complaints@dolbyvivisol.com.

Details of our complaints process and policy can be found on our website.



VIVISOL
Home Care Services

We care

