



Respiratory and home oxygen

Respiratory and Home Oxygen Service

Who are the Respiratory and Home Oxygen Assessment Service?

We are a team of nurses, physiotherapists and support staff with specialist training and experience of supporting people with chronic obstructive pulmonary disease (COPD), asthma and interstitial lung disease (ILD).

We also assess, review and support people who require home oxygen.

The respiratory team work in partnership with GPs and other health care professionals with the following aims:

- support to manage flare ups in the community
- support people with lung conditions after being in hospital
- support and educate people to manage their lung condition
- help to optimise the management of lung conditions
- offer palliative care and support for patients, relatives and carers when needed
- provide pulmonary rehabilitation courses within the community
- provide a home oxygen assessment and review service

How the service works

Our service is located over three sites and covers the Oxfordshire hospitals (Horton, John Radcliffe and Churchill) and a community service across Oxfordshire.

You will have been referred to our service via your GP, consultant or other health care professional who felt that you would benefit from our expertise.

If you are referred to our service during a hospital stay, then a member of our hospital team will visit you on the ward.

Once you are discharged home, or if you have been referred to the community team by another health care professional, you will receive a telephone call from a member of our team who will arrange a home visit.

We are unable to give an exact time for home visits as the duration of our visits is often difficult to predict.

We will try to ensure that you are visited by the same team member although when necessary you may be contacted or visited by another team member.

Home visits

As part of each visit we will monitor your general condition and progress which may include checking your pulse, breathing rate and oxygen levels.

We will also help you to understand and become more confident to manage your lung condition or oxygen treatment.

During each visit the team member will discuss and arrange either a future visit or telephone consultation.

When you are confident in managing your lung condition, we will discuss discharging you from the service on the understanding that you can contact the service at any point in the future should you feel you need any advice or ongoing support.

If you have home oxygen you will be contacted by the team at least once a year for as long as you continue to require home oxygen.

Please note that our staff will always display an Oxford Health NHS Foundation Trust issued photo identification. You may request to see this at any time.

Ongoing support

We are very happy for you to contact us when you feel you need an additional visit, advice or education.

For example when you have:

- an increase in shortness of breath
- an increase in sputum (phlegm), or a change in colour
- cold or flu symptoms
- you feel you are using more medication for your lungs
- you are having trouble carrying out your usual activities due to worsening shortness of breath
- you have any concerns about your treatment (including oxygen)

Out of hours

For non-respiratory related problems please contact your GP in the usual way.

Our service is available Monday to Friday, 8.30am to 4.30pm.

Outside of these hours and during busy times an answer phone service is in operation. We aim to return calls within one working day.

You can also call your GP, or dial 111 for advice. Remember if at any time you consider your condition to be life-threatening you must dial 999 immediately.

How to contact us

You can telephone us on one of the numbers below.

Oxford Community Office

Tel: 01865 904 418

Banbury Office

Tel: 01295 229 501

Pulmonary Rehabilitation Team

Tel: 01865 904 215

Comments, concerns and complaints

We aim to provide you with a high quality service at all times. However, if you have any concerns, complaints or comments about your experience of our service then please tell a member of the team or contact the Patient Advice and Liaison Service on freephone 0800 328 7971.

If you would like to have information translated into a different language, please contact the Equality and Diversity Team at: EqualityandInclusion@oxfordhealth.nhs.uk

Arabic يُرجى الاتصال بنا إذا كنتم ترغبون في الحصول على المعلومات بلغة أخرى أو بتتسيق مختلف.

Bengali আপনি এই তথ্য অন্য ভাষায় বা আলাদা আকারে পেতে চাইলে অনুগ্রহ করে আমাদের সাথে যোগাযোগ করুন।
Urdu اگر آپ یہ معلومات دیگر زبان یا مختلف فارمیٹ میں چاہتے ہیں تو برائے مہربانی ہم سے رابطہ کریں۔

Chinese 若要以其他語言或格式提供這些資訊，請與我們聯繫

Polish Aby uzyskać informacje w innym języku lub w innym formacie, skontaktuj się z nami.

Portuguese Queira contactar-nos se pretender as informações noutra idioma ou num formato diferente.

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