

Covid-19 Oxygen Support Process



Process for NHS Trust - Oxygen Supply Issues or Incidents

Note: Before requesting Oxygen check your current O2 levels, flow rates/cylinder sizes and capacity

NHSE
Hospital /
Trust

Process Summary

- 1 NHS Trust to follow normal governance process for Oxygen ordering with existing supplier
- 2 Unresolved then Trust contact Regional EPRR/ICC SPOC Team
- 3 Unresolved escalate to National Response Team
- 4 Unresolved escalate to DHSC-NHSE Oxygen Team

Issue/Incident Process, use for:

- Critical shortage of Oxygen now/near
- Oxygen plant breakdown or changes for Covid-19
- Cylinder challenges and issues
- Non delivery of an Oxygen order

1 Contact Existing Supplier
provide specific details
Including Key Contacts

Oxygen Suppliers
See Contact Sheet

2 Regional Team &
Oxygen Supplier
work on Solution

If not resolved, record details of
actions taken & options
considered, escalate to
National Response Team

3 Review issue,
work on options
with Supplier

Note:
Issues at this stage will be resolved or a decision
will be made/discussed with the Trust

4 Work with supplier &
wider supply chain to
resolve issue

Oxygen Support Contact Details

Process for NHS Trust - Oxygen Supply Issues or Incidents



BOC

Customer Service 0800 111 333



Hospitals – England/Scotland/Wales

Jason Lingard – Jason.lingard@boc.com – 07776 166602

Andy Tinkler – andy.tinkler@boc.com – 07785 327726

Rachel Mason – Rachel.mason@boc.com – 07799 581592

Home Oxygen – England

Veronique McKellican – Veronique.mckellican@boc.com – 07920 576016

Mark Lowe – mark.low@boc.com – 07881 5000758

Claire Murphy (Clinical request) – Claire.murphy1@boc.com – 07990 089684

Hospital/Home Oxygen – Northern Ireland & Republic of Ireland

Sean Hourihan – sean.hourihan@boc.com – +353 87 2282619

Plus either:

NI

Mark Warner - mark.warner@boc.com - 07741 035957

ROI

Eugene Clarke - eugene.clarke@boc.com - +353 87 1155345

Air Products



Customer Contact: 0345-708-0809

David Maitland

Tel +44 1270 614482

Mob +44 7801 318944

MAITLAD@airproducts.com

Steve Soper

M: +44 7801-178509

SOPERS@airproducts.com

Air Liquide



Customer services: 0800 637737 -
(please select option 1, 1 for assistance).

Account Management

North: James Cunningham

Mob: +44 (0)7753 692 637

e-mail: james.cunningham@airliquide.com

South: Lynsey Smart-Hill

Mob: +44 (0)7971 694883

Email: lynsey.smarthill@airliquide.com

Sol World



Jacopo Pavesi <j.pavesi@solworld.com> - 07833 252122

MGS Flogas



Steve Gullick

Steve.Gullick@flogas.co.uk

M: 07384 241027

DHSC-NHSE Oxygen Team

england.covid-oxygensupplies@nhs.net

Regional EPRR / ICC SPOC Team

NW – england.eprrnw@nhs.net

NEY – england.eprrnev@nhs.net

Midlands – england.midlands-eprr@nhs.net

East – england.eastofengland-covid19@nhs.net

London – england.london-covid19@nhs.net

SE – england.se-incident@nhs.net

SW – england.sw-incident1@nhs.net