

Obtaining consumables for your CPAP machine

New service: ResMed Resupply

You are currently using continuous positive airway pressure (CPAP) therapy, provided by the Lung Function and Sleep department at Good Hope Hospital.

It is essential that your CPAP consumables are replaced every 12 months. We are funded to provide you with a new mask, tubing and filters at each 12-month interval. If you use a humidifier, this can also be replaced at this point.

What has changed?

- Previously, consumables for your CPAP therapy would be provided directly by the Lung Function and Sleep department.
- From now onwards, ResMed will send you consumables for your CPAP therapy directly to your home.

What is ResMed Resupply?

The ResMed Resupply service means that the manufacturer of your CPAP equipment will deliver your consumables directly to your door. When you contact the department for your yearly consumables:

- We will confirm that we have up-to-date contact details for you (address and telephone numbers).
- We will then register you for the ResMed Resupply service on their system.
- Your consumables will be delivered via Royal Mail Tracked 48 to your address.

What happens if I do not wish to use ResMed Resupply?

The Lung Function and Sleep department will no longer hold stock of CPAP masks and will not be unable to provide parts for your mask.

We are happy to talk through any concerns you may have. Please contact us using the information below.

If you feel that ResMed Resupply is still not suitable for you, we recommend a transfer of your CPAP care to an alternative service, which can be completed via your GP.

What happens if I have a problem with my machine/equipment?

Please continue to contact our team directly if you have issues with symptom reoccurrence, equipment failure, or problems outside of obtaining your yearly consumables.

Contact details

Answerphone service available for out-of-hours on all numbers, please leave a message with your name and a contact telephone number.

Lung Function and Sleep Department telephone: 0121 424 7229 / 0121 424 9020

Monday to Friday 8:00am-5:00pm

Email: Goodhope.sleep@uhb.nhs.uk

Accessibility

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