

Priority Services register and extra support campaign 2025/26

NHS Scotland Health Board
and ICB comms toolkit.



Working in partnership to support
people with a lung condition.



Scottish & Southern
Electricity Networks

Our battle for breath.

Asthma + Lung UK stands up for everyone with a lung condition to bring about a revolution in treatment and support - so everyone can live their best lives.

Every year, with the help of our supporters, we offer support when it's needed most through our health advice, support groups and helpline - giving people with lung conditions advice on medicine, symptoms and managing lung conditions.

And every year, we strive for a better future by funding groundbreaking studies - transforming how lung conditions are prevented, diagnosed and treated.

Thanks to our supporters, we have funded vital projects across asthma, COPD and other lung conditions, helping to revolutionise treatments and save lives.

To find out more about Asthma + Lung UK and our work please visit: **AsthmaAndLung.org.uk**

Our campaign and how you can help

If a patient is living with a lung condition, storms and power cuts can be a serious risk for their health. If your patient is relying on medical equipment such as oxygen concentrators, CPAP machines or nebulisers, a power cut could mean they cannot use their machine to manage their lung condition.

Asthma + Lung UK and Scottish and Southern Electricity Networks (SSEN) have partnered to ensure that all people living with a lung condition in your area are aware of the support available to them.

SSEN maintain the cables and delivery the electricity to homes across Northern Scotland and Central Southern England.

Take two simple steps to make sure your patients living with a breathing difficulty are supported and prepared for power outages.

1. Signpost them to the Priority Services.

SSEN deliver the electricity to all homes in your area. Signing patients up to the free Priority Services register will provide them with:

- 24 hour power cut updates for planned and unplanned outages
- Additional welfare support during longer power cuts, including extra check-ins and practical support (e.g. meals or accommodation) if required
- A dedicated support line
- A personalised Power Cut Plan

Patients can register in one of three ways: by scanning the QR codes on our posters, by calling **0800 294 3259**, or online at **SSEN.CO.UK/HERETOHELP**

If your patient doesn't live in SSEN's distribution areas they can visit thepsr.co.uk. There they can enter their postcode to see who their Distribution Network Operator (DNO) is and to sign up to their Priority Services.

2. Signpost them to Asthma + Lung UK's support groups and helpline.

Direct your patients who need additional support to Asthma + Lung UK's helpline (**0300 222 5800**) or our online and in person support groups via our website: AsthmaAndLung.org.uk/groups-support

SMS message

Share this SMS message with your patients.

If you work in a general practice, send this message to patients on your asthma and COPD disease registers or who have a read code for a respiratory condition including asthma, COPD, bronchiectasis, interstitial lung disease and lung fibrosis.

If you work in a specialist respiratory team, share it with patients who attend your clinics or who are on your contact lists.

Access the copy **[here](#)**.



Patient facing poster

Print and display our patient-facing poster in your waiting areas. Download the poster [here](#).

**MAKE YOURSELF
A PRIORITY**

Do you live with a lung condition?

Sign up to **Priority Services** for additional support throughout planned or unplanned power cuts if you have breathing difficulties or a lung condition, including asthma and COPD.

Scan the QR code to register:

Alternatively, visit SSEN.CO.UK/HERETOHELP or call 0800 294 3259

A friend or family member can sign you up to the register, on your behalf.

Power cut warnings and updates

Extra welfare check-ins and practical support during longer power cuts

Dedicated support line

Personalised power cut plan

Call Asthma + Lung UK's helpline for more support with your lung health.
Telephone: 0300 222 5800

Working in partnership:

 Scottish & Southern Electricity Networks

 ASTHMA + LUNG UK

HCP facing poster

Share this poster in any healthcare professional-facing newsletters or communications.
Download the poster [here](#).

WE'RE HERE TO HELP

**Patient with a lung condition?
Help them get extra support.**



Asthma + Lung UK and Scottish and Southern Electricity Networks have partnered to promote **free** support services for people with lung conditions.

Scottish and Southern Electricity Networks delivers electricity to homes in your region and offers **Priority Services**, providing **extra support** for those living with a lung condition.

People are eligible for extra support if they **are disabled or have a long-term medical condition**, including asthma and COPD.

This includes if they use medical equipment to manage their condition, such as oxygen concentrators, continuous positive airway pressure (CPAP) machines, or nebulisers.

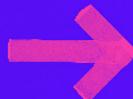
Power Cut Updates
They will be given notice about disruption to their electricity supply, 24 hours a day.

Welfare Support During Long Power Cuts
E.g. extra check-in calls, meal reimbursements, and alternative accommodation where relevant.

Support Line
They will be provided with a dedicated support line to help with their needs.

Free Power Cut Plan
They will receive a personalised Power Cut Plan tailored to their needs.

Patients can scan the following QR code to sign up to Priority Services:



Alternatively, sign up via the website or by telephone:
SSEN.CO.UK/HERETOHELP
0800 294 3259

SSEN can provide information in large print, braille, audio CD and other languages.

For further support with lung health, please reach out via A+LUK's helpline.
Telephone: 0300 222 5800

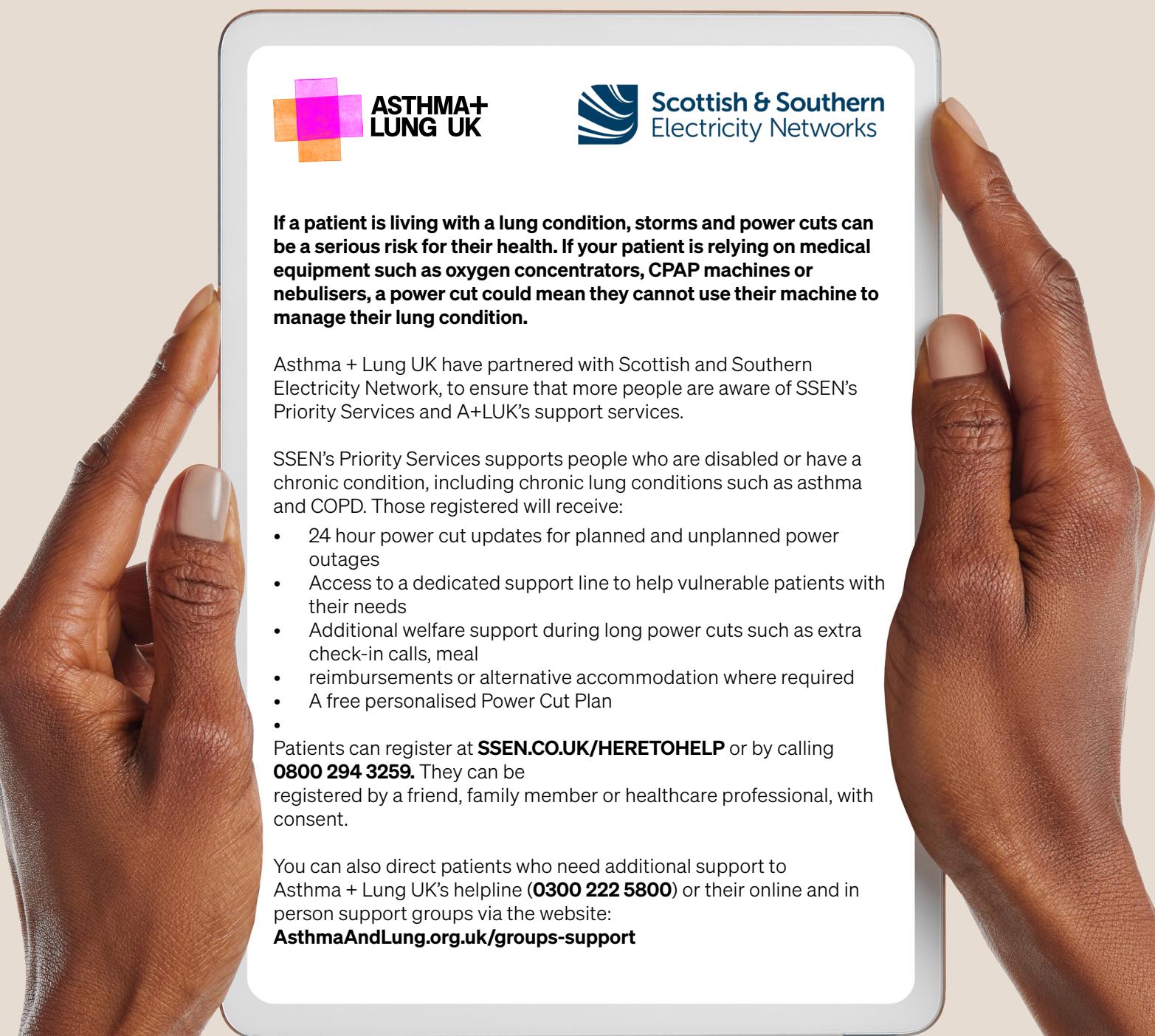
Working in partnership:

 **Scottish & Southern Electricity Networks**

 **ASTHMA + LUNG UK**

Newsletter copy

Use this copy in any healthcare professional-facing newsletters or other communications. Access the copy [here](#).



ASTHMA + LUNG UK

Scottish & Southern Electricity Networks

If a patient is living with a lung condition, storms and power cuts can be a serious risk for their health. If your patient is relying on medical equipment such as oxygen concentrators, CPAP machines or nebulisers, a power cut could mean they cannot use their machine to manage their lung condition.

Asthma + Lung UK have partnered with Scottish and Southern Electricity Network, to ensure that more people are aware of SSEN's Priority Services and A+LUK's support services.

SSEN's Priority Services supports people who are disabled or have a chronic condition, including chronic lung conditions such as asthma and COPD. Those registered will receive:

- 24 hour power cut updates for planned and unplanned power outages
- Access to a dedicated support line to help vulnerable patients with their needs
- Additional welfare support during long power cuts such as extra check-in calls, meal
- reimbursements or alternative accommodation where required
- A free personalised Power Cut Plan
- Patients can register at **SSEN.CO.UK/HERETOHELP** or by calling **0800 294 3259**. They can be registered by a friend, family member or healthcare professional, with consent.

You can also direct patients who need additional support to Asthma + Lung UK's helpline (**0300 222 5800**) or their online and in person support groups via the website: **AsthmaAndLung.org.uk/groups-support**

Our battle for breath.

Asthma + Lung UK

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AsthmaAndLung.org.uk



Asthma and Lung UK is a charitable company limited by guarantee with company registration number 01863614, with registered charity number 326730 in England and Wales, SC038415 in Scotland, and 1177 in the Isle of Man.