

**Head of School:**

Mrs N. Teece, BA (Hons), MA, PGCE, SLE  
nteece@mowbrayeducation.org

**Executive Headteacher:**

Mrs C. Stansfield, BA, MA, PGCE, NPQH  
cstansfield@mowbrayeducation.org

3<sup>rd</sup> February 2023

Dear Parents/Guardians,

**Requesting a medical diet – new online form request**

Please be aware that the process for medical diet requests for your child/ren has now transferred over to a new online form. The following information explains the new process, being delivered by our external catering company, Taylor Shaw.

If your child requires a medical diet due to a food allergy, food intolerance or a medical condition that requires an adapted menu (e.g. carbohydrate count for Type 1 Diabetes), please follow the steps below.

**Step 1:**

Click the link below, or enter this address into your web browser:

<https://orders.lunchhound.co.uk/medicaldiets/request>

You should see the screen below:

**LUNCHHOUND**

### Medical Diet Request

If your child has dietary requirements but does not require an adapted medical diet menu from Elixir, Taylor Shaw or Edwards and Blake there is no need to complete this form.

**1 Pupil Details**

Please enter your child's details.

Forename

Surname

Date of Birth

Class

Year Group

Photograph

**2 Parent / Guardian Details**

Please enter your contact details. These details will be used to verify your identity with your child's school. Please ensure you use the same email address you have registered with the school.

Forename

Surname

**Step 2:**

Fill in your child's details, then use the green upload button to upload a recent photograph of your child.

**Step 3:**

Please fill in your contact details. You must provide a valid email address as this will need to be verified before we process your request.

We need to know which child your school attends. You will need to know the postcode of your child's school. Please enter it into the box provided, then click the Search button.

Please see overleaf.....

### 3 School Details

Please enter the school postcode and click the search button. If more than one result is returned, please select the correct school. If no results are returned, please check you have the right school postcode.

Postcode

Q SEARCH

Once the search has identified the school or schools at the postcode you provided, please check that the correct school is displayed. If more than one school is displayed, please select the correct school from the list.

#### Step 4:

Please enter your child's allergies into section 4. If this request is to add another allergy to an existing medical diet, please include all existing allergies as well as the new allergy you are adding.

If your child has any medical conditions which necessitate a special medical diet, please enter these into section 5.

If you have requested allergies outside the top 14 (i.e. you have entered information into the 'Other Allergies' box, or you have entered any information into section 5, you must provide medical evidence. Please use the upload button in section 6 to add this evidence to your request. If you are completing the request using a mobile phone you can use your phone's camera to photograph and submit the evidence.

#### Step 5:

Please carefully read the Data Storage Consent notice in section 8, then complete the captcha in section 9 and click the submit button to move to the next stage of the process.

After you have clicked the Submit button, the system will generate an email to the email address you provided. You must click the link in the email to confirm that the email address is correct.

Once you have verified your email address, the system will notify your child's school of your request and will ask them to confirm your child's details. After the school have approved the request, we will send you another notification email to inform you that your request has been sent to our dietitians for processing. You will then receive a confirmation email when the request has been processed by our dietitians. The school office will be provided with a copy of your child's menu which they will pass on to you.

If you have any questions about this process, please email [support@lunchhound.co.uk](mailto:support@lunchhound.co.uk)

#### Parent User Guide

Please also refer to the Parent User Guide, linked below:

- [Parent User Guide - Requesting a Medical Diet](#)

Thank you for taking the time to read this information and please do not hesitate to contact us if you have any further queries or concerns at [ask@johnferneley.org](mailto:ask@johnferneley.org).

Yours sincerely,

**Taylor Shaw Catering**

**Taylor Shaw**  
Seeing food differently

