

Patient requesting

TARANIS

PROMIN



low protein products/Xphe Jump and Xphe Minis protein substitutes based on the prescriptions in the UK



Via a Local Pharmacy

1

Pharmacy place an order directly with Firstplay Dietary Foods

Orders are usually dispatched within 2-3 days unless the order contains freshly baked products. The cut off for fresh bread orders is 4:30pm on Friday. All fresh bread orders received during the week are collated, baked the following Wednesday and delivered on Thursday. For Northern Ireland, fresh bread orders will be dispatched on a two-day service, i.e. delivery will be made on a Friday.

96% of orders shipped within 48hrs

2

Via a chosen wholesaler (must order via Specials Department)

(this may affect the delivery time, minor delays may be expected. Please note Firstplay Dietary Foods have no involvement in this ordering process)



Via a Home Delivery Company

1

DIALACHEMIST

- Patient is signed up for DialaChemist Home Delivery Service by a metabolic dietitian/healthcare professional
- Dial a Chemist request prescriptions on patient's behalf from GP
- GP sends prescriptions to DialaChemist
- Dial a Chemist dispatches low protein products/protein substitutes to patient's designated delivery address



DialaChemist

4 Petre Road, Clayton Business Park,
Clayton Le Moors, Accrington, Lancashire. BB5 5JB
Tel: 0800 0086366 Email: info@dialachemist.com



Unit 13 Spark Business Park, Hamilton Road, Stockport. SK1 2AE
Tel: 0161 4804602 Email: customerservice@firstplaydf.com
ORDER LINE: orderline@firstplaydf.com



PHARMACY notifies patient once the products are received to arrange collection.

Products are delivered to patient's home or a chosen delivery address by DPD.

*Patients receive DPD notification subject to providing correct contact details to DialaChemist.



PATIENT collects the products from the Pharmacy
*Freshly baked products should be collected on the same or next day from pharmacy to avoid the products getting mouldy.



Getting products to your house

