

**FOR CLINICAL WASTE IN ALL COMMUNITY PHARMACIES IN THE MIDLANDS REGION  
(INCLUDING COVID-19 VACCINATION WASTE)**

As of April 1<sup>st</sup>. 2022, all clinical waste collections associated with Covid-19 vaccinations must now be processed in line with the arrangements that you currently have in place with the provider that collects pharmacies routine clinical waste.

If you are operating your vaccination centre from an external site and have a separate arrangement in place, then you must cancel this and contact your routine provider to arrange for this waste to also be picked up by them. **Anenta** can help you with this and will contact your incumbent provider if required.

**Please note that [Anenta](#) now deal with all clinical waste queries on behalf of NHS England and NHS Improvement, and it is very important that you register with them if you have not already done so. The Pharmacy and GP teams at NHS England & Improvement Midlands will no longer deal with your queries regarding Clinical Waste.**

**Please see below the information and a reminder on how to register.**

**Please replace the contact details that you currently have for any Clinical Waste queries with the details below:**

<b>Telephone:</b>	03301 222 143
<b>Email:</b>	<a href="mailto:support@anenta.com">support@anenta.com</a> or open a service ticket within your online account at <a href="http://www.vector.anenta.com">www.vector.anenta.com</a>

What are the benefits of Anenta handling clinical waste queries?

- Anenta will be a single point of contact for clinical waste issues for Community Pharmacies, GP practices, NHS England Commissioning teams and the Clinical Waste suppliers
- Anenta will manage all contract related matters, operational and financial validations issues while working with all waste producers and contractors to improve compliance and efficiency levels.
- Anenta will manage all queries with regards to clinical waste collection from Community Pharmacies and GP practice

What won't Anenta be responsible for?

- **Anenta will not be responsible for collecting the waste** from Community Pharmacy and GP sites as this will remain the function of your existing provider

What actions do I need to take?

[Anenta](#) operate an online system called "[Vector](#)" that will allow you to interact with them to make service requests, advise of deficiencies in the service, or to simply seek advice in a fully auditable manner. The system will also hold compliance documentation on your behalf and any other relevant communication, service level requirements and FAQs to assist you.

**You must register your Community Pharmacy on the Anenta System by [clicking here](#)**

What happens once I have registered with Vector?

Once complete you will: -

- receive an immediate confirmation of completion to the email addressed entered in the form.
- receive a subsequent email that will follow advising you that your online account with Anenta is available to access.
- be required to set a password when creating your account, however once registered, future access will no longer require a password.
- receive a further communication from Anenta to advise on any further steps and with details of service within the first 30 days of the account being registered

Please distribute this information to your colleagues as appropriate to increase visibility of this change. If you have any queries with regards to this communication, please email [support@anenta.com](mailto:support@anenta.com)