



East Midlands Primary Care Team
County Hall
Leicester Road
Leicester
LE3 8RA

To: all East Midlands Community Pharmacies
To: all East Midlands General Medical Practices

18 November 2025

Dear Colleagues

POLITE REQUEST FOR URGENT ACTION: “IMPROVING SEGREGATION OF CLINICAL WASTE IN GENERAL PRACTICES AND COMMUNITY PHARMACIES”

I am writing to you to provide an update on your Clinical Waste Collection and Disposal Service and provide guidance on managing segregating your Clinical Waste.

On the 10th November 2025, you will have received a message via Anenta's Vector system about the importance of segregating your clinical waste.

The correct segregation of clinical waste is really important both for legal compliance and to comply with current legislation. Correct segregation can also reduce clinical waste costs; this supports working towards achieving the NHS Green agenda. To highlight this importance, the 11 Midlands ICBs have developed a video which can be viewed [here](#) to support the training and guides that are currently available on your Vector account.

We would appreciate it, if you could **complete a short questionnaire** about the service you receive from Anenta Ltd, the Clinical Waste Managing Agent for all of the 11 Midlands ICBs, and also your individual current clinical waste collection service provider. **This should take no more than 5 minutes of your time.** Please [click here](#) to access the questionnaire, please provide as much detail as possible in your answers.

By means of an update the 11 Midlands Regions ICBs will be re-tendering your clinical waste collection services in late November 2025. This process will take circa 6 months and once a preferred bidder is identified for each individual ICB, all sites will be notified by Anenta, our Clinical Waste Managing Agent, on behalf of each ICB during mobilisation. Until this is communicated, there is no change to your provider of clinical waste collection services.

- NHS Derby and Derbyshire Integrated Care Board
- NHS Leicester, Leicestershire and Rutland Integrated Care Board
- NHS Lincolnshire Integrated Care Board
- NHS Northamptonshire Integrated Care Board
- NHS Nottingham and Nottinghamshire Integrated Care Board

In Anenta's message dated the 10th November 2025, **there were 3 key asks** that we would like to bring to your attention:

1. **To watch the new waste segregation video** (please click [here](#) to access) with your team members, either collectively or individually.

Please note: For further information, guidance and downloadable posters please click here to visit your Anenta Vector account and look in the Documents section.

2. **Reminder: Please complete the online clinical waste training module.** This is free of charge and available to all members of staff, please click [here](#) to complete the online training module on the Health Education England website.
3. **Reminder: Please complete your Pre-Acceptance Audit and Duty of Care Audit** as this is a legal requirement under Section 34 of the Environmental Protection Act 1990. The Vendor can refuse to remove your hazardous waste if there is not a valid audit.

If you have any queries regarding the 3 asks above, please log into your Anenta Vector account, or email Anenta at support@anenta.com.

Finally, we would like to take the opportunity to thank you for your assistance and support with improving segregation of clinical waste and providing valuable feedback on Clinical Waste and Disposal Services.

Yours sincerely



Vanessa Hails
Head of Primary Care Services
East Midlands Primary Care Team