

To: all West Midlands Community Pharmacies

To: all West Midlands General Medical Practices

18<sup>th</sup> 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 to provide guidance on managing segregation of 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 supports working towards achieving the NHS green agenda and can also reduce clinical waste costs, these savings could be reinvested into patient care and into other services for patients. 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.

I 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.**

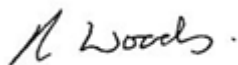
In Anenta's message dated the 10<sup>th</sup> November 2025, **there were 3 key asks** that we would like to bring to your attention:

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](mailto:support@anenta.com).

Finally, I 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 Collection and Disposal Services.

Yours sincerely,



**Rebecca Woods**

**Head of Primary Care Commissioning**

Primary Care Commissioning Team

Office of the West Midlands

On behalf of the 6 West Midlands ICBs