



## **Hazardous/Clinical Waste Managing Agent for NHS England and NHS Improvement North East and North Cumbria Region GP's and Community Pharmacies**

Anenta are extremely pleased to introduce our services in your region following years of successful clinical waste management in London and the South East. As per the emails issued to you by NHSE&I North East and North Cumbria Region Commissioning teams on 20<sup>th</sup> September 2021 **we ask that you register with us to gain access to your Anenta account if you have not done so already.** You can do this by clicking [here](#).

We have developed this service with you and your requirements at the core, whilst ensuring that the waste contractors abide by the agreed terms of service. Through your Anenta account you will be able to:

- Let us know of any issues or queries you have
- View next and historic collection dates and volumes
- Manage your compliance such as Pre-Acceptance and Duty of Care Audits
- Keep up to date with any changing guidance or Regulatory positions

### *What is Anenta responsible for?*

- Anenta will be a single point of contact for clinical waste issues for Community Pharmacies, GP practices, NHS&I North East Cumbria Region 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 for example Stericycle, PHS**

### *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 FAQ's to assist you.
- We ask that you register with us to gain access to your Anenta account if you have not done so already. You can do this by clicking [here](#).

If you have any queries with regards to this communication, please register first then open a service ticket through your Anenta account.

Anenta Ltd

**Anenta Ltd – Redefining Waste Services**  
Rourke House, The Causeway, Staines Upon Thames TW18 3BA email:  
[contact@anenta.com](mailto:contact@anenta.com) | tel: 03301 222 143  
Registered in England and Wales – 08523321