

6<sup>th</sup> May 2020

**THIS IS SENT ON BEHALF OF ANENTA LTD and addressed to all community pharmacies in Hampshire, Isle of Wight, Buckinghamshire, Berkshire and Oxfordshire**

Dear Colleagues,

Please find the attached guidance from PSNC with respect to patient returned medicines, which I am sure that you are aware is a contractual obligation, please ensure you and your teams are familiar with this guidance so that any patients wishing to return their unwanted medicines can be dealt with appropriately.

You have recently been sent an email introducing Anenta Ltd who have been commissioned as our Waste Contract managing agents and which included a requirement for you to register your pharmacy on Anenta's online system called VECTOR. It is vital that you register, as this is the system that you will need to use to request any additional collections or to resolve any difficulties with the Waste Contractors (Collectors). The paragraph below is some guidance from Anenta:

We understand that you are faced with unprecedented levels of activity under challenging circumstances. Anenta remains committed to supporting you with any of your waste concerns as usual.

It is important that you have your pharmaceutical waste (patient returns) removed in a timely manner, which is why we need to ask for your support.

Since the pandemic hit the UK and changes in the way you deliver your services were implemented, there has been an unintentional impact on the ability for drivers and technicians to collect your waste. We have a significant number of individuals being asked to wait in the queues outside the store or asked to wait while patients are addressed before providing any assistance to them. Whilst we understand the pressures I must ask that when drivers arrive to collect your waste that you allow them access to this waste immediately.

We ask that you access your online account at [www.vector.anenta.com](http://www.vector.anenta.com) to identify the next collection date to ensure you have the waste ready for collection. Please ensure that the containers provided are not overflowing and only filled to the level indicated on the containment. Should you need any additional containment or additional collections please do let us know by accessing your online account and clicking on "How can we help". Alternatively, you can call 03301 222 143 and one of our team will be happy to help.

By assisting us in the above we and the servicing contractor will be able increase productivity and efficiency of routes. If we are not able to collect because the drivers and technicians are asked to wait excessive periods of time, it is likely that you will only get a collection on the next service interval which could be 4-8 weeks away.

We do appreciate the time taken to read this message and assist us all in keeping you safe while delivering your critical service.

If you have any queries that relate to waste medicines please contact Anenta in the first instance.

Regards

Mike

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For all general community pharmacy enquires please email our dedicated address:

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For all general pharmacy market entry enquiries please email our dedicated address:

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**If you are seeking information under the Freedom of Information Act, please re-direct your request to [england.contactus@nhs.net](mailto:england.contactus@nhs.net)**

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NHS England and NHS Improvement

