

From: Chief Officer
Sent: 03 June 2026 15:10
To: Chief Officer <chiefofficer@leics-lpc.co.uk>
Cc: ServiceDevelopmentLead <ServiceDevelopmentLead@leics-lpc.co.uk>
Subject: IMPORTANT ! Updated DOOP collection process and contact routes
Importance: High

FAO: ALL LLR Pharmacy Teams

Please find important information below regarding the DOOP process across LLR.

Kind Regards
Rajshri Owen MRPharmS
Chief Officer

Dear colleagues,

It has come to our attention that there have been some issues with the DOOP collection process, alongside the use of outdated contact information.

We have been advised that the inbox previously used for queries (support@anenta.com) is not monitored and no longer in use, which may have contributed to delays in resolving queries.

Updated Process (Effective Immediately)

- Queries should be raised through the correct channels to minimise delays and ensure they can be tracked and actioned appropriately
- Each GP practice and pharmacy has an **Anenta account**, which should be used to raise any:
 - Service performance issues
 - Missed collections
 - General waste management queries
- All requests (including missed or ad hoc collections) must be submitted via a **support ticket through the Anenta Vector system** to ensure a timely and traceable response, supporting an appropriate audit trail: <https://vector.anenta.com>

Action Required

- Please share this update with all relevant staff within your organization
- Ensure any local guidance, SOPs, or contact lists are updated accordingly
- Remove any outdated contact details from circulation

Many thanks
Best wishes

East Midlands Primary Care Team
Working on behalf of the 5 Integrated Care Boards in the East Midlands