

How to receive a Clinical waste collection

Some healthcare waste (e.g. incontinence pads) is appropriate to be disposed of via your usual purple bin. We can offer you a larger purple bin to accommodate this. However, if your healthcare situation changes, for example if you are ill and have an infection and the purple bin is no longer deemed appropriate for the waste you produce, we can offer a clinical waste collection service. This can be a temporary service i.e. for a few weeks, or a permanent arrangement depending on the situation. Please retain this leaflet for future reference. Your healthcare provider will be able to inform you whether you now need to receive a clinical waste collection.



How do I receive a clinical waste collection?

1. Contact North Hertfordshire District Council's waste helpline on 0800 328 6023
2. They will ask for your details and for information about your change in circumstances including the likely duration of the required collections. You will probably have been given an indication of this from your healthcare provider.
3. Your address will be set up on the scheduled clinical collection service and we will inform you of the collection day. The clinical waste will be collected either fortnightly or weekly as necessary. Please only use the bags provided and ensure they are placed out sealed by 7am on the scheduled collection day. Alternatively for sharps we can provide a call and collect service when your sharps box is full.
4. We will send you a referral form for your healthcare provider to complete. This is to ensure that the waste generated does need to be treated as clinical and to indicate when/if you can revert back to using the purple bin in the future. We will need to receive this completed form back from your healthcare professional within three weeks of the clinical waste service commencing at your address.
5. If the clinical waste collection service is temporary, we will contact you close to the original timescale indicated by your healthcare professional, to see if you still require the service. After that you must contact Veolia every two weeks in order to remain on the service. If the clinical waste collection service is permanent, we will contact you during our annual review to assess your on-going requirements.

Call and collect service

We can also provide a call and collect service for clinical waste that is generated infrequently or is small in volume such as for needles.

Call our freephone waste helpline 0800 328 6023 to arrange a collection.