

FAQs

Who is behind PenCycle?

Novo Nordisk is a global healthcare company, founded in Denmark in 1923. Their purpose is to defeat diabetes, obesity, rare blood and endocrine disorders, to improve the lives of millions of people in the UK. Today, they supply over half the world's insulin. Everything they do is based on acting socially, environmentally, and financially responsibly with planned zero environmental impact.

Is PenCycle collecting all types of Novo Nordisk pre-filled pen?

Novo Nordisk **diabetes pens (insulin and GLP-1)** as well as **weight management pens** can be collected via pharmacies.

Please note: Growth hormone pens are also being collected but only via the Novo Nordisk **home delivery partner**, as growth hormone is a controlled drug.

Can pen users return their pens with their other medical waste?

All other medical waste, for example insulin vials, insulin pumps and pens from manufacturers other than Novo Nordisk, cannot currently be recycled and will be sent for incineration. Only pre-filled Novo Nordisk pens can be returned, in a dedicated PenCycle return box.

What will happen to the pens we return?

Every pre-filled Novo Nordisk pen returned to us through PenCycle will be recycled and given new purpose. We have already started this process in Denmark, where we have shown the positive impact repurposing these materials can have:

- The plastic has gone into new furniture
- The glass has been remelted into lightbulbs

How will we know these pens will not be wasted?

Every pen that is returned to us will be sent back to our specialist facility in Denmark to be recycled. This process will use existing logistical routes to minimise the environmental impact. Every shipment of pens will be tracked and recorded to make sure none of them end up incinerated or in landfill.

Why is PenCycling better than the regular disposal route?

Landfill uses a lot of space and is unsustainable, while incineration uses a lot of energy and leaves some plastic waste behind. By PenCycling, you are helping to make sure each pen is repurposed in an environmentally friendly way.

Will I automatically receive a replacement clinical waste bin when booking my collection?

No, you will need to order this separately using the relevant Alliance Healthcare PIP-CODES (see "*How can I PenCycle?*") and placing orders via your PMR platform, My AH Portal or by calling Alliance Healthcare customer services on 0330 100 0448. This can be done at any time and is completely free of charge.

How can I order additional materials (e.g. additional leaflets and return boxes)?

Orders can be placed using the relevant Alliance Healthcare PIP-CODES (see "*How can I PenCycle?*") and placing orders via your PMR platform, My AH Portal or by calling Alliance Healthcare customer services on 0330 100 0448. This can be done at any time and is completely free of charge.

What Alliance Healthcare PIP-codes do I need?

- Diabetes starter leaflets 8037525
- Posters – 8037558
- Stickers - 8037541
- Pharmacy display units – 8037434
- PenCycle Recycling bins - 8037426
- Plastic sleeves - 8037517

Once I have requested a collection, when can I expect my PenCycle Recycling bin to be collected?

PenCycle recycling bins will be collected by Alliance Healthcare drivers as part of your pharmacy's existing morning deliveries.

My PenCycle Recycling bin has not been collected. What should I do?

Please contact Alliance Healthcare customer services on 0330 100 0448.

My starter pack or replenishment materials have not been delivered. What should I do?

If your materials have not been delivered within a week of requesting them then please contact the Alliance Healthcare 'Skills in Healthcare' team at: PenCycle@skills-in-healthcare.co.uk.

Can the PenCycle return boxes and display boxes be recycled?

Yes. These are made from recyclable materials and will be recycled as part of the PenCycle process.

Will pharmacies receive money to collect pens?

No. Pharmacists have been invited to participate in the initiative to support environmental targets, but they will not receive money to collect pens.

Contact us

If you have any questions, please contact Alliance Healthcare at PenCycle@skills-in-healthcare.co.uk

For more information on Novo Nordisk, please visit their website at: <https://www.novonordisk.com/>