



Referral Management  
Services



## Important information

### **Implementation of the Electronic Referral Eyecare Service across Wales – Onboarding to OPERAi & save the date.**

Digital Health and Care Wales (DHCW) are pleased to announce that a new Electronic Referral Eyecare service is being rolled out across all 7 Health Boards in Wales as part of the Digital Eyecare Programme, to transform the way in which eyecare is managed within Primary and Secondary Care settings, including the provision of shared care across health care settings and Health Board boundaries.

Demand for hospital eye care services has grown significantly in recent years and is expected to continue as the population ages. The ability for Optometrists to provide enhanced eye care services in community settings is a key component to reduce the reliance on traditional Ophthalmology services provided in hospital settings.

The Electronic Referral Eyecare system will enable all referrals into secondary care to be transferred electronically via the OPERAi IT platform, with additional benefits of image and documents transfer, making the best use of clinical skills and services and enable patients to receive specialist care more quickly and closer to home.

The implementation of OPERAi will improve the safety and efficiency of referrals, reduce the number of emails/post and faxes being received by Trusts and move us forward to realise our aspiration of a fully integrated approach to eyecare provision across Wales.

We will be mobilising this system over the coming months, in a phased approach in line with agreed timelines reached with each Health Board; it is anticipated that **Betsi Cadwaladr** University Health Board will be the first to go live **week commencing 30<sup>th</sup> March 2026**.

Alongside this initial launch with Betsi Cadwaladr, we will be reaching out to all practices across all Health Boards to commence the onboarding process onto the OPERAi system, to ensure that when each Health Board is ready to go live, all users have the required access to the system.

#### **Engagement**

DHCW and Referral Management Services Limited (RMSL) will be in contact with practices from all Health Boards over the coming days to commence this onboarding process with you. You will be sent clear instructions of the actions you will be required to undertake as a practice, and as a user of the system, to complete this process.

For practices located in Betsi Cadwaladr University Health Board area, DHCW and RMSL will be holding online briefing events, hosted by 'Optometry Wales' on the 17<sup>th</sup> and 26<sup>th</sup> March 2026. These events will provide a general overview of OPERAi and the desired outcomes of utilising the platform, alongside a Q & A session, to ensure that you are fully prepared for the soft launch of the system in your area week commencing the 30<sup>th</sup> March 2026. Joining instructions will be sent in follow-up communications.

We are all very much looking forward to working with you and implementing the OPERAi system across Wales in the coming months.

Kind Regards

Digital Health and Care Wales eRS Project Team