



Referral Management  
Services



## Important Information

### Action Required

#### **Implementation of the Electronic Referral Eyecare Service across Wales – Onboarding to OPERAi is now open.**

As previously communicated, 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.

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 Health Board will be the first to go live at the end of March 2026.

**As part of the mobilisation, we are now inviting all Practices to onboard onto the OPERAi system in preparation for your Health Board to go live.**

We request that all Practices take immediate action and endeavour to complete this process no later than the **30<sup>th</sup> April 2026**.

### How to onboard

Onboarding is now open, and we would request that all practices and practitioners commence onboarding with immediate effect.

**Practices will need to onboard first and then invite their users (practice team members) to join the OPERAi system.**

**NHS Wales email addresses are required to access the OPERAi System, if you do not have an NHS Wales account or need further support to unlock an account etc, please visit this [support page](#) for more information.**

To commence onboarding please firstly visit the **'Before you onboard'** guide hosted on our OPERAi help centre available on this [link](#). You will need to read this page to fully understand what is required to onboard and to read the Data Processing Agreement (DPA) that you will be prompted to confirm acceptance of during the onboarding process.

This support page also links to the **'How to onboard to OPERAi'** page where you will find demonstration videos for Practice onboarding and how to invite system users.

Once you have read and viewed all the above, you can access the OPERAi homepage to commence practice onboarding by way of following the link at the bottom of the **'How to onboard'** page.

If you have any technical issues completing this process you can contact the OPERAi Support Team via email on:

[OperaiWales@referral.solutions](mailto:OperaiWales@referral.solutions) or via the support bubble hosted on the OPERAi login home page.



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Once a launch date has been confirmed with your Health Board, a follow-up communication will be circulated to update you and to invite you to attend an online briefing event to learn more about the OPERAi system before you commence using the system. Please **do not** use the system until you are formally notified.

We look forward to seeing you onboard to the system and getting the system live in your area very soon!

Kind Regards

**Digital Health and Care Wales Project Team**