



Referral Management
Services



Reminder

Action required:

Please onboard your Practice and invite your users to OPERAi – The Electronic Referral Eyecare System for Wales

This is a polite reminder to request that you complete the process of onboarding your Practice and your team members to the OPERAi system in preparation for your Health Board going live with this service.

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

You will find details previously shared on how to onboard below:

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 on to OPERAi, 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 on to the **'How to onboard to OPERAi'** page where you will find demonstration video's 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 to OPERAi'**.

If you have any technical issues completing this process you can contact our team via email on:

OperaiWales@referral.solutions

or via the support bubble hosted on the OPERAi login home page.

At present the following Primary Care launch dates have been confirmed, split down into 2 cohorts:

Cohort 1: Swansea Bay UHB, Hywel Dda UHB and Cardiff and Vale UHB to go live on **Wednesday 27th May 2026**.

Cohort 2: Aneurin Bevan UHB, Cwm Taf Morgannwg UHB and Powys Teaching to go live week commencing **22nd June 2026**.

Further communications will be circulated over the coming weeks with regards to registering to attend your cohorts briefing event, hosted by 'Optometry Wales', to learn more about the OPERAi system before you commence using the system, please do not use the system until you are formally notified.



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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