



Referral Management  
Services



28<sup>th</sup> April 2026

## Important information

### Implementation of the Electronic Referral Eyecare Service across Wales

#### OPERAi – Go Live information

Digital Health and Care Wales (DHCW) are pleased to announce that the new Electronic Referral Eyecare service – on OPERAi, is now live across the **Betsi Cadwaladr** University Health Board area within Primary Care.

DHCW are also pleased to confirm that the following Health Boards have been selected to progress as the next cohort to mobilise for go live on OPERAi:

**Swansea Bay UHB**

**Hywel Dda UHB**

**Cardiff and Vale UHB**

It is envisaged that this cohort will go live on OPERAi on Wednesday 27<sup>th</sup> May 2026. The remaining Health Boards will fall into cohort 2, and it is envisaged they will be live week commencing 22<sup>nd</sup> June 2026.

To ensure the above timelines are achieved, it is imperative that all practices and associated users onboard on to OPERAi, thus if you have not already done so, we request that you take action.

You will find further support on how to onboard as a practice and use on the dedicated help page on the OPERAi help centre linked [here](#).

If you require any technical support at any stage when onboarding, you can contact our dedicated support team on [OperaiWales@referral.solutions](mailto:OperaiWales@referral.solutions)

We would like to thank you for your ongoing support in rolling out this service and we will be in touch soon with further updates.

Kind Regards

Digital Health and Care Wales Project Team