

How to escalate NHS email queries

NHS emails are required to access the OPERAi electronic referral system and are the health boards main route of communication with practitioners.

Any queries or concerns regarding NHS emails should **first** be raised with:

Admin Accounts: Allocated by DHCW

mail: Optometry.ICT@wales.nhs.uk

Clinical Accounts: Managed by NWSSP (NHS Wales Shared Services Partnership)

Email: nwssp-primarycareservices@wales.nhs.uk

If you are still experiencing issues with your NHS email address please escalate queries with NWSSP who will issue an Action Point number. If your concern has not been resolved within an appropriate timescale or no update has been provided you should send your Action Point number to OW to escalate further.