



OPERAi Service Update – 30th July 2026

Reference: Changes to Ophthalmology and Third Sector PDF Referral Templates

Service: Eyecare Electronic Referral Service – OPERAi

Date: 30th July 2026

Description

Following feedback received from Ophthalmology services and a request from the National Clinical Lead for Ophthalmology, OPERAi is being updated to introduce a revised PDF referral template for referrals received in Secondary Care and Third Sector settings.

The change is limited to the layout and presentation of information within the PDF documents generated by OPERAi for referrals into Ophthalmology and Third Sector services.

Summary of Impact

From the implementation date:

- PDF referral documents generated by OPERAi for Ophthalmology and Third Sector endpoints will be presented using a revised, more condensed layout.
- There is no change to:
 - the information captured within OPERAi.
 - referral pathways, referral processes or business rules.
 - existing governance arrangements or operational procedures.
- The revised PDF template will only apply to referrals sent to Ophthalmology and Third Sector endpoints. Referrals viewed directly within OPERAi, and PDF documents generated for Primary Care to Primary Care referrals, will continue to use the existing document format.

What do Optometrists need to do?

No action is required prior to implementation.

There is no change to how referrals are created or submitted within OPERAi.

Primary Care to Primary Care referrals will continue to be presented using the existing referral template.

What do Ophthalmology and Third Sector teams need to do?

No immediate action is required.

Health Boards and Third Sector organisations should ensure relevant teams are aware that referral documentation received from OPERAi will appear in a revised, more condensed format following implementation.

Implementation Date

Planned implementation: **Wednesday 5th August 2026.**

Further Information

The revised PDF format was developed in response to feedback received from Ophthalmology services and at the request of the National Clinical Lead for Ophthalmology. The final template design has been reviewed and formally approved by the National Clinical Leads for Optometry and Ophthalmology prior to implementation.

A sample of the revised PDF referral template has been included with this communication to help familiarise users with the updated format prior to implementation.

Additional information is available via Help Scout: [PDF Changes](#)

Should you have any questions regarding this change, please do not hesitate to get in touch.

Kind Regards

Ayala Gordon
Service Owner – Pharmacy, Dental & Optometry
Digital Health and Care Wales

William Oliver
Assistant Director
NHS Wales Performance & Improvement
Strategic Programme for Planned Care and Improvement

Rebecca John / Mike George / Tim Morgan
WGOS National Clinical Lead
NHS Wales Shared Services Partnership