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Digital Health  
and Care Wales

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On 22<sup>nd</sup> May 2024 Welsh Government (WG) confirmed funding for an uplift in M365 F3 & F5 licenses from 1800 to 2150 to onboard two administration staff per Optical Practice across Wales.

Following conversations with WGOS and Optometry Wales, it was decided that administration staff should receive accounts to be able to monitor communication to the Practices via the Shared Mailboxes and to ensure continuity of service during the Practices opening hours. Following the decision, DHCW approached WG to request an uplift in licenses to accommodate the numbers.

The project team will start contacting Practices to request the details of the two administration staff that they would like to onboard in the coming weeks and will aim to create their accounts and onboard the new cohort of users during August 2024.

To help answer any questions and provide guidance for who to choose for the licenses, DHCW have updated the FAQ document, this document answers questions that have arisen since the full roll out commenced on 29<sup>th</sup> April 2024 and also provides guidance for the licenses to be allocated to administration staff.

Thank you for your continued support and co-operation during the roll out, the project is progressing through the plan well. If you have already received communication from DHCW please endeavor to complete the necessary tasks to access your NHS accounts promptly. If you haven't received communication yet, then please be assured that you will be contacted soon.

If you have any queries, please contact the project team on [Optometry.ICT@wales.nhs.uk](mailto:Optometry.ICT@wales.nhs.uk)

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