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Digital Health
and Care Wales

Tŷ Glan-yr-Afon
21 Heol Ddwyreiniol Y
Bont-Faen, Caerdydd
CF11 9AD

Tŷ Glan-yr-Afon
21 Cowbridge Road
East, Cardiff
CF11 9AD

Dear Colleagues,

Commencing from the 30th of September 2024 the Microsoft 365 for Community Optometrists Project will be moving into a Business as usual (BAU) phase.

This will result in all newly qualified/starting optometrists/dispensing opticians, optometrists/dispensing opticians that are moving practice, and optometrists/dispensing opticians that are leaving will be required to register this action with NHS Wales Shared Services Partnership (NWSSP) via the following mailbox:

nwssp-primarycareservices@wales.nhs.uk

The processes for each of these actions should be as follows:

Starters Process:

If you are a new starter who may have recently qualified as an Optometrists/Dispensing Optician or have recently started practicing within Wales, you are required to reach out to nwssp-primarycareservices@wales.nhs.uk and request an application form to receive your Microsoft 365 account, the following actions are then required:

- Complete the application form and gain authorization from the Senior Responsible Officer (SRO) for your practice.
- Return/Send the application form to NWSSP for verification to nwssp-primarycareservices@wales.nhs.uk
- Following receipt of your username from DHCW Primary Care Services, request a password from Digital Health and Care Wales Service Desk.
- Log into your account and set up your multi-factor authentication (guidance documentation available).
- Read PCST welcome email and complete training as required.

Movers Process:

If you are currently practicing as an Optometrist/Dispensing Optician in Wales and have access to a Microsoft 365 account already, and are moving over practices. You must ensure that the Senior Responsible Officer (SRO) is made aware of the change, and they must following the corresponding action:

- Log a call with Service Desk to inform DHCW of the change including details and updates to shared mailboxes -

Leavers Process:

If you are retiring as an Optometrist/Dispensing Optician or moving out of Wales and you have access to a Microsoft 365 account, you must ensure that your Senior Responsible Officer (SRO) is made aware of the change, and they must follow the corresponding action:

02920 500 500

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- Advise NWSSP that the account holder is leaving and request account closure and removal of access to shared mailbox via nwssp-primarycareservices@wales.nhs.uk

If you are a part of the initial roll-out project of the Microsoft 365 accounts for Community Optometrists and require further information/guidance on your account please contact the Digital Health and Care Wales (DHCW) support team : optometry.ict@wales.nhs.uk

02920 500 500

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