

## **Have you set up your NHS email account?**

The Digital Health and Care Wales team is in the final stage of onboarding all Optometrists, all Dispensing Opticians and up to 2 Practice Administration Staff with a Microsoft 365 account and NHS email. All Optometrists, all Dispensing Opticians and two Practice Admin staff are urged to apply and activate their NHS email account as soon as possible including the locum workforce.

### **Question 1: Why is it important that I set up an NHS email account now?**

#### **Answer:**

- NHS Wales Shared Service Partnership (NWSSSP) and Welsh Government will be issuing all communications via NHS email only in the near future. This will include all NHS alerts (including patient safety notices) and information relating to contractual requirements.
- NHS email is a more secure way to transfer patient data to other healthcare professionals and to patients.
- Microsoft Teams is available within the Microsoft 365 account which is used to attend optometry collaborative meetings.
- Once approved, access to NHS systems e.g. Welsh Clinical Portal (to access patient medical data), will require use of an NHS email to log into the system.
- Health Boards are/will be mandating NHS email for transfer of patient data e.g. for WGOS4 pathways.
- NWSSSP accepts LVSU completed record cards via NHS email.
- Apps such as OpenEyes electronic patient record will be made available within the Microsoft 365 account.
- Future advancements in digital within NHS Wales including Electronic Patient Referral systems and electronic claim systems will require NHS Email accounts to be set up.

### **Question 2: Who can I contact with a query regarding getting my Office 365 account and NHS email set up or with queries once set up?**

**Answer:** Please contact the Digital Health and Care Wales (DHCW) support team

on [optometry.ict@wales.nhs.uk](mailto:optometry.ict@wales.nhs.uk)

**Question 3: Who can I contact if?**

- a new member of staff requires an Office 365 account/NHS email
- a member of staff is due to leave Wales
- a member of staff no longer needs access to the Practice shared NHS mailbox

**Answer:** Please contact the Primary Care Services team on [nwssp-primarycareservices@wales.nhs.uk](mailto:nwssp-primarycareservices@wales.nhs.uk)

**Question 4: I am having issues accessing my NHS email that I have previously set up, who do I contact?**

**Answer:** The trouble-shooting guide can be found here [Trouble-Shooting-Guide.pdf](#)  
IT support contact details can be found here [Resolving-NHS-Inbox-Queries.pdf](#)

**Question 5: How do I access my practice shared NHS email?**

**Answer:** You need to link your personal NHS email account to the shared mailbox by following the instructions on [Adding-A-mailbox-in-O365.pdf](#)

For more details around NHS email roll out process including an FAQ sheet, please see the Optometry Wales website [here](#)

Or please contact [Debbie.O'Sullivan@optometrywales.com](mailto:Debbie.O'Sullivan@optometrywales.com) with any queries