

Help Desk

Not sure who to contact? Use the guide below to find the right support quickly.

I need help with...	Contact
Setting up a new NHS email account	nwssp-primarycareservices@wales.nhs.uk
Problems accessing my NHS email or Microsoft 365	Optometry.ICT@wales.nhs.uk
OPERAi login issues, technical problems or referral errors	Use the Help button within OPERAi OPERAi Wales
Suggestions or feedback about OPERAi	Your Regional Optical Committee NWROC@optometrywales.com SEWROC@optometrywales.com SWWROC@optometrywales.com
DATIX Reporting Optometry specific links Primary Care Wales incident reporting	Optometry - NHS Wales Shared Services Partnership Primary Care Wales Incident Reporting - NHS Wales Shared Services Partnership
Primary Care Wales Incident Reporting	
Information Governance Toolkit	WelshIGToolkit@wales.nhs.uk
WGOS education, accreditation or training	heiw.optometry@wales.nhs.uk
Ophthalmic List or practice listing queries	nwssp-primarycareservices@wales.nhs.uk
Membership, website or general Optometry Wales enquiries	administrator@optometrywales.com

Before contacting support

To help resolve your query as quickly as possible, please include:

- Your name
- GOC number (if applicable)
- Practice name

- Health board
- A description of the issue
- A screenshot of any error message, where possible

Please do not include patient-identifiable information unless you are using an approved NHS secure email account.

If you're still unsure who to contact, email administrator@optometrywales.com and we'll point you in the right direction.