

## Help Desk

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

| I need help with...                                                                                                                | Contact                                                                                                                                                                                                                                                                  |
|------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>NHS email for an optometrist, dispensing optician, practice or domiciliary provider</b><br>New accounts, changes or closures    | <b>NWSSP Primary Care Services</b> <a href="mailto:nwssp-primarycareservices@wales.nhs.uk">nwssp-primarycareservices@wales.nhs.uk</a>                                                                                                                                    |
| <b>NHS email for a practice manager or administrative staff member</b><br>New account or account closures                          | <b>DHCW Primary Care Team</b><br><a href="mailto:optometry.ict@wales.nhs.uk">optometry.ict@wales.nhs.uk</a>                                                                                                                                                              |
| <b>My NHS email isn't working / I need to update my details</b><br>Technical issues, change of name, practice details or job title | <b>IT Service Desk</b><br><a href="mailto:it.servicedesk@wales.nhs.uk">it.servicedesk@wales.nhs.uk</a>                                                                                                                                                                   |
| OPERAi login or technical issues                                                                                                   | <b>OPERAi Support</b><br><a href="mailto:OperaiWales@referral.solutions">OperaiWales@referral.solutions</a>                                                                                                                                                              |
| Suggestions or feedback about OPERAi                                                                                               | <b>Your Regional Optical Committee</b><br><a href="mailto:NWROC@optometrywales.com">NWROC@optometrywales.com</a><br><a href="mailto:SEWROC@optometrywales.com">SEWROC@optometrywales.com</a><br><a href="mailto:SWWROC@optometrywales.com">SWWROC@optometrywales.com</a> |
| DATIX / Primary Care Wales incident reporting                                                                                      | <b>NHS Wales Shared Services Partnership</b><br><a href="#">Optometry incident reporting</a> <a href="#">Primary Care Wales Incident Reporting</a>                                                                                                                       |
| Information Governance Toolkit                                                                                                     | <b>IG Toolkit Support</b><br><a href="mailto:WelshIGToolkit@wales.nhs.uk">WelshIGToolkit@wales.nhs.uk</a>                                                                                                                                                                |
| WGOS education, accreditation or training                                                                                          | <b>HEIW</b> <a href="mailto:heiw.optometry@wales.nhs.uk">heiw.optometry@wales.nhs.uk</a>                                                                                                                                                                                 |
| Ophthalmic List or practice listing queries                                                                                        | <b>NWSSP Primary Care Services</b> <a href="mailto:nwssp-primarycareservices@wales.nhs.uk">nwssp-primarycareservices@wales.nhs.uk</a>                                                                                                                                    |
| Membership, website or general Optometry Wales enquiries                                                                           | <b>Optometry Wales</b><br><a href="mailto:administrator@optometrywales.com">administrator@optometrywales.com</a>                                                                                                                                                         |
| WGOS4 & WGOS5 payment queries                                                                                                      | <b>Payments Team</b> <a href="#">WGOS4 / WGOS5 Claim Query Form</a>                                                                                                                                                                                                      |



### **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](mailto:administrator@optometrywales.com) and we'll point you in the right direction.