Help Desk

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

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

WGOS4 & WGOS5 payment queries	**Payments Team** WGOS4 / WGOS5 Claim Query Form

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.