Lancashire and South Cumbria Tier 1 Ophthalmology Service Practice Pack

Dear practice,

Please see below guidance and helpful information regarding the new Lancashire and South Cumbria Tier 1 Ophthalmology services which roll out on the 1st of October2024.

Onboarding onto Opera as a new practice:

For practices wishing to deliver the services you will need to onboard as a "Full OPERA - Commissioned services" practice. Please see the following guide which shows the documentation required: Practice Onboarding - OPERA (optom-referrals.org)

If you are onboarded as a practice with "Referral only OPERA access" then please contact support through the blue bubble or email hello@referral.support and you will be guided through the steps to upgrade your account.

Onboarding as a practitioner to Opera:

Once the practice has been onboarded a new (or existing) optometrist can be invited to join the practice Opera account. Inviting a Practitioner to access your Practice Opera account - OPERA (optom-referrals.org)

Optometrists who have not yet onboarded will receive an email and will need to register and upload their documents: Onboarding as a Practitioner for OPERA - OPERA (optom-referrals.org)

Once onboarded as a practitioner you can be invited to join other practices using the method in the above link.

When onboarded, practitioners can add their required accreditations in the Practitioner Profiles - OPERA (optom-referrals.org) section. Requirements for practitioners (not including the WOPEC accreditations which will be covered in their respective guidance documents) safeguarding for adults level 2 (available at no cost to all registered optical professionals through the DOCET website) and an original copy of the DBS certificate (enhanced with barred list for adults and children and subscription to the update service).

Non-clinical staff can be added to Opera in an administrator role: Create an administrator role - OPERA (optom-referrals.org)

Administrator accounts are only linked to one practice. Once the account is set up, please click the blue bubble in Opera or email hello@referral.support to request addition to extra practices. Please include the email address used to log in and the additional ODS code(s) you would like added to each log in.

Adding and removing services in Opera:

Once practices and practitioners are onboarded, practices can go to OPERA - My Services - checking, adding and removing services - OPERA (optom-referrals.org) to request to deliver any

of the services commissioned. Please note that the respective accreditations (where required) for each service will need to have been uploaded in order to deliver each of the services.