



# General Optical Council – Public Polling

## METHODOLOGY NOTE

ComRes interviewed 2,250 UK adults by telephone between the 18<sup>th</sup> November and 21<sup>st</sup> December 2014. Data were weighted to be representative of all UK adults aged 18+. ComRes is a member of the British Polling Council and abides by its rules.

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## General Optical Council

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## General Optical Council

### 1. How confident or otherwise are you of receiving a high standard of care from each of the following healthcare professions?

#### Summary table

Base: All respondents

	Total						Nets	
		Very confident	Fairly confident	Not very confident	Not at all confident	Don't know	Confident	Not confident
		a	b	c	d	e	a	b
		A	B	C	D	E	A	B
Significance Level: 90%								
Significance Level: 95%								
GPs	2250	997	972	209	50	22	1969	259
	100%	44%	43%	9%	2%	1%	88%	11%
Dentists	2250	1046	918	171	53	63	1964	223
	100%	46%	41%	8%	2%	3%	87%	10%
Opticians	2250	1152	914	76	12	95	2067	88
	100%	51%	41%	3%	1%	4%	92%	4%
Pharmacists	2250	1146	958	97	9	40	2104	106
	100%	51%	43%	4%	*	2%	94%	5%

Columns Tested: A,B

## General Optical Council

### 1. How confident or otherwise are you of receiving a high standard of care from each of the following healthcare professions?

#### GPs

Base: All respondents

	Gender		Age					Region									Country							
	Total	Male	Female	18-29	30-44	45-59	60-74	75+	North East	North West	Yorks & Humb.	East Mid lands	West Mid lands	East of Eng land	Lon don	South East	South West	Eng land	Wales	Scot land	NI	UK TOTAL		
Significance Level: 90%		a	b	a	b	c	d	e	a	b	c	d	e	f	g	h	i	a	b	c	d	e		
Significance Level: 95%		A	B	A	B	C	D	E	A	B	C	D	E	F	G	H	I	A	B	C	D	E		
Unweighted Total	2250	1099	1151	439	564	601	459	187	146	319	247	180	178	132	182	324	193	1901	100	154	95	2250		
Weighted Total	2250	1099	1151	452	580	562	432	225	146	318	245	181	177	131	181	322	194	1895	100	154	100	2250		
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		
Very confident	997	477	520	159	205	257	233	143	79	143	108	74	78	55	69	126	94	827	41	85	45	997		
	44%	43%	45%	35%	35%	46%	54%	64%	54%	45%	44%	41%	44%	42%	38%	39%	49%	44%	41%	55%	45%	44%		
						AB	ABC	ABCD	bcDeFGH										GH			ABE		
Fairly confident	972	487	485	216	294	241	158	63	55	136	115	73	79	62	87	151	78	835	42	56	39	972		
	43%	44%	42%	48%	51%	43%	37%	28%	38%	43%	47%	40%	45%	47%	48%	47%	40%	44%	42%	36%	39%	43%		
				DE	CDE	DE	E				a				a		c					c		
Not very confident	209	99	109	55	61	47	31	15	9	29	17	23	16	10	18	33	17	172	16	10	11	209		
	9%	9%	9%	12%	10%	8%	7%	7%	6%	9%	7%	13%	9%	7%	10%	10%	9%	9%	16%	6%	11%	9%		
				CDE	d							AC							ACE					
Not at all confident	50	24	26	16	11	16	5	2	1	9	3	5	-	4	7	10	3	42	2	2	4	50		
	2%	2%	2%	3%	2%	3%	1%	1%	1%	3%	1%	3%	-	3%	4%	3%	2%	2%	2%	1%	4%	2%		
				De	d					E		E		E	acE	E								
Don't know	22	12	10	6	9	1	5	1	2	1	3	5	4	1	-	3	1	20	-	2	-	22		
	1%	1%	1%	1%	2%	*	1%	1%	1%	*	1%	3%	2%	1%	-	1%	*	1%	-	1%	-	1%		
				C	C		C					BGi	BG											
<b>Nets</b>																								
Confident	1969	964	1005	375	499	498	391	206	134	279	222	147	157	117	156	277	173	1662	82	141	84	1969		
	88%	88%	87%	83%	86%	89%	91%	92%	92%	88%	91%	81%	89%	89%	86%	86%	89%	88%	82%	91%	84%	88%		
				A	AB	AB	AB		Dh	d	Dh	d	d	d		D				Bd				
Not confident	259	123	136	71	72	63	36	17	10	38	20	28	16	13	25	43	20	214	18	11	16	259		
	11%	11%	12%	16%	12%	11%	8%	8%	7%	12%	8%	16%	9%	10%	14%	13%	10%	11%	18%	7%	16%	11%		
				CDE	De					a		ACe			Ac	AC			ACe		C			

Columns Tested: A,B - A,B,C,D,E - A,B,C,D,E,F,G,H,I - A,B,C,D,E

## General Optical Council

### 1. How confident or otherwise are you of receiving a high standard of care from each of the following healthcare professions?

#### GPs

Base: All respondents

	Employment status								
	Total	Full time paid job	Part time paid job	Self emp.	Student	Unemp (<6m)	Unemp (>6m)	Home maker	Retired
Significance Level: 90%		a	b	c	d	e	f	g	h
Significance Level: 95%		A	B	C	D	E	F	G	H
Unweighted Total	2250	1126	159	178	53	21	50	94	524
Weighted Total	2250	1116	157	174	56	20	50	93	537
	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very confident	997	441	58	71	21	9	17	43	318
	44%	39%	37%	41%	37%	43%	33%	46%	59%
									ABCDGF
Fairly confident	972	543	71	77	23	11	27	36	170
	43%	49%	45%	44%	42%	53%	53%	39%	32%
		gH	H	H		H	H		
Not very confident	209	97	23	17	9	1	4	11	37
	9%	9%	14%	10%	16%	4%	8%	12%	7%
			AH		aH				
Not at all confident	50	24	3	5	2	-	2	3	10
	2%	2%	2%	3%	4%	-	4%	3%	2%
Don't know	22	11	2	4	1	-	1	-	2
	1%	1%	1%	2%	2%	-	2%	-	*
				H					
<b>Nets</b>									
Confident	1969	984	129	148	44	20	43	79	489
	88%	88%	82%	85%	79%	96%	86%	85%	91%
		BD				d			aBCDg
Not confident	259	121	26	22	11	1	6	14	47
	11%	11%	16%	13%	19%	4%	12%	15%	9%
			AH		aeH			h	

Columns Tested: A,B,C,D,E,F,G,H



**General Optical Council**

**1. How confident or otherwise are you of receiving a high standard of care from each of the following healthcare professions?**

**GPs**

Base: All respondents

	SEG						Sight					Eye conditions suffer from (personally or family)					Confidence in opticians		
	Total	A	B	C1	C2	D	E	20:20 vision	Short sighted	Long sighted	Partially sighted	Registered blind	Glaucoma	Diabetes	Macular degeneration	Cataracts	Astigmatism	Confident	Not confident
		a	b	c	d	e	f	a	b	c	d	e	a	b	c	d	e	a	b
Significance Level: 90%		A	B	C	D	E	F	A	B	C	D	E	A	B	C	D	E	A	B
Significance Level: 95%		A	B	C	D	E	F	A	B	C	D	E	A	B	C	D	E	A	B
Unweighted Total	2250	271	604	402	428	197	179	609	932	424	88	1	225	389	76	215	238	2067	88
Weighted Total	2250	267	606	401	426	197	183	618	923	421	89	1	222	388	77	218	237	2067	88
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very confident	997	125	271	151	191	71	95	280	400	189	39	-	104	176	31	112	93	946	14
	44%	47%	45%	38%	45%	36%	52%	45%	43%	45%	44%	-	47%	45%	41%	52%	39%	46%	16%
		CE	CE		CE		bCE						e		E		B		
Fairly confident	972	111	272	194	175	97	66	260	414	183	38	-	90	165	38	87	116	906	31
	43%	41%	45%	48%	41%	49%	36%	42%	45%	43%	43%	-	41%	43%	49%	40%	49%	44%	35%
			F	aDF		adF										ad			
Not very confident	209	26	47	39	46	19	17	58	80	40	8	-	18	36	7	13	23	167	32
	9%	10%	8%	10%	11%	10%	9%	9%	9%	9%	9%	-	8%	9%	9%	6%	10%	8%	37%
				b														A	
Not at all confident	50	5	11	9	13	5	3	11	22	7	3	1	8	9	-	4	4	36	11
	2%	2%	2%	2%	3%	3%	2%	2%	2%	2%	3%	100%	4%	2%	-	2%	2%	2%	12%
													c					A	
Don't know	22	-	5	8	1	4	1	8	8	3	-	-	2	2	1	1	2	11	-
	1%	-	1%	2%	*	2%	1%	1%	1%	1%	-	-	1%	1%	1%	*	1%	1%	-
				AD		AD													
<b>Nets</b>																			
Confident	1969	236	543	345	367	169	161	540	814	372	78	-	194	341	69	199	209	1852	45
	88%	88%	90%	86%	86%	86%	88%	87%	88%	88%	88%	-	88%	88%	90%	92%	88%	90%	51%
			cd															B	
Not confident	259	31	58	48	59	24	20	70	101	46	11	1	26	45	7	17	27	204	43
	11%	12%	10%	12%	14%	12%	11%	11%	11%	11%	12%	100%	11%	12%	9%	8%	11%	10%	49%
				B														A	

Columns Tested: A,B,C,D,E,F - A,B,C,D,E - A,B,C,D,E - A,B



### General Optical Council

#### 1. How confident or otherwise are you of receiving a high standard of care from each of the following healthcare professions?

##### GPs

Base: All respondents

	Last time visited an optician				Satisfaction with overall experience at opticians		Satisfaction with eye test		Corrective solutions		Satisfaction with purchasing corrective solutions		Confidence in effective regulation		Awareness of GOC		
	Total	2 years ago or less	More than 2 to less than 5 years	5 years or more ago	Never	Satis fied	Dissat isfied	Satis fied	Dissat isfied	Presc ription glass es	Cont act lens es	Satis fied	Dissat isfied	Conf ident	Not confi dent	Aware	Not aware
		a	b	c	d	a	b	a	b	a	b	a	b	a	b	a	b
Significance Level: 90%		A	B	C	D	A	B	A	B	A	B	A	B	A	B	A	B
Significance Level: 95%																	
Unweighted Total	2250	1656	182	156	241	1896	85	1929	42	1334	226	1291	44	1926	149	265	1985
Weighted Total	2250	1653	182	156	244	1893	84	1924	43	1326	226	1283	43	1926	148	271	1979
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very confident	997 44%	767 46%	73 40%	57 36%	91 37%	871 46%	23 27%	879 46%	10 24%	599 45%	88 39%	589 46%	14 32%	890 46%	41 28%	111 41%	887 45%
		CD				B		B		b		b		B			
Fairly confident	972 43%	712 43%	75 41%	66 43%	112 46%	815 43%	32 38%	826 43%	17 40%	574 43%	104 46%	556 43%	16 36%	828 43%	66 44%	119 44%	853 43%
Not very confident	209 9%	135 8%	26 14%	23 15%	25 10%	162 9%	18 22%	170 9%	9 22%	118 9%	27 12%	107 8%	10 23%	160 8%	29 20%	32 12%	177 9%
			A	A		A		A				A		A			
Not at all confident	50 2%	32 2%	7 4%	5 3%	6 3%	36 2%	8 9%	38 2%	6 14%	27 2%	6 3%	24 2%	3 7%	32 2%	11 7%	8 3%	42 2%
			a			A		A				A		A			
Don't know	22 1%	8 *	1 1%	4 3%	9 4%	9 *	3 4%	11 1%	- -	8 1%	1 *	8 1%	1 2%	15 1%	1 1%	1 *	21 1%
				A	AB	A		A									
<b>Nets</b>																	
Confident	1969 88%	1478 89%	149 82%	123 79%	204 83%	1686 89%	55 65%	1706 89%	27 64%	1173 88%	192 85%	1145 89%	30 68%	1719 89%	107 72%	230 85%	1739 88%
		BCD				B		B				B		B			
Not confident	259 11%	167 10%	33 18%	28 18%	31 13%	198 10%	26 31%	208 11%	15 36%	145 11%	33 15%	131 10%	13 30%	192 10%	40 27%	40 15%	219 11%
			A	A		A		A				A		A		b	

Columns Tested: A,B,C,D - A,B - A,B - A,B - A,B - A,B



## General Optical Council

### 1. How confident or otherwise are you of receiving a high standard of care from each of the following healthcare professions?

#### GPs

Base: All respondents

	Ethnicity						Children in household		Products currently used				Product most recently bought			
	Total	White	Mixed/ multiple	Asian or Asian British	Black or Black British	Other	BME	Aged 8 or under	Aged 9-18	Glasses with a prescription	Contact lenses	Reading glasses without a prescription	None of these	Glasses with a prescription	Contact lenses	Reading glasses without a prescription
Significance Level: 90%		a	b	c	d	e	f	a	b	a	b	c	d	a	b	c
Significance Level: 95%		A	B	C	D	E	F	A	B	A	B	C	D	A	B	C
Unweighted Total	2250	2003	30	127	25	11	193	380	543	1334	226	283	646	1177	164	23
Weighted Total	2250	2000	30	128	25	11	195	384	542	1326	226	280	656	1169	164	23
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very confident	997	892	11	57	11	6	85	143	230	599	88	121	280	543	61	10
	44%	45%	37%	44%	45%	56%	44%	37%	42%	45%	39%	43%	43%	46%	37%	44%
										b				B		
Fairly confident	972	869	14	55	11	3	83	194	243	574	104	123	281	501	76	9
	43%	43%	46%	43%	44%	27%	43%	51%	45%	43%	46%	44%	43%	43%	46%	37%
								b								
Not very confident	209	176	5	13	3	2	23	37	54	118	27	29	67	95	22	4
	9%	9%	18%	10%	11%	18%	12%	10%	10%	9%	12%	10%	10%	8%	13%	18%
			a											A	a	
Not at all confident	50	45	-	1	-	-	1	5	9	27	6	7	16	23	4	-
	2%	2%	-	1%	-	-	1%	1%	2%	2%	3%	2%	2%	2%	2%	-
Don't know	22	18	-	2	-	-	2	3	5	8	1	-	11	8	1	-
	1%	1%	-	2%	-	-	1%	1%	1%	1%	*	-	2%	1%	1%	-
													AC			
<b>Nets</b>																
Confident	1969	1761	25	112	22	9	168	338	474	1173	192	245	561	1043	137	19
	88%	88%	82%	87%	89%	82%	87%	88%	87%	88%	85%	87%	86%	89%	84%	82%
										d				B		
Not confident	259	221	5	14	3	2	24	43	64	145	33	35	83	118	26	4
	11%	11%	18%	11%	11%	18%	12%	11%	12%	11%	15%	13%	13%	10%	16%	18%
														A		

Columns Tested: A,B,C,D,E,F - A,B - A,B,C,D - A,B,C

## General Optical Council

### 1. How confident or otherwise are you of receiving a high standard of care from each of the following healthcare professions?

#### Dentists

Base: All respondents

	Gender		Age					Region									Country					
	Total	Male	Female	18-29	30-44	45-59	60-74	75+	North East	North West	Yorks & Humb.	East Mid lands	West Mid lands	East of Eng land	Lon don	South East	South West	Eng land	Wales	Scot land	NI	UK TOTAL
Significance Level: 90%		a	b	a	b	c	d	e	a	b	c	d	e	f	g	h	i	a	b	c	d	e
Significance Level: 95%		A	B	A	B	C	D	E	A	B	C	D	E	F	G	H	I	A	B	C	D	E
Unweighted Total	2250	1099	1151	439	564	601	459	187	146	319	247	180	178	132	182	324	193	1901	100	154	95	2250
Weighted Total	2250	1099	1151	452	580	562	432	225	146	318	245	181	177	131	181	322	194	1895	100	154	100	2250
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very confident	1046	492	554	187	243	267	220	128	74	142	126	74	80	53	72	140	81	842	60	89	55	1046
	46%	45%	48%	41%	42%	48%	51%	57%	51%	45%	51%	41%	45%	40%	40%	43%	42%	44%	60%	58%	55%	46%
						Ab	AB	ABC	dfGi		DFGhI							AE	AE	A		
Fairly confident	918	448	470	206	251	230	162	69	57	138	98	73	69	56	86	130	88	795	32	53	37	918
	41%	41%	41%	46%	43%	41%	37%	31%	39%	43%	40%	40%	39%	43%	47%	40%	45%	42%	32%	34%	37%	41%
				DE	dE	E												bc				b
Not very confident	171	90	80	40	51	42	25	13	9	21	11	16	18	14	17	30	17	153	5	7	5	171
	8%	8%	7%	9%	9%	7%	6%	6%	6%	7%	4%	9%	10%	11%	9%	9%	9%	8%	5%	5%	5%	8%
				d	d							c	C	C	C	C	c					
Not at all confident	53	33	19	8	19	15	10	-	2	5	2	6	6	6	4	14	5	49	-	2	1	53
	2%	3%	2%	2%	3%	3%	2%	-	1%	2%	1%	3%	3%	5%	2%	4%	2%	3%	-	2%	1%	2%
		B		e	E	E	E					c	c	bC		BC						
Don't know	63	35	28	11	14	7	15	15	3	12	9	11	4	2	3	9	3	56	3	2	2	63
	3%	3%	2%	2%	2%	1%	3%	7%	2%	4%	3%	6%	2%	2%	2%	3%	2%	3%	3%	1%	2%	3%
							C	ABcd				aeFGhI										
<b>Nets</b>																						
Confident	1964	940	1023	393	495	498	381	197	132	280	224	147	149	109	157	269	169	1637	92	142	92	1964
	87%	86%	89%	87%	85%	89%	88%	88%	90%	88%	91%	82%	84%	83%	87%	84%	87%	86%	92%	92%	92%	87%
			A						Dfh	Dh	DEFH									Ae		
Not confident	223	124	100	48	71	57	35	13	11	26	13	22	24	20	21	44	22	202	5	10	6	223
	10%	11%	9%	11%	12%	10%	8%	6%	8%	8%	5%	12%	14%	15%	11%	14%	11%	11%	5%	6%	6%	10%
		B		E	DE	e						C	abC	ABC	C	aBC	C	b				

Columns Tested: A,B - A,B,C,D,E - A,B,C,D,E,F,G,H,I - A,B,C,D,E

### General Optical Council

#### 1. How confident or otherwise are you of receiving a high standard of care from each of the following healthcare professions?

##### Dentists

Base: All respondents

	Total	Employment status							
		Full time paid job	Part time paid job	Self emp.	Student	Unemp (<6m)	Unemp (>6m)	Home maker	Retired
Significance Level: 90%		a	b	c	d	e	f	g	h
Significance Level: 95%		A	B	C	D	E	F	G	H
Unweighted Total	2250	1126	159	178	53	21	50	94	524
Weighted Total	2250	1116	157	174	56	20	50	93	537
	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very confident	1046	496	70	79	25	9	16	36	294
	46%	44%	44%	45%	45%	42%	32%	39%	55%
		f		f					ABCFG
Fairly confident	918	492	66	69	22	12	25	38	178
	41%	44%	42%	39%	39%	58%	50%	41%	33%
		H	H			H	H		
Not very confident	171	84	15	12	7	-	8	10	30
	8%	8%	10%	7%	12%	-	16%	11%	6%
			h		h		AceH	h	
Not at all confident	53	25	6	8	-	-	1	4	7
	2%	2%	4%	5%	-	-	2%	4%	1%
			H	aH				H	
Don't know	63	19	-	6	2	-	-	5	28
	3%	2%	-	3%	4%	-	-	5%	5%
		b		B	B			AB	AB
<b>Nets</b>									
Confident	1964	988	136	147	47	20	41	75	473
	87%	88%	87%	85%	85%	100%	82%	80%	88%
		G				abcdFGh			G
Not confident	223	109	21	20	7	-	9	14	37
	10%	10%	13%	12%	12%	-	18%	15%	7%
		h	eH	eH			aEH	eH	

Columns Tested: A,B,C,D,E,F,G,H

### General Optical Council

#### 1. How confident or otherwise are you of receiving a high standard of care from each of the following healthcare professions?

##### Dentists

Base: All respondents

	SEG						Sight					Eye conditions suffer from (personally or family)					Confidence in opticians		
	Total	A	B	C1	C2	D	E	20:20 vision	Short sighted	Long sighted	Partially sighted	Registered blind	Glaucoma	Diabetes	Macular degeneration	Cataracts	Astigmatism	Confident	Not confident
		a	b	c	d	e	f	a	b	c	d	e	a	b	c	d	e	a	b
Significance Level: 90%		A	B	C	D	E	F	A	B	C	D	E	A	B	C	D	E	A	B
Significance Level: 95%																			
Unweighted Total	2250	271	604	402	428	197	179	609	932	424	88	1	225	389	76	215	238	2067	88
Weighted Total	2250	267	606	401	426	197	183	618	923	421	89	1	222	388	77	218	237	2067	88
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very confident	1046	135	302	157	196	84	79	294	421	187	42	-	105	185	35	107	96	993	15
	46%	50%	50%	39%	46%	42%	43%	48%	46%	44%	48%	-	47%	48%	45%	49%	40%	48%	17%
		Ce	Ce		C									e		e		B	
Fairly confident	918	104	245	195	170	77	72	258	379	185	36	1	100	147	36	74	108	859	26
	41%	39%	40%	49%	40%	39%	39%	42%	41%	44%	40%	100%	45%	38%	46%	34%	46%	42%	29%
				ABDEF									bD		d		bD	B	
Not very confident	171	23	40	29	40	16	14	39	79	29	3	-	8	33	6	17	22	134	33
	8%	9%	7%	7%	9%	8%	8%	6%	9%	7%	3%	-	4%	9%	7%	8%	9%	6%	37%
									ad					A		A	A	A	
Not at all confident	53	1	14	9	8	8	8	12	20	14	3	-	4	12	-	6	6	41	11
	2%	*	2%	2%	2%	4%	4%	2%	2%	3%	3%	-	2%	3%	-	3%	2%	2%	12%
			A	a	a	A	A											A	A
Don't know	63	4	5	12	12	12	10	14	24	5	5	-	5	11	1	13	5	40	4
	3%	2%	1%	3%	3%	6%	5%	2%	3%	1%	6%	-	2%	3%	1%	6%	2%	2%	4%
				B	B	ABcD	AB				aC					abe			
<b>Nets</b>																			
Confident	1964	239	547	352	367	160	151	553	800	372	78	1	205	332	70	182	204	1852	41
	87%	89%	90%	88%	86%	81%	82%	89%	87%	88%	88%	100%	92%	86%	91%	83%	86%	90%	46%
		EF	DEF	Ef									BDE		d			B	
Not confident	223	24	54	38	48	24	22	51	98	44	6	-	12	45	6	23	28	175	44
	10%	9%	9%	9%	11%	12%	12%	8%	11%	10%	6%	-	5%	12%	7%	11%	12%	8%	49%
													A			A	A	A	

Columns Tested: A,B,C,D,E,F - A,B,C,D,E - A,B,C,D,E - A,B



### General Optical Council

#### 1. How confident or otherwise are you of receiving a high standard of care from each of the following healthcare professions?

##### Dentists

Base: All respondents

	Last time visited an optician				Satisfaction with overall experience at opticians		Satisfaction with eye test		Corrective solutions		Satisfaction with purchasing corrective solutions		Confidence in effective regulation		Awareness of GOC		
	Total	2 years ago or less	More than 2 to less than 5 years	5 years or more ago	Never	Satis fied	Dissat isfied	Satis fied	Dissat isfied	Presc ription glasses	Cont act lenses	Satis fied	Dissat isfied	Conf ident	Not confi dent	Aware	Not aware
		a	b	c	d	a	b	a	b	a	b	a	b	a	b	a	b
Significance Level: 90%		A	B	C	D	A	B	A	B	A	B	A	B	A	B	A	B
Significance Level: 95%																	
Unweighted Total	2250	1656	182	156	241	1896	85	1929	42	1334	226	1291	44	1926	149	265	1985
Weighted Total	2250	1653	182	156	244	1893	84	1924	43	1326	226	1283	43	1926	148	271	1979
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very confident	1046	804	73	66	94	910	27	922	10	633	111	620	12	931	47	108	938
	46%	49%	40%	42%	39%	48%	32%	48%	24%	48%	49%	48%	27%	48%	31%	40%	47%
		BD				B		B				B		B		A	
Fairly confident	918	662	76	69	105	772	30	782	14	522	90	512	15	788	61	115	803
	41%	40%	42%	44%	43%	41%	35%	41%	34%	39%	40%	40%	34%	41%	41%	42%	41%
Not very confident	171	115	21	11	23	128	18	133	12	105	17	90	14	126	30	30	141
	8%	7%	12%	7%	9%	7%	22%	7%	29%	8%	8%	7%	33%	7%	20%	11%	7%
			A			A		A				A		A		B	
Not at all confident	53	32	9	4	8	39	6	42	3	27	7	24	2	38	6	12	41
	2%	2%	5%	3%	3%	2%	7%	2%	7%	2%	3%	2%	5%	2%	4%	4%	2%
			A			A		A				A		A		B	
Don't know	63	40	3	6	14	43	3	44	3	38	2	37	1	42	5	6	57
	3%	2%	2%	4%	6%	2%	4%	2%	7%	3%	1%	3%	2%	2%	3%	2%	3%
					AB				a		b						
<b>Nets</b>																	
Confident	1964	1466	149	135	199	1683	57	1705	24	1156	201	1132	26	1719	108	223	1741
	87%	89%	82%	87%	81%	89%	68%	89%	57%	87%	89%	88%	61%	89%	73%	82%	88%
		BD				B		B				B		B		A	
Not confident	223	147	30	15	31	167	24	175	15	132	24	114	16	165	36	42	181
	10%	9%	17%	10%	13%	9%	29%	9%	36%	10%	11%	9%	37%	9%	24%	16%	9%
			Ac		a		A		A			A		A		B	

Columns Tested: A,B,C,D - A,B - A,B - A,B - A,B - A,B



## General Optical Council

### 1. How confident or otherwise are you of receiving a high standard of care from each of the following healthcare professions?

#### Dentists

Base: All respondents

	Ethnicity						Children in household		Products currently used				Product most recently bought			
	Total	White	Mixed/ multiple	Asian or Asian British	Black or Black British	Other	BME	Aged 8 or under	Aged 9-18	Glasses with a prescription	Contact lenses	Reading glasses without a prescription	None of these	Glasses with a prescription	Contact lenses	Reading glasses without a prescription
Significance Level: 90%		a	b	c	d	e	f	a	b	a	b	c	d	a	b	c
Significance Level: 95%		A	B	C	D	E	F	A	B	A	B	C	D	A	B	C
Unweighted Total	2250	2003	30	127	25	11	193	380	543	1334	226	283	646	1177	164	23
Weighted Total	2250	2000	30	128	25	11	195	384	542	1326	226	280	656	1169	164	23
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very confident	1046	936	12	60	15	5	93	172	256	633	111	133	292	550	83	12
	46%	47%	40%	47%	60%	46%	48%	45%	47%	48%	49%	47%	45%	47%	51%	53%
Fairly confident	918	826	14	44	6	4	68	166	230	522	90	109	284	468	64	7
	41%	41%	47%	35%	23%	36%	35%	43%	42%	39%	40%	39%	43%	40%	39%	29%
Not very confident	171	143	4	14	4	1	23	36	44	105	17	21	48	92	12	2
	8%	7%	13%	11%	17%	9%	12%	9%	8%	8%	8%	7%	7%	8%	7%	9%
Not at all confident	53	44	-	3	-	1	4	8	9	27	7	13	14	24	3	2
	2%	2%	-	2%	-	8%	2%	2%	2%	2%	3%	4%	2%	2%	2%	8%
Don't know	63	52	-	6	-	-	6	3	4	38	2	5	18	36	2	-
	3%	3%	-	5%	-	-	3%	1%	1%	3%	1%	2%	3%	3%	1%	-
										b						
<b>Nets</b>																
Confident	1964	1761	26	105	21	9	161	337	486	1156	201	242	577	1018	147	19
	87%	88%	87%	82%	83%	82%	83%	88%	90%	87%	89%	86%	88%	87%	90%	82%
		CF														
Not confident	223	187	4	17	4	2	27	44	52	132	24	33	61	116	15	4
	10%	9%	13%	13%	17%	18%	14%	11%	10%	10%	11%	12%	9%	10%	9%	18%
							A									

Columns Tested: A,B,C,D,E,F - A,B - A,B,C,D - A,B,C



### General Optical Council

#### 1. How confident or otherwise are you of receiving a high standard of care from each of the following healthcare professions?

##### Opticians

Base: All respondents

	Gender		Age					Region									Country					
	Total	Male	Female	18-29	30-44	45-59	60-74	75+	North East	North West	Yorks & Humb.	East Mid lands	West Mid lands	East of Eng land	Lon don	South East	South West	Eng land	Wales	Scot land	NI	UK TOTAL
Significance Level: 90%		a	b	a	b	c	d	e	a	b	c	d	e	f	g	h	i	a	b	c	d	e
Significance Level: 95%		A	B	A	B	C	D	E	A	B	C	D	E	F	G	H	I	A	B	C	D	E
Unweighted Total	2250	1099	1151	439	564	601	459	187	146	319	247	180	178	132	182	324	193	1901	100	154	95	2250
Weighted Total	2250	1099	1151	452	580	562	432	225	146	318	245	181	177	131	181	322	194	1895	100	154	100	2250
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very confident	1152	530	622	186	266	292	261	148	92	148	127	87	91	66	80	157	99	949	61	90	52	1152
	51%	48%	54%	41%	46%	52%	61%	66%	63%	47%	52%	48%	51%	51%	44%	49%	51%	50%	61%	59%	52%	51%
			A			AB	ABC	ABC	BCDEFGHI										AE	Ae		
Fairly confident	914	454	461	211	249	238	150	66	45	137	99	74	70	54	85	142	81	786	37	51	40	914
	41%	41%	40%	47%	43%	42%	35%	30%	31%	43%	40%	41%	40%	41%	47%	44%	42%	41%	37%	33%	40%	41%
				DE	DE	DE				A	a	a		a	A	A	A	C				c
Not very confident	76	51	25	21	27	12	9	7	1	15	6	8	12	3	9	9	4	68	-	6	3	76
	3%	5%	2%	5%	5%	2%	2%	3%	1%	5%	2%	4%	7%	2%	5%	3%	2%	4%	-	4%	3%	3%
		B		CD	CD					A		A	ACfHI	A				b		b	b	b
Not at all confident	12	7	5	3	3	2	4	-	1	-	1	-	-	2	2	2	2	10	-	1	1	12
	1%	1%	*	1%	1%	*	1%	-	1%	-	*	-	-	1%	1%	1%	1%	1%	-	1%	1%	1%
														B	b	b						
Don't know	95	57	38	31	36	18	7	3	7	18	12	12	4	6	5	12	7	83	2	6	4	95
	4%	5%	3%	7%	6%	3%	2%	2%	5%	6%	5%	7%	2%	5%	3%	4%	4%	4%	2%	4%	4%	4%
		B		CDE	CDE					e		Eg										
<b>Nets</b>																						
Confident	2067	984	1083	397	514	530	411	214	137	285	226	161	161	120	165	299	180	1735	98	142	92	2067
	92%	89%	94%	88%	89%	94%	95%	95%	94%	90%	92%	89%	91%	92%	91%	93%	93%	92%	98%	92%	92%	92%
			A			AB	AB	AB											ACdE			
Not confident	88	58	30	24	30	14	13	7	2	15	7	8	12	5	11	11	6	77	-	7	4	88
	4%	5%	3%	5%	5%	2%	3%	3%	1%	5%	3%	4%	7%	4%	6%	3%	3%	4%	-	4%	4%	4%
		B		Cd	Cd					a			Ach		Ac			B		B	B	B

Columns Tested: A,B - A,B,C,D,E - A,B,C,D,E,F,G,H,I - A,B,C,D,E



### General Optical Council

#### 1. How confident or otherwise are you of receiving a high standard of care from each of the following healthcare professions?

##### Opticians

Base: All respondents

	Total	Employment status							
		Full time paid job	Part time paid job	Self emp.	Student	Unemp (<6m)	Unemp (>6m)	Home maker	Retired
Significance Level: 90%		a	b	c	d	e	f	g	h
Significance Level: 95%		A	B	C	D	E	F	G	H
Unweighted Total	2250	1126	159	178	53	21	50	94	524
Weighted Total	2250	1116	157	174	56	20	50	93	537
	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very confident	1152	539	76	82	24	8	17	44	341
	51%	48%	48%	47%	43%	38%	33%	47%	64%
		F	f	f					ABCDEFG
Fairly confident	914	478	68	75	25	13	29	41	171
	41%	43%	43%	43%	44%	62%	57%	44%	32%
		H	H	H	h	acH	acH	H	
Not very confident	76	40	8	4	4	-	1	5	12
	3%	4%	5%	2%	7%	-	2%	5%	2%
			h		cH				
Not at all confident	12	5	1	2	-	-	1	-	3
	1%	*	1%	1%	-	-	2%	-	1%
Don't know	95	55	4	11	3	-	3	4	10
	4%	5%	2%	6%	5%	-	6%	4%	2%
		H		bH	h		h		
<b>Nets</b>									
Confident	2067	1017	144	157	49	20	45	84	512
	92%	91%	92%	90%	87%	100%	90%	90%	95%
						d			AbCDfg
Not confident	88	45	9	6	4	-	2	5	15
	4%	4%	6%	3%	7%	-	4%	5%	3%
			h		h				

Columns Tested: A,B,C,D,E,F,G,H



### General Optical Council

#### 1. How confident or otherwise are you of receiving a high standard of care from each of the following healthcare professions?

##### Opticians

Base: All respondents

	SEG						Sight					Eye conditions suffer from (personally or family)					Confidence in opticians		
	Total	A	B	C1	C2	D	E	20:20 vision	Short sighted	Long sighted	Partially sighted	Registered blind	Glaucoma	Diabetes	Macular degeneration	Cataracts	Astigmatism	Confident	Not confident
		a	b	c	d	e	f	a	b	c	d	e	a	b	c	d	e	a	b
Significance Level: 90%		A	B	C	D	E	F	A	B	C	D	E	A	B	C	D	E	A	B
Significance Level: 95%		A	B	C	D	E	F	A	B	C	D	E	A	B	C	D	E	A	B
Unweighted Total	2250	271	604	402	428	197	179	609	932	424	88	1	225	389	76	215	238	2067	88
Weighted Total	2250	267	606	401	426	197	183	618	923	421	89	1	222	388	77	218	237	2067	88
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very confident	1152	141	311	194	220	99	91	265	511	228	48	1	126	215	45	125	135	1152	-
	51%	53%	51%	48%	52%	50%	50%	43%	55%	54%	54%	100%	57%	55%	59%	58%	57%	56%	-
									A	A	a							B	
Fairly confident	914	107	246	175	167	81	81	261	376	176	34	-	82	140	29	85	91	914	-
	41%	40%	41%	44%	39%	41%	44%	42%	41%	42%	39%	-	37%	36%	37%	39%	38%	44%	-
																		B	
Not very confident	76	8	23	17	14	8	3	24	28	7	5	-	4	10	1	3	7	-	76
	3%	3%	4%	4%	3%	4%	2%	4%	3%	2%	6%	-	2%	3%	1%	1%	3%	-	87%
								C			C							A	
Not at all confident	12	-	3	1	4	1	2	5	2	2	1	-	5	5	1	2	2	-	12
	1%	-	*	*	1%	1%	1%	1%	*	*	1%	-	2%	1%	1%	1%	1%	-	13%
							a											A	
Don't know	95	12	23	15	21	8	6	63	6	8	1	-	6	19	1	2	2	-	-
	4%	4%	4%	4%	5%	4%	3%	10%	1%	2%	1%	-	3%	5%	1%	1%	1%	-	-
								BCD		B				DE					
<b>Nets</b>																			
Confident	2067	247	557	369	387	180	172	525	887	404	82	1	208	355	74	210	227	2067	-
	92%	93%	92%	92%	91%	92%	94%	85%	96%	96%	92%	100%	94%	91%	96%	97%	96%	100%	-
									Ad	A	a					B	b	B	
Not confident	88	8	25	18	18	9	5	29	30	9	6	-	9	15	2	5	9	-	88
	4%	3%	4%	4%	4%	4%	3%	5%	3%	2%	7%	-	4%	4%	3%	2%	4%	-	100%
								C			C							A	

Columns Tested: A,B,C,D,E,F - A,B,C,D,E - A,B,C,D,E - A,B



### General Optical Council

#### 1. How confident or otherwise are you of receiving a high standard of care from each of the following healthcare professions?

##### Opticians

Base: All respondents

	Last time visited an optician				Satisfaction with overall experience at opticians		Satisfaction with eye test		Corrective solutions		Satisfaction with purchasing corrective solutions		Confidence in effective regulation		Awareness of GOC		
	Total	2 years ago or less	More than 2 to less than 5 years	5 years or more ago	Never	Satis fied	Dissat isfied	Satis fied	Dissat isfied	Presc ription glass es	Cont act lens es	Satis fied	Dissat isfied	Conf ident	Not confi dent	Aware	Not aware
Significance Level: 90%		a	b	c	d	a	b	a	b	a	b	a	b	a	b	a	b
Significance Level: 95%		A	B	C	D	A	B	A	B	A	B	A	B	A	B	A	B
Unweighted Total	2250	1656	182	156	241	1896	85	1929	42	1334	226	1291	44	1926	149	265	1985
Weighted Total	2250	1653	182	156	244	1893	84	1924	43	1326	226	1283	43	1926	148	271	1979
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very confident	1152	958	67	52	69	1061	14	1061	6	755	137	751	9	1036	39	119	1033
	51%	58%	37%	33%	28%	56%	16%	55%	14%	57%	60%	59%	20%	54%	27%	44%	52%
		BCD	d			B		B				B		B		A	
Fairly confident	914	642	90	71	105	754	43	774	21	523	80	495	25	783	66	122	792
	41%	39%	49%	46%	43%	40%	52%	40%	50%	39%	35%	39%	57%	41%	45%	45%	40%
		A	a			A		A				A		A			
Not very confident	76	37	12	12	14	42	20	48	12	35	8	28	8	43	24	21	55
	3%	2%	7%	8%	6%	2%	24%	2%	29%	3%	4%	2%	19%	2%	16%	8%	3%
		A	A	A	A	A	A	A	A			A		A		B	
Not at all confident	12	4	4	1	3	4	5	7	2	4	2	3	1	4	5	1	11
	1%	*	2%	1%	1%	*	6%	*	4%	*	1%	*	2%	*	3%	*	1%
		A	A	A	A	A	A	A	A			A		A			
Don't know	95	11	9	20	53	33	2	35	1	8	-	7	1	60	14	7	88
	4%	1%	5%	13%	22%	2%	2%	2%	2%	1%	-	1%	2%	3%	9%	3%	4%
			A	AB	ABC										A		
<b>Nets</b>																	
Confident	2067	1601	157	123	174	1814	57	1835	27	1279	217	1245	33	1819	106	241	1825
	92%	97%	86%	79%	71%	96%	68%	95%	64%	96%	96%	97%	77%	94%	71%	89%	92%
		BCD	cD	d		B		B				B		B		a	
Not confident	88	41	16	13	17	46	25	54	14	39	10	31	9	47	29	22	66
	4%	2%	9%	8%	7%	2%	30%	3%	33%	3%	4%	2%	21%	2%	19%	8%	3%
			A	A	A	A		A				A		A		B	

Columns Tested: A,B,C,D - A,B - A,B - A,B - A,B - A,B



## General Optical Council

### 1. How confident or otherwise are you of receiving a high standard of care from each of the following healthcare professions?

#### Opticians

Base: All respondents

	Ethnicity						Children in household		Products currently used				Product most recently bought			
	Total	White	Mixed/ multiple	Asian or Asian British	Black or Black British	Other	BME	Aged 8 or under	Aged 9-18	Glasses with a prescription	Contact lenses	Reading glasses without a prescription	None of these	Glasses with a prescription	Contact lenses	Reading glasses without a prescription
Significance Level: 90%		a	b	c	d	e	f	a	b	a	b	c	d	a	b	c
Significance Level: 95%		A	B	C	D	E	F	A	B	A	B	C	D	A	B	C
Unweighted Total	2250	2003	30	127	25	11	193	380	543	1334	226	283	646	1177	164	23
Weighted Total	2250	2000	30	128	25	11	195	384	542	1326	226	280	656	1169	164	23
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very confident	1152	1054	8	57	13	2	80	183	272	755	137	138	267	655	107	10
	51%	53%	27%	44%	52%	18%	41%	48%	50%	57%	60%	49%	41%	56%	65%	44%
		BcEF		be	be					CD	CD	D			AC	
Fairly confident	914	798	21	53	11	6	91	165	230	523	80	119	277	474	50	11
	41%	40%	70%	41%	43%	55%	47%	43%	42%	39%	35%	43%	42%	41%	30%	47%
			ACdF				a					b	b	B		
Not very confident	76	59	1	12	1	1	15	17	17	35	8	12	29	30	6	2
	3%	3%	3%	9%	5%	8%	8%	5%	3%	3%	4%	4%	4%	3%	4%	9%
				A			A						A			A
Not at all confident	12	9	-	1	-	-	1	3	2	4	2	3	7	2	2	-
	1%	*	-	1%	-	-	1%	1%	*	*	1%	1%	1%	*	1%	-
												a	A		A	
Don't know	95	80	-	5	-	2	7	15	21	8	-	8	77	8	-	-
	4%	4%	-	4%	-	18%	4%	4%	4%	1%	-	3%	12%	1%	-	-
						ABCD						AB	ABC			
<b>Nets</b>																
Confident	2067	1852	29	110	24	8	171	348	502	1279	217	258	543	1129	156	21
	92%	93%	97%	86%	95%	74%	88%	91%	92%	96%	96%	92%	83%	97%	95%	91%
		CEF	cE		e					CD	cD	D				
Not confident	88	68	1	13	1	1	16	20	19	39	10	15	36	32	8	2
	4%	3%	3%	10%	5%	8%	8%	5%	4%	3%	4%	5%	5%	3%	5%	9%
				A			A					A	A			a

Columns Tested: A,B,C,D,E,F - A,B - A,B,C,D - A,B,C

## General Optical Council

### 1. How confident or otherwise are you of receiving a high standard of care from each of the following healthcare professions?

#### Pharmacists

Base: All respondents

	Gender		Age					Region							Country							
	Total	Male	Female	18-29	30-44	45-59	60-74	75+	North East	North West	Yorks & Humb.	East Mid lands	West Mid lands	East of Eng land	Lon don	South East	South West	Eng land	Wales	Scot land	NI	UK TOTAL
Significance Level: 90%		a	b	a	b	c	d	e	a	b	c	d	e	f	g	h	i	a	b	c	d	e
Significance Level: 95%		A	B	A	B	C	D	E	A	B	C	D	E	F	G	H	I	A	B	C	D	E
Unweighted Total	2250	1099	1151	439	564	601	459	187	146	319	247	180	178	132	182	324	193	1901	100	154	95	2250
Weighted Total	2250	1099	1151	452	580	562	432	225	146	318	245	181	177	131	181	322	194	1895	100	154	100	2250
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very confident	1146	545	601	189	252	288	268	148	85	174	137	88	85	54	77	145	99	943	64	86	54	1146
	51%	50%	52%	42%	43%	51%	62%	66%	58%	55%	56%	49%	48%	41%	42%	45%	51%	50%	64%	56%	53%	51%
					AB	ABC	ABC		deFGH	FGH	FGH					fg		AE				
Fairly confident	958	473	485	217	285	252	143	62	56	123	102	76	82	67	87	149	83	826	30	61	41	958
	43%	43%	42%	48%	49%	45%	33%	27%	38%	39%	41%	42%	47%	51%	48%	46%	43%	44%	30%	39%	41%	43%
				DE	DE	DE							b	ABc	aB	b		B				B
Not very confident	97	54	43	29	29	17	12	10	2	10	5	9	8	7	12	20	9	82	5	4	5	97
	4%	5%	4%	6%	5%	3%	3%	4%	1%	3%	2%	5%	5%	5%	7%	6%	5%	4%	5%	3%	5%	4%
				CD	cd							ac		ac	AbC	AbC						
Not at all confident	9	7	2	5	3	-	1	-	1	2	-	1	-	1	2	1	1	9	-	-	-	9
	*	1%	*	1%	1%	-	*	-	1%	1%	-	1%	-	1%	1%	*	1%	*	-	-	-	*
		b		Cd	c										c							
Don't know	40	20	20	12	11	4	7	5	2	9	2	6	2	2	3	7	1	34	1	4	-	40
	2%	2%	2%	3%	2%	1%	2%	2%	1%	3%	1%	3%	1%	1%	2%	2%	*	2%	1%	3%	-	2%
				C	c					ci		cl										
<b>Nets</b>																						
Confident	2104	1019	1086	406	537	541	411	210	141	297	238	165	167	121	164	294	183	1770	94	146	95	2104
	94%	93%	94%	90%	93%	96%	95%	93%	97%	93%	97%	91%	94%	92%	91%	91%	94%	93%	94%	95%	95%	94%
					AB	Ab			DGH		BDFGH											
Not confident	106	61	45	34	32	17	13	10	3	12	5	10	8	8	14	21	10	91	5	4	5	106
	5%	6%	4%	7%	5%	3%	3%	4%	2%	4%	2%	6%	5%	6%	8%	7%	5%	5%	5%	3%	5%	5%
		b		CD	Cd							C		aC	AbC	AC	c					

Columns Tested: A,B - A,B,C,D,E - A,B,C,D,E,F,G,H,I - A,B,C,D,E

### General Optical Council

#### 1. How confident or otherwise are you of receiving a high standard of care from each of the following healthcare professions?

##### Pharmacists

Base: All respondents

	Total	Employment status							
		Full time paid job	Part time paid job	Self emp.	Student	Unemp (<6m)	Unemp (>6m)	Home maker	Retired
Significance Level: 90%		a	b	c	d	e	f	g	h
Significance Level: 95%		A	B	C	D	E	F	G	H
Unweighted Total	2250	1126	159	178	53	21	50	94	524
Weighted Total	2250	1116	157	174	56	20	50	93	537
	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very confident	1146	519	79	77	20	14	19	46	343
	51%	46%	51%	44%	36%	71%	37%	49%	64%
			d		AbCDFg			ABCDfG	
Fairly confident	958	523	68	83	27	5	28	43	168
	43%	47%	44%	48%	49%	24%	57%	46%	31%
		EH	eH	EH	eH		EH	eH	
Not very confident	97	52	8	9	7	-	1	3	16
	4%	5%	5%	5%	12%	-	2%	3%	3%
				AcfGH					
Not at all confident	9	4	1	1	-	-	1	1	-
	*	*	1%	1%	-	-	2%	1%	-
			h	h			aH	H	
Don't know	40	19	-	4	2	1	1	-	10
	2%	2%	-	2%	4%	5%	2%	-	2%
		b		b	Bg	BG	b		b
<b>Nets</b>									
Confident	2104	1041	148	160	47	19	47	89	511
	94%	93%	94%	92%	85%	95%	94%	96%	95%
		D	D				D	D	
Not confident	106	56	9	10	7	-	2	4	16
	5%	5%	6%	6%	12%	-	4%	4%	3%
		h	h	h	AgH				

Columns Tested: A,B,C,D,E,F,G,H

### General Optical Council

#### 1. How confident or otherwise are you of receiving a high standard of care from each of the following healthcare professions?

##### Pharmacists

Base: All respondents

	Total	SEG						Sight					Eye conditions suffer from (personally or family)					Confidence in opticians	
		A	B	C1	C2	D	E	20:20 vision	Short sighted	Long sighted	Partially sighted	Registered blind	Glaucoma	Diabetes	Macular degeneration	Cataracts	Astigmatism	Confident	Not confident
		a	b	c	d	e	f	a	b	c	d	e	a	b	c	d	e	a	b
Significance Level: 90%		A	B	C	D	E	A	B	C	D	E	A	B	C	D	E	A	B	
Significance Level: 95%		A	B	C	D	E	A	B	C	D	E	A	B	C	D	E	A	B	
Unweighted Total	2250	271	604	402	428	197	179	609	932	424	88	1	225	389	76	215	238	2067	88
Weighted Total	2250	267	606	401	426	197	183	618	923	421	89	1	222	388	77	218	237	2067	88
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very confident	1146	151	279	182	225	96	101	290	463	230	51	1	130	217	48	130	105	1078	25
	51%	57%	46%	45%	53%	49%	55%	47%	50%	55%	58%	100%	59%	56%	63%	60%	44%	52%	28%
		BCe		BC	BC				A	a			E	E	E	E	B		
Fairly confident	958	96	288	184	176	88	73	283	403	165	33	-	80	151	26	73	115	892	34
	43%	36%	48%	46%	41%	45%	40%	46%	44%	39%	38%	-	36%	39%	34%	34%	48%	43%	38%
		Adf	A	a				C									ABCD		
Not very confident	97	12	30	23	21	7	4	31	37	18	3	-	5	13	1	9	9	69	23
	4%	4%	5%	6%	5%	4%	2%	5%	4%	4%	4%	-	2%	3%	1%	4%	4%	3%	26%
		f																A	
Not at all confident	9	-	1	3	1	1	1	3	4	1	-	-	2	1	-	2	1	4	4
	*	-	*	1%	*	1%	1%	*	*	*	-	-	1%	*	-	1%	*	*	5%
																		A	
Don't know	40	8	8	10	3	4	3	10	15	6	1	-	5	7	1	3	7	23	2
	2%	3%	1%	3%	1%	2%	2%	2%	2%	1%	1%	-	2%	2%	2%	2%	3%	1%	2%
		bD		D															
<b>Nets</b>																			
Confident	2104	247	567	366	401	184	174	573	867	396	84	1	210	367	75	203	220	1970	58
	94%	93%	94%	91%	94%	94%	96%	93%	94%	94%	95%	100%	95%	95%	97%	93%	93%	95%	66%
				c	c													B	
Not confident	106	12	31	26	22	8	5	34	41	19	3	-	7	14	1	11	10	73	27
	5%	4%	5%	6%	5%	4%	3%	6%	4%	4%	4%	-	3%	4%	1%	5%	4%	4%	31%
				f														A	

Columns Tested: A,B,C,D,E,F - A,B,C,D,E - A,B,C,D,E - A,B





### General Optical Council

#### 1. How confident or otherwise are you of receiving a high standard of care from each of the following healthcare professions?

##### Pharmacists

Base: All respondents

	Last time visited an optician				Satisfaction with overall experience at opticians		Satisfaction with eye test		Corrective solutions		Satisfaction with purchasing corrective solutions		Confidence in effective regulation		Awareness of GOC		
	Total	2 years ago or less	More than 2 to less than 5 years	5 years or more ago	Never	Satisfied	Dissatisfied	Satisfied	Dissatisfied	Prescription glasses	Contact lenses	Satisfied	Dissatisfied	Confident	Not confident	Aware	Not aware
Significance Level: 90%		a	b	c	d	a	b	a	b	a	b	a	b	a	b	a	b
Significance Level: 95%		A	B	C	D	A	B	A	B	A	B	A	B	A	B	A	B
Unweighted Total	2250	1656	182	156	241	1896	85	1929	42	1334	226	1291	44	1926	149	265	1985
Weighted Total	2250	1653	182	156	244	1893	84	1924	43	1326	226	1283	43	1926	148	271	1979
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very confident	1146	901	75	65	93	1007	29	1021	9	717	113	699	17	1017	55	114	1032
	51%	55%	41%	42%	38%	53%	35%	53%	21%	54%	50%	55%	38%	53%	37%	42%	52%
		BCD				B		B				B		B		A	
Fairly confident	958	662	90	83	119	785	43	798	26	532	98	515	21	809	68	131	827
	43%	40%	49%	54%	49%	41%	51%	41%	62%	40%	43%	40%	47%	42%	46%	48%	42%
		A	A	A	A	a		A				a		A		B	
Not very confident	97	61	14	2	19	68	9	71	5	55	12	48	4	70	17	21	76
	4%	4%	8%	1%	8%	4%	11%	4%	12%	4%	5%	4%	9%	4%	12%	8%	4%
			AC		AC	A		A				a		A		B	
Not at all confident	9	3	2	3	1	6	2	7	1	3	1	3	-	5	4	1	8
	*	*	1%	2%	*	*	2%	*	2%	*	*	*	-	*	3%	*	*
		A	A	A	A	A		A				A		A		B	
Don't know	40	25	1	2	11	26	1	26	1	19	3	17	2	25	4	4	36
	2%	2%	1%	1%	5%	1%	1%	1%	3%	1%	1%	1%	5%	1%	3%	2%	2%
					ABc								A				
<b>Nets</b>																	
Confident	2104	1563	165	149	213	1793	72	1820	35	1249	211	1215	37	1827	123	245	1859
	94%	95%	90%	95%	87%	95%	85%	95%	83%	94%	93%	95%	86%	95%	83%	90%	94%
		BD		bD		B		B				B		B		A	
Not confident	106	64	16	5	20	74	11	78	6	58	13	52	4	75	21	22	84
	5%	4%	9%	3%	8%	4%	13%	4%	14%	4%	6%	4%	9%	4%	14%	8%	4%
			AC		AC	A		A				a		A		B	

Columns Tested: A,B,C,D - A,B - A,B - A,B - A,B - A,B - A,B



## General Optical Council

### 1. How confident or otherwise are you of receiving a high standard of care from each of the following healthcare professions?

#### Pharmacists

Base: All respondents

	Total	Ethnicity					Children in household		Products currently used				Product most recently bought			
		White	Mixed/ multiple	Asian or Asian British	Black or Black British	Other	BME	Aged 8 or under	Aged 9-18	Glasses with a prescription	Contact lenses	Reading glasses without a prescription	None of these	Glasses with a prescription	Contact lenses	Reading glasses without a prescription
Significance Level: 90%		a	b	c	d	e	f	a	b	a	b	c	d	a	b	c
Significance Level: 95%		A	B	C	D	E	F	A	B	A	B	C	D	A	B	C
Unweighted Total	2250	2003	30	127	25	11	193	380	543	1334	226	283	646	1177	164	23
Weighted Total	2250	2000	30	128	25	11	195	384	542	1326	226	280	656	1169	164	23
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very confident	1146	1035	13	60	11	4	88	180	267	717	113	152	289	636	81	10
	51%	52%	43%	47%	45%	37%	45%	47%	49%	54%	50%	54%	44%	54%	49%	43%
		f								D		D				
Fairly confident	958	846	12	58	13	6	89	183	243	532	98	112	312	468	74	9
	43%	42%	40%	45%	51%	54%	46%	48%	45%	40%	43%	40%	48%	40%	45%	38%
													AC			
Not very confident	97	79	5	9	-	-	14	15	24	55	12	11	34	46	7	3
	4%	4%	18%	7%	-	-	7%	4%	4%	4%	5%	4%	5%	4%	4%	14%
			AcDf	a			A									Ab
Not at all confident	9	6	-	1	-	-	1	1	2	3	1	1	5	2	1	-
	*	*	-	1%	-	-	1%	*	*	*	*	*	1%	*	1%	-
													a			
Don't know	40	34	-	-	1	1	2	5	6	19	3	4	16	17	2	1
	2%	2%	-	-	4%	9%	1%	1%	1%	1%	1%	2%	2%	1%	1%	5%
					C	aCF										
<b>Nets</b>																
Confident	2104	1881	25	118	24	10	177	362	510	1249	211	264	601	1104	154	19
	94%	94%	82%	92%	96%	91%	91%	94%	94%	94%	93%	94%	92%	94%	94%	81%
		Bf								D				C	C	
Not confident	106	85	5	10	-	-	15	16	26	58	13	12	39	48	8	3
	5%	4%	18%	8%	-	-	8%	4%	5%	4%	6%	4%	6%	4%	5%	14%
			ADf	a			A									Ab

Columns Tested: A,B,C,D,E,F - A,B - A,B,C,D - A,B,C

## General Optical Council

### 2. When you go to see a healthcare professional, how important or otherwise is each of the following in giving you confidence in the standard of care they provide?

#### Summary table

Base: All respondents

	Total	Nets						
		Very important	Fairly important	Not very important	Not at all important	Don't know	Important	Not important
		a	b	c	d	e	a	b
		A	B	C	D	E	A	B
The health professional communicates well with you	2250	1749	447	25	8	20	2196	34
	100%	78%	20%	1%	*	1%	98%	1%
The health professional is qualified	2250	2014	189	23	4	20	2203	27
	100%	90%	8%	1%	*	1%	98%	1%
The health professional is monitored by a regulatory body	2250	1536	546	87	19	61	2082	106
	100%	68%	24%	4%	1%	3%	93%	5%
The health professional updates their skills and knowledge regularly	2250	1619	522	49	12	48	2141	60
	100%	72%	23%	2%	1%	2%	95%	3%
You don't feel rushed	2250	1372	706	103	40	29	2078	143
	100%	61%	31%	5%	2%	1%	92%	6%
You are satisfied with the quality of advice	2250	1716	460	40	9	25	2176	49
	100%	76%	20%	2%	*	1%	97%	2%
You are satisfied with the quality of treatment	2250	1800	376	42	5	27	2176	47
	100%	80%	17%	2%	*	1%	97%	2%
You feel your views are listened to	2250	1650	507	56	15	22	2157	71
	100%	73%	23%	2%	1%	1%	96%	3%
You are involved in decisions about your care	2250	1637	505	73	9	27	2142	82
	100%	73%	22%	3%	*	1%	95%	4%

Columns Tested: A,B

## General Optical Council

### 2. When you go to see a healthcare professional, how important or otherwise is each of the following in giving you confidence in the standard of care they provide?

#### The health professional communicates well with you

Base: All respondents

	Gender		Age					Region									Country					
	Total	Male	Female	18-29	30-44	45-59	60-74	75+	North East	North West	Yorks & Humb.	East Mid lands	West Mid lands	East of Eng land	Lon don	South East	South West	Eng land	Wales	Scot land	NI	UK TOTAL
Significance Level: 90%		a	b	a	b	c	d	e	a	b	c	d	e	f	g	h	i	a	b	c	d	e
Significance Level: 95%		A	B	A	B	C	D	E	A	B	C	D	E	F	G	H	I	A	B	C	D	E
Unweighted Total	2250	1099	1151	439	564	601	459	187	146	319	247	180	178	132	182	324	193	1901	100	154	95	2250
Weighted Total	2250	1099	1151	452	580	562	432	225	146	318	245	181	177	131	181	322	194	1895	100	154	100	2250
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very important	1749	789	959	308	431	460	361	190	113	253	194	129	139	103	137	259	153	1479	78	122	69	1749
	78%	72%	83%	68%	74%	82%	84%	85%	77%	79%	79%	71%	78%	79%	76%	80%	79%	78%	78%	79%	69%	78%
			A		A	AB	AB	AB		D	d				D	d		D		d		d
Fairly important	447	276	171	132	127	96	64	29	30	54	50	42	36	27	39	59	37	374	20	28	26	447
	20%	25%	15%	29%	22%	17%	15%	13%	21%	17%	20%	23%	20%	20%	22%	18%	19%	20%	20%	18%	26%	20%
			B	BCDE	CDE						b											
Not very important	25	18	7	5	14	3	3	-	2	3	1	4	1	1	2	3	2	19	1	1	4	25
	1%	2%	1%	1%	2%	*	1%	-	1%	1%	*	2%	1%	1%	1%	1%	1%	1%	1%	1%	4%	1%
			B		CDE						c										AcE	
Not at all important	8	3	5	4	2	1	1	-	1	4	-	-	-	-	2	-	-	7	-	-	1	8
	*	*	*	1%	*	*	*	-	1%	1%	-	-	-	-	1%	-	-	*	-	-	1%	*
			c							cH					h							
Don't know	20	12	8	3	6	3	3	5	-	4	-	6	1	-	1	2	2	16	1	3	-	20
	1%	1%	1%	1%	1%	1%	1%	2%	-	1%	-	3%	1%	-	1%	1%	1%	1%	1%	1%	2%	1%
								aCd		c		ACeFgH										
<b>Nets</b>																						
Important	2196	1066	1130	439	557	555	424	219	143	307	244	171	175	130	176	317	190	1853	98	150	95	2196
	98%	97%	98%	97%	96%	99%	98%	98%	98%	96%	100%	94%	99%	99%	97%	98%	98%	98%	98%	98%	97%	98%
			A			aB	B				BDG		D	bD	D	d		d				
Not important	34	21	12	9	16	4	4	-	3	7	1	4	1	1	4	3	2	26	1	1	5	34
	1%	2%	1%	2%	3%	1%	1%	-	2%	2%	*	2%	1%	1%	2%	1%	1%	1%	1%	1%	5%	1%
				CE	CDE					c		c			c							ACE

Columns Tested: A,B - A,B,C,D,E - A,B,C,D,E - A,B,C,D,E,F,G,H,I - A,B,C,D,E

## General Optical Council

### 2. When you go to see a healthcare professional, how important or otherwise is each of the following in giving you confidence in the standard of care they provide?

#### The health professional communicates well with you

Base: All respondents

	Total	Employment status							
		Full time paid job	Part time paid job	Self emp.	Student	Unemp (<6m)	Unemp (>6m)	Home maker	Retired
		a	b	c	d	e	f	g	h
		A	B	C	D	E	F	G	H
Unweighted Total	2250	1126	159	178	53	21	50	94	524
Weighted Total	2250	1116	157	174	56	20	50	93	537
	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very important	1749	827	131	133	39	16	41	76	452
	78%	74%	84%	77%	71%	76%	82%	81%	84%
			AD						ACD
Fairly important	447	259	24	37	15	4	8	16	74
	20%	23%	15%	21%	28%	20%	16%	17%	14%
		BH		H	BH				
Not very important	25	18	-	2	-	1	-	2	2
	1%	2%	-	1%	-	4%	-	2%	*
		H				BH		bH	
Not at all important	8	3	2	-	1	-	1	-	1
	*	*	1%	-	2%	-	2%	-	*
			ah		ach		AcH		
Don't know	20	9	-	2	-	-	-	-	8
	1%	1%	-	1%	-	-	-	-	2%
<b>Nets</b>									
Important	2196	1086	155	170	55	20	49	91	526
	98%	97%	99%	98%	98%	96%	98%	98%	98%
Not important	34	21	2	2	1	1	1	2	3
	1%	2%	1%	1%	2%	4%	2%	2%	1%
		H				h			

Columns Tested: A,B,C,D,E,F,G,H

### General Optical Council

#### 2. When you go to see a healthcare professional, how important or otherwise is each of the following in giving you confidence in the standard of care they provide?

##### The health professional communicates well with you

Base: All respondents

	Total	SEG						Sight					Eye conditions suffer from (personally or family)					Confidence in opticians	
		A	B	C1	C2	D	E	20:20 vision	Short sighted	Long sighted	Partially sighted	Registered blind	Glaucoma	Diabetes	Macular degeneration	Cataracts	Astigmatism	Confident	Not confident
		a	b	c	d	e	f	a	b	c	d	e	a	b	c	d	e	a	b
Significance Level: 90%		A	B	C	D	E	F	A	B	C	D	E	A	B	C	D	E	A	B
Significance Level: 95%		A	B	C	D	E	F	A	B	C	D	E	A	B	C	D	E	A	B
Unweighted Total	2250	271	604	402	428	197	179	609	932	424	88	1	225	389	76	215	238	2067	88
Weighted Total	2250	267	606	401	426	197	183	618	923	421	89	1	222	388	77	218	237	2067	88
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very important	1749	216	456	319	324	153	144	450	739	340	71	-	179	302	62	177	193	1631	51
	78%	81%	75%	79%	76%	78%	79%	73%	80%	81%	80%	-	81%	78%	81%	81%	81%	79%	59%
		b							A	A								B	
Fairly important	447	47	135	71	95	42	32	145	172	75	14	1	37	75	10	36	40	400	27
	20%	17%	22%	18%	22%	21%	17%	23%	19%	18%	16%	100%	17%	19%	13%	17%	17%	19%	31%
			c					BC										A	
Not very important	25	3	9	3	4	2	3	11	5	3	1	-	2	3	2	2	2	18	5
	1%	1%	1%	1%	1%	1%	2%	2%	1%	1%	1%	-	1%	1%	3%	1%	1%	1%	6%
								B										A	
Not at all important	8	1	1	2	1	-	1	5	-	2	1	-	2	4	-	2	1	4	4
	*	*	*	*	*	-	1%	1%	-	*	1%	-	1%	1%	-	1%	*	*	5%
								B		B	B							A	
Don't know	20	1	5	6	2	-	3	6	8	1	1	-	2	3	3	-	1	13	-
	1%	*	1%	2%	*	-	2%	1%	1%	*	1%	-	1%	1%	4%	-	*	1%	-
				e			e								aBDE				
<b>Nets</b>																			
Important	2196	262	591	390	420	195	176	595	910	415	86	1	216	378	72	214	233	2031	79
	98%	98%	98%	97%	98%	99%	96%	96%	99%	99%	97%	100%	97%	97%	94%	98%	98%	98%	90%
				f	f				A	A				c	C	C	B		
Not important	34	4	10	5	5	2	4	16	5	5	2	-	4	7	2	4	3	22	9
	1%	2%	2%	1%	1%	1%	2%	3%	1%	1%	2%	-	2%	2%	3%	2%	1%	1%	10%
								B			b							A	

Columns Tested: A,B,C,D,E,F - A,B,C,D,E - A,B,C,D,E - A,B



### General Optical Council

#### 2. When you go to see a healthcare professional, how important or otherwise is each of the following in giving you confidence in the standard of care they provide?

##### The health professional communicates well with you

Base: All respondents

	Last time visited an optician				Satisfaction with overall experience at opticians		Satisfaction with eye test		Corrective solutions		Satisfaction with purchasing corrective solutions		Confidence in effective regulation		Awareness of GOC		
	Total	2 years ago or less	More than 2 to less than 5 years	5 years or more ago	Never	Satisfied	Dissatisfied	Satisfied	Dissatisfied	Prescription glasses	Contact lenses	Satisfied	Dissatisfied	Confident	Not confident	Aware	Not aware
Significance Level: 90%		a	b	c	d	a	b	a	b	a	b	a	b	a	b	a	b
Significance Level: 95%		A	B	C	D	A	B	A	B	A	B	A	B	A	B	A	B
Unweighted Total	2250	1656	182	156	241	1896	85	1929	42	1334	226	1291	44	1926	149	265	1985
Weighted Total	2250	1653	182	156	244	1893	84	1924	43	1326	226	1283	43	1926	148	271	1979
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very important	1749	1337	129	111	161	1513	58	1538	24	1083	171	1046	32	1514	103	184	1565
	78%	81%	71%	71%	66%	80%	69%	80%	58%	82%	75%	82%	75%	79%	69%	68%	79%
		BCD				B		B		B				B			A
Fairly important	447	290	48	40	64	347	26	355	15	226	51	218	10	373	41	72	376
	20%	18%	26%	26%	26%	18%	31%	18%	36%	17%	22%	17%	23%	19%	27%	26%	19%
		A	A	A	A	A	A	A	A	a				A		B	
Not very important	25	13	2	3	7	17	-	16	2	7	3	8	1	22	3	11	14
	1%	1%	1%	2%	3%	1%	-	1%	4%	1%	1%	1%	2%	1%	2%	4%	1%
				A	A			A	A							B	
Not at all important	8	2	3	-	3	5	-	4	1	1	1	2	-	6	1	2	6
	*	*	2%	-	1%	*	-	*	2%	*	*	*	-	*	1%	1%	*
		A	A	A	A			A	A								
Don't know	20	10	-	1	9	11	-	11	-	9	1	9	-	10	1	2	18
	1%	1%	-	1%	4%	1%	-	1%	-	1%	*	1%	-	1%	1%	1%	1%
				A	ABc												
<b>Nets</b>																	
Important	2196	1627	177	152	225	1859	84	1893	40	1309	221	1264	42	1887	143	256	1940
	98%	98%	97%	97%	92%	98%	100%	98%	93%	99%	98%	99%	98%	98%	97%	94%	98%
		D	D	D				B								A	
Not important	34	15	5	3	10	23	-	21	3	8	4	10	1	28	4	13	20
	1%	1%	3%	2%	4%	1%	-	1%	7%	1%	2%	1%	2%	1%	3%	5%	1%
			A		A			A			a					B	

Columns Tested: A,B,C,D - A,B - A,B - A,B - A,B - A,B - A,B



## General Optical Council

### 2. When you go to see a healthcare professional, how important or otherwise is each of the following in giving you confidence in the standard of care they provide?

#### The health professional communicates well with you

Base: All respondents

	Ethnicity						Children in household		Products currently used				Product most recently bought			
	Total	White	Mixed/ multiple	Asian or Asian British	Black or Black British	Other	BME	Aged 8 or under	Aged 9-18	Glasses with a prescription	Contact lenses	Reading glasses without a prescription	None of these	Glasses with a prescription	Contact lenses	Reading glasses without a prescription
Significance Level: 90%		a	b	c	d	e	f	a	b	a	b	c	d	a	b	c
Significance Level: 95%		A	B	C	D	E	F	A	B	A	B	C	D	A	B	C
Unweighted Total	2250	2003	30	127	25	11	193	380	543	1334	226	283	646	1177	164	23
Weighted Total	2250	2000	30	128	25	11	195	384	542	1326	226	280	656	1169	164	23
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very important	1749	1570	21	91	19	8	139	279	412	1083	171	220	463	956	125	19
	78%	78%	70%	71%	76%	73%	71%	73%	76%	82%	75%	79%	71%	82%	77%	82%
		CF								BD		D				
Fairly important	447	386	7	34	6	2	49	95	120	226	51	52	169	197	33	4
	20%	19%	23%	27%	24%	18%	25%	25%	22%	17%	22%	19%	26%	17%	20%	18%
				A			A				a		AC			
Not very important	25	19	2	3	-	-	5	8	6	7	3	6	10	6	3	-
	1%	1%	7%	2%	-	-	3%	2%	1%	1%	1%	2%	2%	*	2%	-
			A				A					A		A		
Not at all important	8	6	-	-	-	1	1	1	3	1	1	1	5	1	1	-
	*	*	-	-	-	8%	*	*	1%	*	*	*	1%	*	1%	-
						ACF							A			
Don't know	20	19	-	-	-	-	-	-	1	9	1	1	8	8	1	-
	1%	1%	-	-	-	-	-	-	*	1%	*	*	1%	1%	1%	-
<b>Nets</b>																
Important	2196	1955	28	125	25	10	188	374	532	1309	221	272	632	1154	159	23
	98%	98%	93%	98%	100%	92%	97%	98%	98%	99%	98%	97%	96%	99%	97%	100%
										cD				b		
Not important	34	25	2	3	-	1	6	9	9	8	4	7	15	7	4	-
	1%	1%	7%	2%	-	8%	3%	2%	2%	1%	2%	2%	2%	1%	2%	-
			A			A	A			a		A	A	A		

Columns Tested: A,B,C,D,E,F - A,B - A,B,C,D - A,B,C



### General Optical Council

#### 2. When you go to see a healthcare professional, how important or otherwise is each of the following in giving you confidence in the standard of care they provide?

##### The health professional is qualified

Base: All respondents

	Gender		Age					Region									Country					
	Total	Male	Female	18-29	30-44	45-59	60-74	75+	North East	North West	Yorks & Humb.	East Mid lands	West Mid lands	East of Eng land	Lon don	South East	South West	Eng land	Wales	Scot land	NI	UK TOTAL
Significance Level: 90%		a	b	a	b	c	d	e	a	b	c	d	e	f	g	h	i	a	b	c	d	e
Significance Level: 95%		A	B	A	B	C	D	E	A	B	C	D	E	F	G	H	I	A	B	C	D	E
Unweighted Total	2250	1099	1151	439	564	601	459	187	146	319	247	180	178	132	182	324	193	1901	100	154	95	2250
Weighted Total	2250	1099	1151	452	580	562	432	225	146	318	245	181	177	131	181	322	194	1895	100	154	100	2250
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very important	2014	938	1075	368	501	531	402	212	130	293	227	146	162	122	151	295	172	1697	91	134	92	2014
	90%	85%	93%	81%	86%	95%	93%	94%	89%	92%	92%	81%	92%	93%	83%	91%	89%	90%	90%	87%	92%	90%
			A		A	AB	AB	AB	D	DG	DG		DG	DG		DG	D					
Fairly important	189	126	63	69	61	27	25	7	15	19	17	23	12	5	24	25	18	158	8	16	8	189
	8%	11%	5%	15%	10%	5%	6%	3%	10%	6%	7%	13%	7%	4%	13%	8%	9%	8%	7%	10%	8%	8%
			B	BCDE	CDE				F			BCeFh			BCEFH	f						
Not very important	23	19	4	10	9	3	1	-	1	3	1	6	1	4	3	2	1	22	-	1	-	23
	1%	2%	*	2%	2%	1%	*	-	1%	1%	*	3%	1%	3%	2%	1%	1%	1%	-	-	1%	-
			B	CDE	cDe							bCeHI		CeHi								
Not at all important	4	3	1	1	2	-	1	-	-	-	-	-	1	-	2	-	1	4	-	-	-	4
	*	*	*	*	*	-	*	-	-	-	-	-	1%	-	1%	-	*	*	-	-	-	*
															bch							
Don't know	20	12	7	4	7	1	2	5	-	3	1	5	1	-	1	1	2	14	2	3	-	20
	1%	1%	1%	1%	1%	*	*	2%	-	1%	*	3%	1%	-	1%	*	1%	1%	2%	2%	-	1%
				c	C			CD				ACeFgH										
<b>Nets</b>																						
Important	2203	1065	1138	437	561	558	428	219	145	312	243	169	174	127	175	319	190	1855	98	150	100	2203
	98%	97%	99%	97%	97%	99%	99%	98%	99%	98%	99%	94%	98%	97%	97%	99%	98%	98%	98%	97%	100%	98%
			A			ABE	AB		D	D	Dfg		D			Dfg	D					
Not important	27	22	5	11	11	3	2	-	1	3	1	6	2	4	5	2	2	26	-	1	-	27
	1%	2%	*	2%	2%	1%	*	-	1%	1%	*	3%	1%	3%	3%	1%	1%	1%	-	-	1%	-
			B	CDE	CDe							bCH		CH	Ch							

Columns Tested: A,B - A,B,C,D,E - A,B,C,D,E,F,G,H,I - A,B,C,D,E



## General Optical Council

### 2. When you go to see a healthcare professional, how important or otherwise is each of the following in giving you confidence in the standard of care they provide?

#### The health professional is qualified

Base: All respondents

	Total	Employment status							Ret ired
		Full time paid job	Part time paid job	Self emp.	Stu dent	Unemp (<6m)	Unemp (>6m)	Home maker	
Significance Level: 90%		a	b	c	d	e	f	g	h
Significance Level: 95%		A	B	C	D	E	F	G	H
Unweighted Total	2250	1126	159	178	53	21	50	94	524
Weighted Total	2250	1116	157	174	56	20	50	93	537
	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very important	2014	987	142	157	44	17	42	80	505
	90%	88%	90%	90%	79%	85%	84%	86%	94%
		D	D	D					AcDFG
Fairly important	189	106	9	13	12	3	7	11	23
	8%	9%	6%	8%	21%	15%	14%	12%	4%
		H		h	ABCH	H	bH	bH	
Not very important	23	13	4	2	-	-	1	1	1
	1%	1%	3%	1%	-	-	2%	1%	*
		H	H	h			H		
Not at all important	4	1	2	-	-	-	-	-	1
	*	*	1%	-	-	-	-	-	*
			Ah						
Don't know	20	9	-	2	-	-	-	1	7
	1%	1%	-	1%	-	-	-	1%	1%
<b>Nets</b>									
Important	2203	1093	151	170	56	20	49	91	528
	98%	98%	96%	98%	100%	100%	98%	98%	98%
Not important	27	14	6	2	-	-	1	1	2
	1%	1%	4%	1%	-	-	2%	1%	*
		h	AH						

Columns Tested: A,B,C,D,E,F,G,H

### General Optical Council

#### 2. When you go to see a healthcare professional, how important or otherwise is each of the following in giving you confidence in the standard of care they provide?

##### The health professional is qualified

Base: All respondents

	Total	SEG						Sight					Eye conditions suffer from (personally or family)					Confidence in opticians	
		A	B	C1	C2	D	E	20:20 vision	Short sighted	Long sighted	Partially sighted	Registered blind	Glaucoma	Diabetes	Macular degeneration	Cataracts	Astigmatism	Confident	Not confident
Significance Level: 90%		a	b	c	d	e	f	a	b	c	d	e	a	b	c	d	e	a	b
Significance Level: 95%		A	B	C	D	E	F	A	B	C	D	E	A	B	C	D	E	A	B
Unweighted Total	2250	271	604	402	428	197	179	609	932	424	88	1	225	389	76	215	238	2067	88
Weighted Total	2250	267	606	401	426	197	183	618	923	421	89	1	222	388	77	218	237	2067	88
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very important	2014	242	542	362	381	174	164	543	837	394	74	1	202	348	70	206	218	1873	56
	90%	91%	89%	90%	89%	88%	90%	88%	91%	94%	83%	100%	91%	90%	91%	95%	92%	91%	64%
									aD	AbD					B			B	
Fairly important	189	21	49	29	43	18	13	59	72	20	12	-	15	36	2	8	15	165	21
	8%	8%	8%	7%	10%	9%	7%	10%	8%	5%	14%	-	7%	9%	3%	4%	6%	8%	24%
								C	C		bC			cD				A	
Not very important	23	2	9	5	2	3	1	8	7	4	2	-	2	2	2	1	3	15	7
	1%	1%	2%	1%	*	2%	1%	1%	1%	1%	2%	-	1%	1%	3%	*	1%	1%	8%
														b				A	
Not at all important	4	-	1	-	-	2	-	1	2	1	-	-	1	-	-	1	-	3	1
	*	-	*	-	-	1%	-	*	*	*	-	-	*	-	-	*	-	*	1%
						abCD												A	
Don't know	20	2	5	5	1	-	4	7	5	1	1	-	2	2	3	1	1	10	2
	1%	1%	1%	1%	*	-	2%	1%	1%	*	1%	-	1%	1%	4%	1%	*	*	2%
						d	DE								aBDE			A	A
<b>Nets</b>																			
Important	2203	263	591	391	423	192	177	602	909	415	86	1	217	384	72	214	233	2038	78
	98%	98%	98%	97%	99%	97%	97%	97%	98%	99%	97%	100%	98%	99%	94%	99%	98%	99%	88%
													c	C		C	C	B	
Not important	27	2	10	5	2	5	1	9	9	5	2	-	3	2	2	2	3	18	8
	1%	1%	2%	1%	*	3%	1%	1%	1%	1%	2%	-	1%	1%	3%	1%	1%	1%	9%
						D									b			A	A

Columns Tested: A,B,C,D,E,F - A,B,C,D,E - A,B,C,D,E - A,B



### General Optical Council

#### 2. When you go to see a healthcare professional, how important or otherwise is each of the following in giving you confidence in the standard of care they provide?

##### The health professional is qualified

Base: All respondents

	Last time visited an optician				Satisfaction with overall experience at opticians		Satisfaction with eye test		Corrective solutions		Satisfaction with purchasing corrective solutions		Confidence in effective regulation		Awareness of GOC		
	Total	2 years ago or less	More than 2 to less than 5 years	5 years or more ago	Never	Satis fied	Dissat isfied	Satis fied	Dissat isfied	Presc ription glass es	Cont act lens es	Satis fied	Dissat isfied	Conf ident	Not confi dent	Aware	Not aware
Significance Level: 90%		a	b	c	d	a	b	a	b	a	b	a	b	a	b	a	b
Significance Level: 95%		A	B	C	D	A	B	A	B	A	B	A	B	A	B	A	B
Unweighted Total	2250	1656	182	156	241	1896	85	1929	42	1334	226	1291	44	1926	149	265	1985
Weighted Total	2250	1653	182	156	244	1893	84	1924	43	1326	226	1283	43	1926	148	271	1979
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very important	2014	1519	153	137	193	1728	70	1761	29	1219	197	1178	38	1740	121	203	1811
	90%	92%	84%	88%	79%	91%	83%	92%	68%	92%	87%	92%	88%	90%	81%	75%	92%
		BcD		D		B		B		B		B		B		A	
Fairly important	189	115	22	18	32	142	10	142	9	91	25	92	2	158	18	50	139
	8%	7%	12%	12%	13%	7%	12%	7%	22%	7%	11%	7%	5%	8%	12%	19%	7%
		A	A	A	A	A		A		A		A		a		B	
Not very important	23	8	6	-	9	12	2	11	2	9	3	8	1	15	5	12	11
	1%	*	3%	-	4%	1%	2%	1%	5%	1%	1%	1%	2%	1%	3%	5%	1%
			AC		AC		a		A					A		B	
Not at all important	4	2	2	-	-	3	1	3	1	-	1	-	1	2	2	2	2
	*	*	1%	-	-	*	1%	*	2%	-	*	-	2%	*	1%	1%	*
		A	A			A		A		A		A		A		B	
Don't know	20	8	-	1	10	8	1	7	1	6	-	5	1	10	2	3	17
	1%	1%	-	1%	4%	*	1%	*	3%	*	-	*	3%	1%	1%	1%	1%
					ABC				A				A			B	
<b>Nets</b>																	
Important	2203	1634	174	155	225	1870	80	1903	38	1310	222	1270	40	1898	139	254	1950
	98%	99%	96%	99%	92%	99%	95%	99%	90%	99%	98%	99%	93%	99%	94%	94%	99%
		BD		BD		B		B		B		B		B		A	
Not important	27	10	8	-	9	15	3	14	3	9	4	8	2	17	7	14	13
	1%	1%	4%	-	4%	1%	4%	1%	7%	1%	2%	1%	5%	1%	5%	5%	1%
			AC		AC		A		A		a		A		A		B

Columns Tested: A,B,C,D - A,B - A,B - A,B - A,B - A,B - A,B



### General Optical Council

#### 2. When you go to see a healthcare professional, how important or otherwise is each of the following in giving you confidence in the standard of care they provide?

##### The health professional is qualified

Base: All respondents

	Ethnicity						Children in household		Products currently used				Product most recently bought			
	Total	White	Mixed/ multiple	Asian or Asian British	Black or Black British	Other	BME	Aged 8 or under	Aged 9-18	Glasses with a prescription	Contact lenses	Reading glasses without a prescription	None of these	Glasses with a prescription	Contact lenses	Reading glasses without a prescription
Significance Level: 90%		a	b	c	d	e	f	a	b	a	b	c	d	a	b	c
Significance Level: 95%		A	B	C	D	E	F	A	B	A	B	C	D	A	B	C
Unweighted Total	2250	2003	30	127	25	11	193	380	543	1334	226	283	646	1177	164	23
Weighted Total	2250	2000	30	128	25	11	195	384	542	1326	226	280	656	1169	164	23
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very important	2014	1814	25	99	21	10	155	332	479	1219	197	248	568	1074	145	21
	90%	91%	84%	77%	83%	92%	80%	87%	88%	92%	87%	88%	87%	92%	88%	91%
		CF								BcD						
Fairly important	189	148	5	24	4	-	34	42	55	91	25	25	65	81	16	2
	8%	7%	16%	19%	17%	-	17%	11%	10%	7%	11%	9%	10%	7%	10%	9%
		a	A	a	A					A	A	A	A			
Not very important	23	17	-	4	-	1	5	8	6	9	3	6	10	7	2	-
	1%	1%	-	3%	-	8%	3%	2%	1%	1%	1%	2%	2%	1%	1%	-
		A	A	A	A								a			
Not at all important	4	2	-	1	-	-	1	-	-	-	1	1	2	-	1	-
	*	*	-	1%	-	-	1%	-	-	-	*	*	*	-	1%	-
				A						A	A	A	A		A	
Don't know	20	19	-	-	-	-	-	1	2	6	-	-	10	6	-	-
	1%	1%	-	-	-	-	-	*	*	*	-	-	2%	1%	-	-
													AbC			
<b>Nets</b>																
Important	2203	1962	30	123	25	10	189	374	534	1310	222	273	633	1155	161	23
	98%	98%	100%	96%	100%	92%	97%	98%	99%	99%	98%	97%	97%	99%	98%	100%
										cD						
Not important	27	19	-	5	-	1	6	8	6	9	4	7	12	7	3	-
	1%	1%	-	4%	-	8%	3%	2%	1%	1%	2%	3%	2%	1%	2%	-
				A		A	A			a	A	A	A		a	

Columns Tested: A,B,C,D,E,F - A,B - A,B,C,D - A,B,C



### General Optical Council

#### 2. When you go to see a healthcare professional, how important or otherwise is each of the following in giving you confidence in the standard of care they provide?

##### The health professional is monitored by a regulatory body

Base: All respondents

	Gender		Age					Region							Country							
	Total	Male	Female	18-29	30-44	45-59	60-74	75+	North East	North West	Yorks & Humb.	East Mid lands	West Mid lands	East of Eng land	Lon don	South East	South West	Eng land	Wales	Scot land	NI	UK TOTAL
		a	b	a	b	c	d	e	a	b	c	d	e	f	g	h	i	a	b	c	d	e
Significance Level: 90%		A	B	A	B	C	D	E	A	B	C	D	E	F	G	H	I	A	B	C	D	E
Significance Level: 95%																						
Unweighted Total	2250	1099	1151	439	564	601	459	187	146	319	247	180	178	132	182	324	193	1901	100	154	95	2250
Weighted Total	2250	1099	1151	452	580	562	432	225	146	318	245	181	177	131	181	322	194	1895	100	154	100	2250
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very important	1536	681	855	246	391	422	315	162	108	206	173	114	128	86	126	221	129	1291	67	106	72	1536
	68%	62%	74%	54%	67%	75%	73%	72%	74%	65%	71%	63%	72%	66%	70%	68%	66%	68%	67%	69%	72%	68%
			A		A	AB	Ab	A	BD				bd									
Fairly important	546	311	235	159	151	111	88	38	31	84	53	52	34	33	40	88	52	467	20	39	21	546
	24%	28%	20%	35%	26%	20%	20%	17%	21%	26%	22%	29%	19%	25%	22%	27%	27%	25%	20%	25%	21%	24%
		B		BCDE	CDE					e		cE			E	e						
Not very important	87	55	32	28	21	15	15	9	1	15	11	8	8	8	6	9		74	4	5	4	87
	4%	5%	3%	6%	4%	3%	3%	4%	1%	5%	4%	4%	4%	6%	4%	5%		4%	4%	3%	4%	4%
		B		BCd						AH	Ah	Ah	Ah	AH	Ah	Ah						
Not at all important	19	15	4	5	5	5	2	1	-	4	-	-	2	3	3	2	-	14	1	1	3	19
	1%	1%	*	1%	1%	1%	*	1%	-	1%	-	-	1%	2%	2%	1%	-	1%	1%	1%	3%	1%
		B								c			c	aCDI	Cdi						AE	
Don't know	61	37	24	14	12	8	11	15	6	8	8	6	5	1	4	6	4	49	8	4	-	61
	3%	3%	2%	3%	2%	2%	3%	7%	4%	3%	3%	3%	3%	1%	2%	2%	2%	3%	8%	3%	-	3%
		b		c			aBCD		f										AcDE			
<b>Nets</b>																						
Important	2082	992	1090	404	542	533	403	200	139	290	226	167	162	119	166	308	181	1758	87	144	93	2082
	93%	90%	95%	89%	93%	95%	93%	89%	95%	91%	92%	92%	91%	91%	92%	96%	93%	93%	87%	94%	93%	93%
		A			AE	AE	Ae									Bcefg			B	b	B	B
Not important	106	70	36	33	26	20	17	10	1	19	11	8	10	11	11	8	9	88	5	6	7	106
	5%	6%	3%	7%	4%	4%	4%	4%	1%	6%	4%	4%	6%	8%	6%	3%	5%	5%	5%	4%	7%	5%
		B		BCD						AH	A	A	Ah	AH	AH	A						

Columns Tested: A,B - A,B,C,D,E - A,B,C,D,E,F,G,H,I - A,B,C,D,E



## General Optical Council

### 2. When you go to see a healthcare professional, how important or otherwise is each of the following in giving you confidence in the standard of care they provide?

#### The health professional is monitored by a regulatory body

Base: All respondents

	Total	Employment status							
		Full time paid job	Part time paid job	Self emp.	Student	Unemp (<6m)	Unemp (>6m)	Home maker	Retired
Significance Level: 90%		a	b	c	d	e	f	g	h
Significance Level: 95%		A	B	C	D	E	F	G	H
Unweighted Total	2250	1126	159	178	53	21	50	94	524
Weighted Total	2250	1116	157	174	56	20	50	93	537
	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very important	1536	754	113	112	31	15	34	60	386
	68%	68%	72%	64%	56%	76%	68%	64%	72%
		d	D						acD
Fairly important	546	289	32	47	20	5	16	25	103
	24%	26%	21%	27%	36%	24%	32%	27%	19%
		H		H	aBH		bH	h	
Not very important	87	42	7	5	2	-	-	6	22
	4%	4%	5%	3%	4%	-	-	6%	4%
								f	
Not at all important	19	9	2	2	-	-	-	-	6
	1%	1%	1%	1%	-	-	-	-	1%
Don't know	61	23	2	8	2	-	-	3	21
	3%	2%	1%	5%	4%	-	-	3%	4%
				Ab					A
<b>Nets</b>									
Important	2082	1042	146	159	51	20	50	85	488
	93%	93%	93%	91%	92%	100%	100%	91%	91%
		h					abCDGH		
Not important	106	51	9	7	2	-	-	6	28
	5%	5%	6%	4%	4%	-	-	6%	5%
			f					f	

Columns Tested: A,B,C,D,E,F,G,H

### General Optical Council

#### 2. When you go to see a healthcare professional, how important or otherwise is each of the following in giving you confidence in the standard of care they provide?

##### The health professional is monitored by a regulatory body

Base: All respondents

	SEG						Sight					Eye conditions suffer from (personally or family)					Confidence in opticians		
	Total	A	B	C1	C2	D	E	20:20 vision	Short sighted	Long sighted	Partially sighted	Registered blind	Glaucoma	Diabetes	Macular degeneration	Cataracts	Astigmatism	Confident	Not confident
		a	b	c	d	e	f	a	b	c	d	e	a	b	c	d	e	a	b
Significance Level: 90%		A	B	C	D	E	F	A	B	C	D	E	A	B	C	D	E	A	B
Significance Level: 95%		A	B	C	D	E	F	A	B	C	D	E	A	B	C	D	E	A	B
Unweighted Total	2250	271	604	402	428	197	179	609	932	424	88	1	225	389	76	215	238	2067	88
Weighted Total	2250	267	606	401	426	197	183	618	923	421	89	1	222	388	77	218	237	2067	88
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very important	1536	194	405	266	302	133	120	404	634	313	62	1	159	274	51	163	162	1432	47
	68%	73%	67%	66%	71%	68%	66%	65%	69%	74%	70%	100%	72%	71%	66%	75%	68%	69%	53%
		bc							AB									B	
Fairly important	546	53	155	109	98	51	42	160	241	82	19	-	48	85	18	41	65	496	28
	24%	20%	26%	27%	23%	26%	23%	26%	26%	19%	22%	-	22%	22%	23%	19%	27%	24%	32%
		a	A					C	C								D	a	
Not very important	87	10	28	17	17	4	7	25	23	19	5	-	8	13	3	6	4	73	9
	4%	4%	5%	4%	4%	2%	4%	4%	3%	4%	6%	-	3%	3%	4%	3%	2%	4%	10%
									b	b								A	
Not at all important	19	5	4	2	3	3	1	8	10	1	-	-	2	4	1	3	3	16	2
	1%	2%	1%	*	1%	2%	1%	1%	1%	*	-	-	1%	1%	1%	1%	1%	1%	2%
		c						c											
Don't know	61	5	15	7	6	6	13	22	14	6	2	-	6	12	4	4	3	49	2
	3%	2%	2%	2%	1%	3%	7%	4%	2%	1%	2%	-	3%	3%	5%	2%	1%	2%	2%
						ABCDE		BC							E				
<b>Nets</b>																			
Important	2082	247	560	375	401	184	162	563	876	395	81	1	207	359	69	205	227	1928	75
	93%	93%	92%	93%	94%	93%	89%	91%	95%	94%	92%	100%	93%	92%	90%	94%	96%	93%	85%
				F	F				A								bC	B	
Not important	106	15	31	19	20	7	8	32	33	20	5	-	10	17	4	9	7	89	11
	5%	6%	5%	5%	5%	4%	4%	5%	4%	5%	6%	-	4%	4%	5%	4%	3%	4%	12%
																		A	

Columns Tested: A,B,C,D,E,F - A,B,C,D,E - A,B,C,D,E - A,B





### General Optical Council

#### 2. When you go to see a healthcare professional, how important or otherwise is each of the following in giving you confidence in the standard of care they provide?

##### The health professional is monitored by a regulatory body

Base: All respondents

	Last time visited an optician				Satisfaction with overall experience at opticians		Satisfaction with eye test		Corrective solutions		Satisfaction with purchasing corrective solutions		Confidence in effective regulation		Awareness of GOC		
	Total	2 years ago or less	More than 2 to less than 5 years	5 years or more ago	Never	Satis fied	Dissat isfied	Satis fied	Dissat isfied	Presc ription glasses	Cont act lenses	Satis fied	Dissat isfied	Conf ident	Not confi dent	Aware	Not aware
		a	b	c	d	a	b	a	b	a	b	a	b	a	b	a	b
Significance Level: 90%		A	B	C	D	A	B	A	B	A	B	A	B	A	B	A	B
Significance Level: 95%		A	B	C	D	A	B	A	B	A	B	A	B	A	B	A	B
Unweighted Total	2250	1656	182	156	241	1896	85	1929	42	1334	226	1291	44	1926	149	265	1985
Weighted Total	2250	1653	182	156	244	1893	84	1924	43	1326	226	1283	43	1926	148	271	1979
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very important	1536	1177	101	107	143	1326	50	1347	23	945	154	910	32	1353	89	161	1375
	68%	71%	55%	69%	58%	70%	60%	70%	54%	71%	68%	71%	74%	70%	60%	59%	69%
		BD		BD		B		B						B		A	
Fairly important	546	375	57	39	70	442	25	451	15	308	60	303	9	462	40	83	463
	24%	23%	31%	25%	29%	23%	30%	23%	36%	23%	27%	24%	22%	24%	27%	31%	23%
		A		A		a		a						B		B	
Not very important	87	49	14	7	16	65	5	67	2	42	8	38	2	59	15	19	69
	4%	3%	8%	5%	7%	3%	6%	3%	5%	3%	4%	3%	5%	3%	10%	7%	3%
		A		A										A		B	
Not at all important	19	14	3	-	2	16	1	15	2	8	2	8	-	13	2	4	15
	1%	1%	2%	-	1%	1%	1%	1%	5%	1%	1%	1%	-	1%	1%	2%	1%
									A								
Don't know	61	38	7	2	13	44	3	45	-	23	2	24	-	40	3	4	57
	3%	2%	4%	1%	5%	2%	3%	2%	-	2%	1%	2%	-	2%	2%	1%	3%
					AC												
<b>Nets</b>																	
Important	2082	1552	158	146	213	1768	75	1797	38	1254	214	1213	41	1814	128	244	1838
	93%	94%	87%	94%	87%	93%	90%	93%	90%	95%	95%	95%	95%	94%	87%	90%	93%
		BD		BD										B			
Not important	106	62	17	7	18	81	6	82	4	49	10	46	2	72	17	23	83
	5%	4%	10%	5%	7%	4%	7%	4%	10%	4%	4%	4%	5%	4%	11%	8%	4%
			Ac		A				a					A		B	

Columns Tested: A,B,C,D - A,B - A,B - A,B - A,B - A,B - A,B



## General Optical Council

### 2. When you go to see a healthcare professional, how important or otherwise is each of the following in giving you confidence in the standard of care they provide?

#### The health professional is monitored by a regulatory body

Base: All respondents

	Ethnicity						Children in household		Products currently used				Product most recently bought			
	Total	White	Mixed/ multiple	Asian or Asian British	Black or Black British	Other	BME	Aged 8 or under	Aged 9-18	Glasses with a prescription	Contact lenses	Reading glasses without a prescription	None of these	Glasses with a prescription	Contact lenses	Reading glasses without a prescription
Significance Level: 90%		a	b	c	d	e	f	a	b	a	b	c	d	a	b	c
Significance Level: 95%		A	B	C	D	E	F	A	B	A	B	C	D	A	B	C
Unweighted Total	2250	2003	30	127	25	11	193	380	543	1334	226	283	646	1177	164	23
Weighted Total	2250	2000	30	128	25	11	195	384	542	1326	226	280	656	1169	164	23
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very important	1536	1369	21	80	21	10	132	256	364	945	154	188	416	831	114	17
	68%	68%	69%	63%	83%	91%	68%	67%	67%	71%	68%	67%	63%	71%	69%	72%
				c	c					D						
Fairly important	546	486	7	34	4	1	47	101	139	308	60	65	174	275	40	3
	24%	24%	23%	27%	17%	9%	24%	26%	26%	23%	27%	23%	26%	24%	24%	13%
Not very important	87	73	2	9	-	-	12	21	15	42	8	13	33	34	7	3
	4%	4%	8%	7%	-	-	6%	6%	3%	3%	4%	5%	5%	3%	4%	14%
				A				B					A			AB
Not at all important	19	16	-	2	-	-	2	1	7	8	2	7	5	7	1	-
	1%	1%	-	2%	-	-	1%	*	1%	1%	1%	2%	1%	1%	1%	-
								a				AD				
Don't know	61	56	-	2	-	-	2	4	17	23	2	7	28	22	2	-
	3%	3%	-	2%	-	-	1%	1%	3%	2%	1%	3%	4%	2%	1%	-
								A					AB			
<b>Nets</b>																
Important	2082	1855	28	115	25	11	179	357	504	1254	214	253	590	1106	154	20
	93%	93%	92%	90%	100%	100%	92%	93%	93%	95%	95%	90%	90%	95%	94%	86%
				c						CD	cD			c		
Not important	106	89	2	11	-	-	13	22	22	49	10	20	38	41	8	3
	5%	4%	8%	9%	-	-	7%	6%	4%	4%	4%	7%	6%	4%	5%	14%
				A								A	A			Ab

Columns Tested: A,B,C,D,E,F - A,B - A,B,C,D - A,B,C

### General Optical Council

#### 2. When you go to see a healthcare professional, how important or otherwise is each of the following in giving you confidence in the standard of care they provide?

##### The health professional updates their skills and knowledge regularly

Base: All respondents

	Gender		Age					Region							Country							
	Total	Male	Female	18-29	30-44	45-59	60-74	75+	North East	North West	Yorks & Humb.	East Mid lands	West Mid lands	East of Eng land	Lon don	South East	South West	Eng land	Wales	Scot land	NI	UK TOTAL
Significance Level: 90%		a	b	a	b	c	d	e	a	b	c	d	e	f	g	h	i	a	b	c	d	e
Significance Level: 95%		A	B	A	B	C	D	E	A	B	C	D	E	F	G	H	I	A	B	C	D	E
Unweighted Total	2250	1099	1151	439	564	601	459	187	146	319	247	180	178	132	182	324	193	1901	100	154	95	2250
Weighted Total	2250	1099	1151	452	580	562	432	225	146	318	245	181	177	131	181	322	194	1895	100	154	100	2250
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very important	1619	731	888	271	386	443	356	163	106	229	181	116	126	100	130	229	140	1357	80	104	78	1619
	72%	66%	77%	60%	67%	79%	83%	72%	72%	72%	74%	64%	71%	76%	72%	71%	72%	72%	80%	67%	78%	72%
			A		A	ABe	ABE	A		d	D			D		d			aCe		c	
Fairly important	522	303	219	152	167	95	62	46	35	73	53	50	48	28	42	74	42	445	15	45	17	522
	23%	28%	19%	34%	29%	17%	14%	20%	24%	23%	22%	27%	27%	21%	23%	23%	22%	23%	15%	29%	17%	23%
		B		bCDE	CDE		d											b		aBDe		b
Not very important	49	30	18	16	15	11	2	5	3	5	6	6	2	2	6	8	4	43	1	1	4	49
	2%	3%	2%	3%	3%	2%	*	2%	2%	2%	2%	3%	1%	2%	3%	2%	2%	2%	1%	1%	4%	2%
		b		D	D	D	D	D														c
Not at all important	12	8	4	3	3	4	2	-	-	2	-	1	1	-	2	4	1	11	-	1	-	12
	1%	1%	*	1%	1%	1%	*	-	-	1%	-	1%	1%	-	1%	1%	1%	1%	-	-	1%	1%
															c	c						
Don't know	48	27	21	9	8	9	10	11	2	8	5	8	1	1	1	7	6	40	4	3	1	48
	2%	3%	2%	2%	1%	2%	2%	5%	1%	3%	2%	5%	1%	1%	1%	2%	3%	2%	4%	2%	1%	2%
							ABCd					EfG				eg						
<b>Nets</b>																						
Important	2141	1034	1108	424	553	538	418	209	141	303	234	165	173	128	172	303	182	1802	95	149	95	2141
	95%	94%	96%	94%	95%	96%	97%	93%	97%	95%	96%	91%	98%	98%	95%	94%	94%	95%	95%	97%	95%	95%
			A				AE		d	d	d		Dhi	D								
Not important	60	38	22	19	18	15	4	5	3	7	6	7	3	2	8	12	5	53	1	2	4	60
	3%	3%	2%	4%	3%	3%	1%	2%	2%	2%	2%	4%	2%	2%	5%	4%	3%	3%	1%	1%	4%	3%
		B		D	D	D																

Columns Tested: A,B - A,B,C,D,E - A,B,C,D,E,F,G,H,I - A,B,C,D,E



## General Optical Council

### 2. When you go to see a healthcare professional, how important or otherwise is each of the following in giving you confidence in the standard of care they provide?

#### The health professional updates their skills and knowledge regularly

Base: All respondents

	Total	Employment status							
		Full time paid job	Part time paid job	Self emp.	Student	Unemp (<6m)	Unemp (>6m)	Home maker	Retired
Significance Level: 90%		a	b	c	d	e	f	g	h
Significance Level: 95%		A	B	C	D	E	F	G	H
Unweighted Total	2250	1126	159	178	53	21	50	94	524
Weighted Total	2250	1116	157	174	56	20	50	93	537
	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very important	1619	788	112	122	31	13	36	65	419
	72%	71%	72%	70%	56%	62%	71%	70%	78%
		D	D	d					AbCDeg
Fairly important	522	278	38	37	20	7	13	26	94
	23%	25%	24%	21%	36%	34%	27%	28%	18%
		H	h		abCH	h		H	
Not very important	49	25	4	6	2	1	-	2	5
	2%	2%	3%	3%	4%	4%	-	2%	1%
		h		H	h				
Not at all important	12	6	2	2	-	-	-	-	2
	1%	1%	1%	1%	-	-	-	-	*
Don't know	48	20	1	7	2	-	1	-	17
	2%	2%	1%	4%	4%	-	2%	-	3%
				aBg	bg				abg
<b>Nets</b>									
Important	2141	1066	150	159	51	20	49	91	513
	95%	95%	96%	92%	92%	96%	98%	98%	96%
		C						C	c
Not important	60	31	6	8	2	1	-	2	7
	3%	3%	4%	4%	4%	4%	-	2%	1%
		h	H	H					

Columns Tested: A,B,C,D,E,F,G,H

### General Optical Council

#### 2. When you go to see a healthcare professional, how important or otherwise is each of the following in giving you confidence in the standard of care they provide?

##### The health professional updates their skills and knowledge regularly

Base: All respondents

	Total	SEG						Sight					Eye conditions suffer from (personally or family)					Confidence in opticians	
		A	B	C1	C2	D	E	20:20 vision	Short sighted	Long sighted	Partially sighted	Registered blind	Glaucoma	Diabetes	Macular degeneration	Cataracts	Astigmatism	Confident	Not confident
		a	b	c	d	e	f	a	b	c	d	e	a	b	c	d	e	a	b
Significance Level: 90%		A	B	C	D	E	F	A	B	C	D	E	A	B	C	D	E	A	B
Significance Level: 95%		A	B	C	D	E	F	A	B	C	D	E	A	B	C	D	E	A	B
Unweighted Total	2250	271	604	402	428	197	179	609	932	424	88	1	225	389	76	215	238	2067	88
Weighted Total	2250	267	606	401	426	197	183	618	923	421	89	1	222	388	77	218	237	2067	88
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very important	1619	216	440	273	305	132	125	406	678	333	68	1	174	277	56	171	176	1508	49
	72%	81%	73%	68%	72%	67%	69%	66%	73%	79%	76%	100%	78%	71%	73%	78%	74%	73%	55%
		BCDEF							A	AB	A		b			b		B	
Fairly important	522	41	139	102	104	55	51	169	211	80	16	-	39	99	19	42	54	476	26
	23%	15%	23%	25%	24%	28%	28%	27%	23%	19%	18%	-	18%	25%	24%	20%	23%	23%	30%
		A	A	A	A	A	A	BCd						Ad					
Not very important	49	3	13	11	7	6	3	16	16	4	4	-	4	3	1	2	3	36	9
	2%	1%	2%	3%	2%	3%	2%	3%	2%	1%	4%	-	2%	1%	1%	1%	1%	2%	11%
								c			bC							A	
Not at all important	12	2	2	3	4	-	-	8	4	-	-	-	2	1	-	1	1	9	3
	1%	1%	*	1%	1%	-	-	1%	*	-	-	-	1%	*	-	*	*	*	3%
								BC										A	
Don't know	48	6	12	12	7	4	3	18	15	4	1	-	3	8	1	1	4	37	1
	2%	2%	2%	3%	2%	2%	2%	3%	2%	1%	1%	-	1%	2%	1%	1%	2%	2%	1%
								bC											
<b>Nets</b>																			
Important	2141	257	580	375	409	187	176	575	888	413	84	1	213	376	75	213	229	1985	75
	95%	96%	96%	93%	96%	95%	97%	93%	96%	98%	94%	100%	96%	97%	97%	98%	97%	96%	85%
									A	AbD								B	
Not important	60	5	15	14	11	6	3	24	20	4	4	-	6	4	1	3	4	45	12
	3%	2%	2%	3%	3%	3%	2%	4%	2%	1%	4%	-	3%	1%	1%	1%	2%	2%	14%
								BC			C							A	

Columns Tested: A,B,C,D,E,F - A,B,C,D,E - A,B,C,D,E - A,B



### General Optical Council

2. When you go to see a healthcare professional, how important or otherwise is each of the following in giving you confidence in the standard of care they provide?

**The health professional updates their skills and knowledge regularly**

Base: All respondents

	Last time visited an optician				Satisfaction with overall experience at opticians		Satisfaction with eye test		Corrective solutions		Satisfaction with purchasing corrective solutions		Confidence in effective regulation		Awareness of GOC		
	Total	2 years ago or less	More than 2 to less than 5 years	5 years or more ago	Never	Satis fied	Dissat isfied	Satis fied	Dissat isfied	Presc ription glass es	Cont act lens es	Satis fied	Dissat isfied	Conf ident	Not confi dent	Aware	Not aware
Significance Level: 90%		a	b	c	d	a	b	a	b	a	b	a	b	a	b	a	b
Significance Level: 95%		A	B	C	D	A	B	A	B	A	B	A	B	A	B	A	B
Unweighted Total	2250	1656	182	156	241	1896	85	1929	42	1334	226	1291	44	1926	149	265	1985
Weighted Total	2250	1653	182	156	244	1893	84	1924	43	1326	226	1283	43	1926	148	271	1979
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very important	1619	1259	107	104	137	1413	49	1428	26	1005	170	974	33	1403	102	164	1455
	72%	76%	59%	67%	56%	75%	58%	74%	61%	76%	75%	76%	77%	73%	69%	60%	74%
		BCD		D		B		b									A
Fairly important	522	329	62	46	83	409	23	418	13	270	53	261	8	445	37	92	431
	23%	20%	34%	29%	34%	22%	27%	22%	31%	20%	23%	20%	18%	23%	25%	34%	22%
		A	A	A	A	A	A	A	A	A	A	A	A	A	A	B	B
Not very important	49	26	7	3	13	27	7	31	2	19	3	17	2	36	5	10	38
	2%	2%	4%	2%	5%	1%	9%	2%	6%	1%	1%	1%	5%	2%	4%	4%	2%
		A	A	Ac		A		A		A		A		A		B	
Not at all important	12	7	2	2	1	9	2	10	1	6	1	6	-	10	2	2	10
	1%	*	1%	1%	*	*	2%	1%	2%	*	*	*	-	1%	1%	1%	*
						A		A									
Don't know	48	32	5	1	11	35	3	38	-	26	-	25	-	32	2	3	45
	2%	2%	3%	1%	4%	2%	3%	2%	-	2%	-	2%	-	2%	1%	1%	2%
					AC					B							
<b>Nets</b>																	
Important	2141	1588	169	150	220	1823	72	1846	39	1275	222	1235	41	1848	139	256	1886
	95%	96%	93%	96%	90%	96%	86%	96%	92%	96%	98%	96%	95%	96%	94%	94%	95%
		BD		D		B											
Not important	60	32	9	5	14	36	9	41	3	25	4	23	2	46	7	12	48
	3%	2%	5%	3%	6%	2%	11%	2%	8%	2%	2%	2%	5%	2%	5%	5%	2%
			A		A		A		A					a		B	

Columns Tested: A,B,C,D - A,B - A,B - A,B - A,B - A,B - A,B



## General Optical Council

### 2. When you go to see a healthcare professional, how important or otherwise is each of the following in giving you confidence in the standard of care they provide?

#### The health professional updates their skills and knowledge regularly

Base: All respondents

	Ethnicity						Children in household		Products currently used				Product most recently bought			
	Total	White	Mixed/ multiple	Asian or Asian British	Black or Black British	Other	BME	Aged 8 or under	Aged 9-18	Glasses with a prescription	Contact lenses	Reading glasses without a prescription	None of these	Glasses with a prescription	Contact lenses	Reading glasses without a prescription
Significance Level: 90%		a	b	c	d	e	f	a	b	a	b	c	d	a	b	c
Significance Level: 95%		A	B	C	D	E	F	A	B	A	B	C	D	A	B	C
Unweighted Total	2250	2003	30	127	25	11	193	380	543	1334	226	283	646	1177	164	23
Weighted Total	2250	2000	30	128	25	11	195	384	542	1326	226	280	656	1169	164	23
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very important	1619	1450	22	83	18	6	130	274	386	1005	170	202	427	881	130	17
	72%	72%	74%	65%	71%	55%	67%	72%	71%	76%	75%	72%	65%	75%	79%	73%
		cf								D	D	D				
Fairly important	522	456	8	38	5	4	56	93	136	270	53	65	188	241	31	5
	23%	23%	26%	30%	21%	36%	29%	24%	25%	20%	23%	23%	29%	21%	19%	23%
			a				a						Ac			
Not very important	49	39	-	4	2	1	7	11	9	19	3	7	20	16	3	-
	2%	2%	-	3%	9%	8%	4%	3%	2%	1%	1%	3%	3%	1%	2%	-
				A									A			
Not at all important	12	10	-	1	-	-	1	3	5	6	1	3	4	6	-	-
	1%	*	-	1%	-	-	1%	1%	1%	*	*	1%	1%	*	-	-
Don't know	48	45	-	1	-	-	1	2	6	26	-	3	17	25	-	1
	2%	2%	-	1%	-	-	1%	1%	1%	2%	-	1%	3%	2%	-	4%
										B			B	b		B
<b>Nets</b>																
Important	2141	1906	30	122	23	10	185	367	522	1275	222	267	614	1122	161	22
	95%	95%	100%	95%	91%	92%	95%	96%	96%	96%	98%	95%	94%	96%	98%	96%
										D	cD					
Not important	60	49	-	5	2	1	8	14	14	25	4	10	24	22	3	-
	3%	2%	-	4%	9%	8%	4%	4%	3%	2%	2%	4%	4%	2%	2%	-
				A								a	A			

Columns Tested: A,B,C,D,E,F - A,B - A,B,C,D - A,B,C

## General Optical Council

### 2. When you go to see a healthcare professional, how important or otherwise is each of the following in giving you confidence in the standard of care they provide?

#### You don't feel rushed

Base: All respondents

	Gender		Age					Region							Country							
	Total	Male	Female	18-29	30-44	45-59	60-74	75+	North East	North West	Yorks & Humb.	East Midlands	West Midlands	East of Eng land	Lon don	South East	South West	Eng land	Wales	Scot land	NI	UK TOTAL
Significance Level: 90%		a	b	a	b	c	d	e	a	b	c	d	e	f	g	h	i	a	b	c	d	e
Significance Level: 95%		A	B	A	B	C	D	E	A	B	C	D	E	F	G	H	I	A	B	C	D	E
Unweighted Total	2250	1099	1151	439	564	601	459	187	146	319	247	180	178	132	182	324	193	1901	100	154	95	2250
Weighted Total	2250	1099	1151	452	580	562	432	225	146	318	245	181	177	131	181	322	194	1895	100	154	100	2250
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very important	1372	589	784	237	326	359	295	156	91	204	167	100	105	75	97	188	118	1147	68	94	64	1372
	61%	54%	68%	53%	56%	64%	68%	69%	63%	64%	68%	55%	59%	57%	54%	58%	61%	61%	68%	61%	63%	61%
			A			AB	AB	AB		DG	DeFGH											
Fairly important	706	391	315	162	203	176	117	48	42	87	66	59	59	50	68	115	58	604	24	50	28	706
	31%	36%	27%	36%	35%	31%	27%	21%	29%	27%	27%	33%	33%	38%	37%	36%	30%	32%	24%	32%	28%	31%
		B		DE	DE	E								BC	BC	BC		b				
Not very important	103	72	31	36	33	12	11	12	8	11	8	12	10	5	11	14	8	88	5	5	5	103
	5%	7%	3%	8%	6%	2%	3%	5%	6%	3%	3%	7%	6%	4%	6%	4%	4%	5%	5%	3%	5%	5%
		B		CD	CD		C					bc										
Not at all important	40	27	13	12	8	9	6	5	3	7	3	2	2	1	4	5	6	33	1	2	3	40
	2%	2%	1%	3%	1%	2%	1%	2%	2%	2%	1%	1%	1%	1%	2%	2%	3%	2%	1%	1%	3%	2%
		B																				
Don't know	29	21	8	4	10	6	3	5	1	9	1	7	1	-	1	-	3	23	2	3	-	29
	1%	2%	1%	1%	2%	1%	1%	2%	1%	3%	*	4%	1%	-	1%	-	2%	1%	2%	2%	-	1%
		B					d			CefgH		aCEFGH				H						
<b>Nets</b>																						
Important	2078	980	1099	400	529	535	411	203	134	291	233	159	164	125	165	303	176	1751	92	144	92	2078
	92%	89%	95%	88%	91%	95%	95%	90%	92%	92%	95%	88%	93%	95%	91%	94%	91%	92%	92%	93%	92%	92%
		A				ABE	ABE				bDi			D	D	D						
Not important	143	99	44	48	41	21	17	16	11	18	11	14	12	6	15	19	14	121	6	7	8	143
	6%	9%	4%	11%	7%	4%	4%	7%	8%	6%	4%	8%	7%	5%	8%	6%	7%	6%	6%	5%	8%	6%
		B		BCD	CD		Cd							c								

Columns Tested: A,B - A,B,C,D,E - A,B,C,D,E,F,G,H,I - A,B,C,D,E



### General Optical Council

#### 2. When you go to see a healthcare professional, how important or otherwise is each of the following in giving you confidence in the standard of care they provide?

##### You don't feel rushed

Base: All respondents

	Total	Employment status							
		Full time paid job	Part time paid job	Self emp.	Student	Unemp (<6m)	Unemp (>6m)	Home maker	Retired
Significance Level: 90%		a	b	c	d	e	f	g	h
Significance Level: 95%		A	B	C	D	E	F	G	H
Unweighted Total	2250	1126	159	178	53	21	50	94	524
Weighted Total	2250	1116	157	174	56	20	50	93	537
	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very important	1372	628	92	106	31	13	34	64	375
	61%	56%	59%	61%	56%	62%	68%	69%	70%
							A	ABCD	
Fairly important	706	393	56	54	18	7	13	24	130
	31%	35%	36%	31%	33%	34%	26%	26%	24%
		gH	H	h					
Not very important	103	59	5	7	5	-	3	2	18
	5%	5%	3%	4%	8%	-	6%	2%	3%
		h			gh				
Not at all important	40	21	3	5	2	1	-	1	5
	2%	2%	2%	3%	4%	4%	-	1%	1%
				h	h				
Don't know	29	15	1	2	-	-	-	2	8
	1%	1%	1%	1%	-	-	-	2%	2%
<b>Nets</b>									
Important	2078	1021	148	160	49	20	47	88	505
	92%	91%	94%	92%	88%	96%	94%	95%	94%
									ad
Not important	143	81	8	12	7	1	3	3	24
	6%	7%	5%	7%	12%	4%	6%	3%	4%
		H			bGH				

Columns Tested: A,B,C,D,E,F,G,H

### General Optical Council

#### 2. When you go to see a healthcare professional, how important or otherwise is each of the following in giving you confidence in the standard of care they provide?

##### You don't feel rushed

Base: All respondents

	SEG						Sight					Eye conditions suffer from (personally or family)					Confidence in opticians		
	Total	A	B	C1	C2	D	E	20:20 vision	Short sighted	Long sighted	Partially sighted	Registered blind	Glaucoma	Diabetes	Macular degeneration	Cataracts	Astigmatism	Confident	Not confident
		a	b	c	d	e	f	a	b	c	d	e	a	b	c	d	e	a	b
Significance Level: 90%		A	B	C	D	E	F	A	B	C	D	E	A	B	C	D	E	A	B
Significance Level: 95%		A	B	C	D	E	F	A	B	C	D	E	A	B	C	D	E	A	B
Unweighted Total	2250	271	604	402	428	197	179	609	932	424	88	1	225	389	76	215	238	2067	88
Weighted Total	2250	267	606	401	426	197	183	618	923	421	89	1	222	388	77	218	237	2067	88
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very important	1372	170	347	233	260	123	120	343	572	264	57	1	141	264	49	147	148	1283	43
	61%	64%	57%	58%	61%	63%	66%	56%	62%	63%	64%	100%	63%	68%	64%	68%	62%	62%	49%
		b				Bc		A	A								B		
Fairly important	706	78	208	133	140	63	50	215	295	131	23	-	70	98	22	62	76	645	31
	31%	29%	34%	33%	33%	32%	28%	35%	32%	31%	26%	-	32%	25%	29%	28%	32%	31%	35%
		f						d					b				b		
Not very important	103	10	34	22	17	8	5	36	38	16	3	-	3	11	1	3	7	88	8
	5%	4%	6%	5%	4%	4%	3%	6%	4%	4%	4%	-	1%	3%	1%	1%	3%	4%	9%
		e						b			BC							A	
Not at all important	40	8	11	6	8	1	3	15	12	5	4	-	4	12	1	5	5	32	5
	2%	3%	2%	2%	2%	1%	2%	3%	1%	1%	5%	-	2%	3%	1%	2%	2%	2%	6%
		e						b			BC							A	
Don't know	29	2	7	7	2	1	4	8	6	5	2	-	4	3	3	-	1	19	1
	1%	1%	1%	2%	*	1%	2%	1%	1%	1%	2%	-	2%	1%	4%	-	*	1%	1%
				d		D							D		BDE				
<b>Nets</b>																			
Important	2078	247	555	367	400	186	170	558	868	394	79	1	211	362	72	209	224	1928	74
	92%	93%	92%	91%	94%	95%	93%	90%	94%	94%	90%	100%	95%	93%	94%	96%	94%	93%	84%
									A	a								B	
Not important	143	18	44	28	24	9	8	52	49	21	7	-	7	23	2	8	12	120	13
	6%	7%	7%	7%	6%	5%	5%	8%	5%	5%	8%	-	3%	6%	3%	4%	5%	6%	15%
								BC										A	

Columns Tested: A,B,C,D,E,F - A,B,C,D,E - A,B,C,D,E - A,B



### General Optical Council

#### 2. When you go to see a healthcare professional, how important or otherwise is each of the following in giving you confidence in the standard of care they provide?

##### You don't feel rushed

Base: All respondents

	Last time visited an optician				Satisfaction with overall experience at opticians		Satisfaction with eye test		Corrective solutions		Satisfaction with purchasing corrective solutions		Confidence in effective regulation		Awareness of GOC		
	Total	2 years ago or less	More than 2 to less than 5 years	5 years or more ago	Never	Satisfied	Dissatisfied	Satisfied	Dissatisfied	Prescription glasses	Contact lenses	Satisfied	Dissatisfied	Confident	Not confident	Aware	Not aware
Significance Level: 90%		a	b	c	d	a	b	a	b	a	b	a	b	a	b	a	b
Significance Level: 95%		A	B	C	D	A	B	A	B	A	B	A	B	A	B	A	B
Unweighted Total	2250	1656	182	156	241	1896	85	1929	42	1334	226	1291	44	1926	149	265	1985
Weighted Total	2250	1653	182	156	244	1893	84	1924	43	1326	226	1283	43	1926	148	271	1979
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very important	1372	1050	103	91	119	1191	47	1213	21	851	131	821	30	1198	78	144	1228
	61%	64%	56%	58%	49%	63%	56%	63%	49%	64%	58%	64%	68%	62%	53%	53%	62%
		bD		d				b		b				B		A	
Fairly important	706	493	68	52	89	580	27	591	12	395	80	385	11	597	53	90	616
	31%	30%	38%	33%	36%	31%	32%	31%	29%	30%	35%	30%	26%	31%	36%	33%	31%
		A			A												
Not very important	103	68	7	6	21	74	7	73	5	48	12	47	2	82	12	28	75
	5%	4%	4%	4%	9%	4%	9%	4%	12%	4%	5%	4%	5%	4%	8%	10%	4%
					Abc		A		A					A		B	
Not at all important	40	28	3	4	3	32	3	31	3	20	2	21	-	33	4	5	34
	2%	2%	2%	3%	1%	2%	4%	2%	7%	1%	1%	2%	-	2%	3%	2%	2%
									A								
Don't know	29	14	1	2	12	17	-	16	1	11	1	10	-	16	1	3	26
	1%	1%	1%	1%	5%	1%	-	1%	2%	1%	*	1%	-	1%	1%	1%	1%
					ABc												
<b>Nets</b>																	
Important	2078	1543	171	143	208	1771	74	1804	33	1247	211	1205	41	1795	131	235	1844
	92%	93%	94%	92%	85%	94%	88%	94%	79%	94%	93%	94%	95%	93%	88%	87%	93%
		D	D	D		B		B						B		A	
Not important	143	96	10	11	24	106	10	104	8	68	14	67	2	114	16	33	110
	6%	6%	6%	7%	10%	6%	12%	5%	19%	5%	6%	5%	5%	6%	11%	12%	6%
					A		A		A					A		B	

Columns Tested: A,B,C,D - A,B - A,B - A,B - A,B - A,B - A,B



## General Optical Council

### 2. When you go to see a healthcare professional, how important or otherwise is each of the following in giving you confidence in the standard of care they provide?

#### You don't feel rushed

Base: All respondents

	Ethnicity						Children in household		Products currently used				Product most recently bought		
	Total	White	Mixed/ multiple	Asian or Asian British	Black or Black British	Other	BME	Aged 8 or under	Aged 9-18	Glasses with a prescription	Contact lenses	Reading glasses without a prescription	None of these	Glasses with a prescription	Contact lenses
	a	b	c	d	e	f	a	b	a	b	c	d	a	b	c
Significance Level: 90%	A	B	C	D	E	F	A	B	A	B	C	D	A	B	C
Significance Level: 95%															
Unweighted Total	2250	2003	30	127	25	11	380	543	1334	226	283	646	1177	164	23
Weighted Total	2250	2000	30	128	25	11	384	542	1326	226	280	656	1169	164	23
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very important	1372	1229	19	71	15	6	217	314	851	131	170	365	752	100	15
	61%	61%	64%	55%	59%	55%	57%	58%	64%	58%	61%	56%	64%	61%	65%
									bD						
Fairly important	706	629	9	44	7	2	135	190	395	80	92	223	346	54	7
	31%	31%	30%	35%	28%	18%	35%	35%	30%	35%	33%	34%	30%	33%	31%
												a			
Not very important	103	83	1	9	3	2	25	25	48	12	11	41	40	9	1
	5%	4%	3%	7%	13%	18%	7%	5%	4%	5%	4%	6%	3%	6%	4%
				A	A	A						A			
Not at all important	40	33	1	4	-	1	5	7	20	2	6	15	20	1	-
	2%	2%	3%	3%	-	8%	1%	1%	1%	1%	2%	2%	2%	1%	-
					a										
Don't know	29	27	-	-	-	-	1	6	11	1	2	12	10	-	-
	1%	1%	-	-	-	-	*	1%	1%	*	1%	2%	1%	-	-
												a			
<b>Nets</b>															
Important	2078	1858	28	115	22	8	352	504	1247	211	262	587	1099	154	22
	92%	93%	94%	90%	87%	73%	92%	93%	94%	93%	93%	90%	94%	94%	96%
		Ef	e						D		d				
Not important	143	116	2	13	3	3	30	33	68	14	17	56	59	10	1
	6%	6%	6%	10%	13%	27%	8%	6%	5%	6%	6%	9%	5%	6%	4%
				A	Ab	A						A			

Columns Tested: A,B,C,D,E,F - A,B - A,B,C,D - A,B,C

### General Optical Council

#### 2. When you go to see a healthcare professional, how important or otherwise is each of the following in giving you confidence in the standard of care they provide?

##### You are satisfied with the quality of advice

Base: All respondents

	Gender		Age					Region							Country							
	Total	Male	Female	18-29	30-44	45-59	60-74	75+	North East	North West	Yorks & Humb.	East Mid lands	West Mid lands	East of Eng land	Lon don	South East	South West	Eng land	Wales	Scot land	NI	UK TOTAL
Significance Level: 90%		a	b	a	b	c	d	e	a	b	c	d	e	f	g	h	i	a	b	c	d	e
Significance Level: 95%		A	B	A	B	C	D	E	A	B	C	D	E	F	G	H	I	A	B	C	D	E
Unweighted Total	2250	1099	1151	439	564	601	459	187	146	319	247	180	178	132	182	324	193	1901	100	154	95	2250
Weighted Total	2250	1099	1151	452	580	562	432	225	146	318	245	181	177	131	181	322	194	1895	100	154	100	2250
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very important	1716	794	922	306	414	454	356	186	111	239	192	126	136	102	135	243	151	1435	84	122	76	1716
	76%	72%	80%	68%	71%	81%	82%	83%	76%	75%	78%	70%	77%	78%	75%	75%	78%	76%	83%	79%	76%	76%
			A			AB	AB	AB			D					d			a			
Fairly important	460	258	202	123	139	100	67	30	31	69	49	45	33	26	36	72	40	401	12	28	20	460
	20%	23%	18%	27%	24%	18%	15%	14%	22%	22%	20%	25%	19%	20%	20%	22%	21%	21%	12%	18%	20%	20%
		B		CDE	CDE													B				B
Not very important	40	28	12	14	15	4	4	3	2	4	2	4	4	2	7	3	1	29	4	3	3	40
	2%	3%	1%	3%	3%	1%	1%	2%	1%	1%	1%	2%	2%	2%	4%	1%	1%	2%	4%	2%	3%	2%
		B		CD	Cd										bCHI				ae			
Not at all important	9	6	3	3	4	1	1	-	-	1	2	-	2	-	1	2	-	8	-	-	1	9
	*	1%	*	1%	1%	*	*	-	-	*	1%	-	1%	-	1%	1%	-	*	-	-	1%	*
Don't know	25	13	11	6	8	2	4	5	1	5	1	6	2	1	2	2	2	23	1	1	-	25
	1%	1%	1%	1%	1%	*	1%	2%	1%	2%	*	3%	1%	1%	1%	1%	1%	1%	1%	1%	-	1%
				c	C		C					CH										
<b>Nets</b>																						
Important	2176	1052	1124	429	553	555	422	217	143	308	240	171	169	128	171	316	191	1835	95	150	96	2176
	97%	96%	98%	95%	95%	99%	98%	96%	98%	97%	98%	94%	95%	98%	94%	98%	98%	97%	95%	97%	96%	97%
			A			ABE	AB				dg				DG	DeG						
Not important	49	34	15	17	19	5	5	3	2	5	4	4	6	2	8	5	1	38	4	3	4	49
	2%	3%	1%	4%	3%	1%	1%	2%	1%	2%	2%	2%	3%	2%	5%	2%	1%	2%	4%	2%	4%	2%
		B		CD	CD								I		abcHI							

Columns Tested: A,B - A,B,C,D,E - A,B,C,D,E,F,G,H,I - A,B,C,D,E



### General Optical Council

#### 2. When you go to see a healthcare professional, how important or otherwise is each of the following in giving you confidence in the standard of care they provide?

##### You are satisfied with the quality of advice

Base: All respondents

	Total	Employment status							
		Full time paid job	Part time paid job	Self emp.	Student	Unemp (<6m)	Unemp (>6m)	Home maker	Retired
Significance Level: 90%		a	b	c	d	e	f	g	h
Significance Level: 95%		A	B	C	D	E	F	G	H
Unweighted Total	2250	1126	159	178	53	21	50	94	524
Weighted Total	2250	1116	157	174	56	20	50	93	537
	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very important	1716	841	120	129	36	14	35	68	442
	76%	75%	77%	74%	64%	67%	70%	73%	82%
		d	d						ACDeFG
Fairly important	460	245	30	38	18	5	13	23	79
	20%	22%	19%	22%	32%	24%	26%	24%	15%
		H		H	aBH		H	H	
Not very important	40	17	4	4	2	1	-	1	6
	2%	2%	3%	3%	4%	4%	-	1%	1%
Not at all important	9	4	1	-	-	1	1	1	1
	*	*	1%	-	-	5%	2%	1%	*
						AbCH	ch		
Don't know	25	9	2	3	-	-	1	-	9
	1%	1%	1%	2%	-	-	2%	-	2%
									a
<b>Nets</b>									
Important	2176	1086	150	166	54	19	48	91	521
	97%	97%	96%	96%	96%	91%	96%	98%	97%
		e							
Not important	49	22	5	4	2	2	1	2	7
	2%	2%	3%	3%	4%	9%	2%	2%	1%
						AH			

Columns Tested: A,B,C,D,E,F,G,H



**General Optical Council**

**2. When you go to see a healthcare professional, how important or otherwise is each of the following in giving you confidence in the standard of care they provide?**

**You are satisfied with the quality of advice**

Base: All respondents

	Total	SEG						Sight					Eye conditions suffer from (personally or family)					Confidence in opticians	
		A	B	C1	C2	D	E	20:20 vision	Short sighted	Long sighted	Partially sighted	Registered blind	Glaucoma	Diabetes	Macular degeneration	Cataracts	Astigmatism	Confident	Not confident
Significance Level: 90%		a	b	c	d	e	f	a	b	c	d	e	a	b	c	d	e	a	b
Significance Level: 95%		A	B	C	D	E	F	A	B	C	D	E	A	B	C	D	E	A	B
Unweighted Total	2250	271	604	402	428	197	179	609	932	424	88	1	225	389	76	215	238	2067	88
Weighted Total	2250	267	606	401	426	197	183	618	923	421	89	1	222	388	77	218	237	2067	88
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very important	1716	213	474	310	313	140	136	458	718	330	66	1	175	305	62	183	183	1604	50
	76%	80%	78%	77%	73%	71%	75%	74%	78%	78%	74%	100%	79%	78%	80%	84%	77%	78%	56%
		dE	dE	e											e			B	
Fairly important	460	53	111	76	99	51	39	132	186	80	21	-	41	68	12	28	48	413	26
	20%	20%	18%	19%	23%	26%	21%	21%	20%	19%	24%	-	19%	18%	16%	13%	20%	20%	29%
				b	BC								d			D		A	
Not very important	40	1	13	6	12	2	3	13	13	5	1	-	2	8	1	4	2	29	8
	2%	*	2%	2%	3%	1%	2%	2%	1%	1%	1%	-	1%	2%	1%	2%	1%	1%	10%
		a	A															A	
Not at all important	9	-	2	2	1	1	1	6	1	2	-	-	2	3	1	3	3	6	3
	*	-	*	1%	*	1%	1%	1%	*	*	-	-	1%	1%	1%	1%	1%	*	3%
								B										A	
Don't know	25	1	6	7	2	3	3	8	5	4	1	-	2	4	1	-	1	15	1
	1%	*	1%	2%	*	2%	2%	1%	1%	1%	1%	-	1%	1%	1%	-	*	1%	1%
				d		d		b							d				
<b>Nets</b>																			
Important	2176	265	585	386	412	191	175	591	904	410	87	1	216	373	74	210	231	2016	76
	97%	99%	96%	96%	97%	97%	96%	96%	98%	97%	98%	100%	97%	96%	96%	97%	97%	98%	86%
		BCDeF							A									B	
Not important	49	1	15	8	13	3	4	19	14	7	1	-	4	12	2	7	5	35	11
	2%	*	3%	2%	3%	2%	2%	3%	1%	2%	1%	-	2%	3%	3%	3%	2%	2%	13%
		A		a	A		a	B										A	

Columns Tested: A,B,C,D,E,F - A,B,C,D,E - A,B,C,D,E - A,B



### General Optical Council

2. When you go to see a healthcare professional, how important or otherwise is each of the following in giving you confidence in the standard of care they provide?

**You are satisfied with the quality of advice**

Base: All respondents

	Last time visited an optician				Satisfaction with overall experience at opticians		Satisfaction with eye test		Corrective solutions		Satisfaction with purchasing corrective solutions		Confidence in effective regulation		Awareness of GOC		
	Total	2 years ago or less	More than 2 to less than 5 years	5 years or more ago	Never	Satisfied	Dissatisfied	Satisfied	Dissatisfied	Prescription glasses	Contact lenses	Satisfied	Dissatisfied	Confident	Not confident	Aware	Not aware
Significance Level: 90%		a	b	c	d	a	b	a	b	a	b	a	b	a	b	a	b
Significance Level: 95%		A	B	C	D	A	B	A	B	A	B	A	B	A	B	A	B
Unweighted Total	2250	1656	182	156	241	1896	85	1929	42	1334	226	1291	44	1926	149	265	1985
Weighted Total	2250	1653	182	156	244	1893	84	1924	43	1326	226	1283	43	1926	148	271	1979
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very important	1716	1305	130	107	163	1479	56	1505	23	1055	161	1017	33	1484	105	182	1534
	76%	79%	71%	69%	67%	78%	67%	78%	55%	80%	71%	79%	76%	77%	70%	67%	78%
		BCD				B		B		B				b		A	
Fairly important	460	311	43	41	62	370	20	375	11	241	60	239	7	391	32	63	397
	20%	19%	23%	26%	25%	20%	24%	19%	26%	18%	27%	19%	15%	20%	21%	23%	20%
		A		A	A	A		A		A				A		B	
Not very important	40	19	6	5	10	25	4	25	5	16	2	15	1	32	6	16	23
	2%	1%	3%	3%	4%	1%	5%	1%	12%	1%	1%	1%	2%	2%	4%	6%	1%
		A	A	A	A	A		A		A				A		B	
Not at all important	9	6	3	-	-	8	1	8	1	5	1	4	1	6	2	4	5
	*	*	2%	-	-	*	1%	*	2%	*	*	*	2%	*	1%	2%	*
			AD							a				A		B	
Don't know	25	12	1	2	9	11	3	11	2	9	2	8	2	13	4	5	20
	1%	1%	1%	1%	4%	1%	4%	1%	5%	1%	1%	1%	5%	1%	3%	2%	1%
					AB		A		A				A		A		
<b>Nets</b>																	
Important	2176	1615	173	148	225	1849	76	1880	35	1296	221	1256	39	1875	136	245	1931
	97%	98%	95%	95%	92%	98%	90%	98%	81%	98%	98%	98%	91%	97%	92%	91%	98%
		BcD				B		B				B		B		A	
Not important	49	25	8	5	10	33	5	33	6	21	3	19	2	38	8	21	29
	2%	2%	5%	3%	4%	2%	6%	2%	14%	2%	1%	1%	5%	2%	5%	8%	1%
			A	a	A		A		A			a		A		B	

Columns Tested: A,B,C,D - A,B - A,B - A,B - A,B - A,B - A,B





### General Optical Council

#### 2. When you go to see a healthcare professional, how important or otherwise is each of the following in giving you confidence in the standard of care they provide?

##### You are satisfied with the quality of advice

Base: All respondents

	Ethnicity						Children in household		Products currently used				Product most recently bought			
	Total	White	Mixed/ multiple	Asian or Asian British	Black or Black British	Other	BME	Aged 8 or under	Aged 9-18	Glasses with a prescription	Contact lenses	Reading glasses without a prescription	None of these	Glasses with a prescription	Contact lenses	Reading glasses without a prescription
Significance Level: 90%		a	b	c	d	e	f	a	b	a	b	c	d	a	b	c
Significance Level: 95%		A	B	C	D	E	F	A	B	A	B	C	D	A	B	C
Unweighted Total	2250	2003	30	127	25	11	193	380	543	1334	226	283	646	1177	164	23
Weighted Total	2250	2000	30	128	25	11	195	384	542	1326	226	280	656	1169	164	23
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very important	1716	1550	21	78	20	9	128	283	397	1055	161	214	465	935	117	19
	76%	78%	71%	61%	79%	82%	66%	74%	73%	80%	71%	76%	71%	80%	71%	82%
		CF		c						BD		d		B		
Fairly important	460	391	8	44	4	1	57	87	126	241	60	54	162	206	43	3
	20%	20%	26%	34%	16%	9%	29%	23%	23%	18%	27%	19%	25%	18%	26%	13%
				Ade			A				Ac		Ac		A	
Not very important	40	32	-	4	1	1	6	8	13	16	2	7	17	14	2	1
	2%	2%	-	3%	5%	8%	3%	2%	2%	1%	1%	3%	3%	1%	1%	5%
						a	a					a	A			
Not at all important	9	7	1	-	-	-	1	3	2	5	1	3	2	4	1	-
	*	*	3%	-	-	-	1%	1%	*	*	*	1%	*	*	1%	-
			AC													
Don't know	25	21	-	2	-	-	2	2	4	9	2	2	11	9	1	-
	1%	1%	-	2%	-	-	1%	1%	1%	1%	1%	1%	2%	1%	1%	-
													A			
<b>Nets</b>																
Important	2176	1941	29	122	24	10	185	370	523	1296	221	268	626	1142	160	22
	97%	97%	97%	95%	95%	92%	95%	97%	96%	98%	98%	96%	96%	98%	98%	95%
										CD						
Not important	49	39	1	4	1	1	7	11	15	21	3	10	19	18	3	1
	2%	2%	3%	3%	5%	8%	4%	3%	3%	2%	1%	4%	3%	2%	2%	5%
							a					A	a			

Columns Tested: A,B,C,D,E,F - A,B - A,B,C,D - A,B,C

### General Optical Council

#### 2. When you go to see a healthcare professional, how important or otherwise is each of the following in giving you confidence in the standard of care they provide?

##### You are satisfied with the quality of treatment

Base: All respondents

	Gender		Age					Region							Country							
	Total	Male	Female	18-29	30-44	45-59	60-74	75+	North East	North West	Yorks & Humb.	East Mid lands	West Mid lands	East of Eng land	Lon don	South East	South West	Eng land	Wales	Scot land	NI	UK TOTAL
		a	b	a	b	c	d	e	a	b	c	d	e	f	g	h	i	a	b	c	d	e
Significance Level: 90%		A	B	A	B	C	D	E	A	B	C	D	E	F	G	H	I	A	B	C	D	E
Significance Level: 95%																						
Unweighted Total	2250	1099	1151	439	564	601	459	187	146	319	247	180	178	132	182	324	193	1901	100	154	95	2250
Weighted Total	2250	1099	1151	452	580	562	432	225	146	318	245	181	177	131	181	322	194	1895	100	154	100	2250
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very important	1800	834	966	325	443	466	376	190	123	252	208	140	136	106	134	259	160	1518	79	122	81	1800
	80%	76%	84%	72%	76%	83%	87%	85%	84%	79%	85%	77%	77%	81%	74%	80%	82%	80%	79%	79%	81%	80%
			A			AB	ABc	AB	eG		dEG					G						
Fairly important	376	219	157	107	111	88	47	22	23	55	31	28	34	23	40	60	28	320	16	26	13	376
	17%	20%	14%	24%	19%	16%	11%	10%	16%	17%	12%	16%	19%	17%	22%	19%	14%	17%	16%	17%	13%	17%
		B		bCDE	DE	De							c		Ci	C						
Not very important	42	27	15	15	14	3	4	6	-	6	4	5	3	2	5	2	4	32	4	2	4	42
	2%	2%	1%	3%	2%	1%	1%	3%	-	2%	2%	3%	2%	2%	3%	1%	2%	2%	4%	1%	4%	2%
		b		CD	Cd		Cd			a		AH			AH	a			a			
Not at all important	5	4	1	1	2	1	1	-	-	-	-	1	1	1	1	-	-	4	-	-	1	5
	*	*	*	*	*	*	*	-	-	-	-	1%	1%	1%	1%	-	-	*	-	-	1%	*
Don't know	27	16	11	3	9	5	4	7	-	5	3	6	3	-	1	1	2	22	1	4	1	27
	1%	1%	1%	1%	2%	1%	1%	3%	-	2%	1%	3%	2%	-	1%	*	1%	1%	1%	3%	1%	1%
							ACD			h		AFGH	h									
<b>Nets</b>																						
Important	2176	1052	1124	432	554	554	423	212	146	307	238	168	170	128	174	319	187	1838	95	148	95	2176
	97%	96%	98%	96%	96%	99%	98%	95%	100%	97%	97%	93%	96%	98%	96%	99%	97%	97%	95%	96%	95%	97%
			A			ABE	ABE		BCDEfGI	d	d			d		BcDEGi						
Not important	47	30	16	16	16	4	5	6	-	6	4	6	4	3	6	2	4	36	4	2	5	47
	2%	3%	1%	4%	3%	1%	1%	3%	-	2%	2%	3%	2%	2%	3%	1%	2%	2%	4%	1%	5%	2%
		B		CD	Cd		C			a		AH	ah	a	AH	a						ae

Columns Tested: A,B - A,B,C,D,E - A,B,C,D,E,F,G,H,I - A,B,C,D,E



### General Optical Council

#### 2. When you go to see a healthcare professional, how important or otherwise is each of the following in giving you confidence in the standard of care they provide?

##### You are satisfied with the quality of treatment

Base: All respondents

	Total	Employment status							
		Full time paid job	Part time paid job	Self emp.	Student	Unemp (<6m)	Unemp (>6m)	Home maker	Retired
Significance Level: 90%		a	b	c	d	e	f	g	h
Significance Level: 95%		A	B	C	D	E	F	G	H
Unweighted Total	2250	1126	159	178	53	21	50	94	524
Weighted Total	2250	1116	157	174	56	20	50	93	537
	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very important	1800	885	126	127	40	14	39	76	460
	80%	79%	80%	73%	72%	67%	78%	82%	86%
		c							ACDE
Fairly important	376	202	26	40	13	6	10	16	53
	17%	18%	16%	23%	23%	29%	20%	17%	10%
		H	H	H	H	H	H	H	
Not very important	42	16	4	3	2	-	-	1	12
	2%	1%	3%	2%	4%	-	-	1%	2%
				a					
Not at all important	5	2	1	1	-	1	-	-	-
	*	*	1%	1%	-	4%	-	-	-
			h	h		AgH			
Don't know	27	11	-	2	-	-	1	-	12
	1%	1%	-	1%	-	-	2%	-	2%
							b		Ab
<b>Nets</b>									
Important	2176	1088	152	168	53	20	49	92	513
	97%	97%	97%	96%	96%	96%	98%	99%	95%
		H							
Not important	47	18	5	4	2	1	-	1	12
	2%	2%	3%	2%	4%	4%	-	1%	2%

Columns Tested: A,B,C,D,E,F,G,H



### General Optical Council

#### 2. When you go to see a healthcare professional, how important or otherwise is each of the following in giving you confidence in the standard of care they provide?

##### You are satisfied with the quality of treatment

Base: All respondents

	Total	SEG						Sight					Eye conditions suffer from (personally or family)					Confidence in opticians	
		A	B	C1	C2	D	E	20:20 vision	Short sighted	Long sighted	Partially sighted	Registered blind	Glaucoma	Diabetes	Macular degeneration	Cataracts	Astigmatism	Confident	Not confident
Significance Level: 90%		a	b	c	d	e	f	a	b	c	d	e	a	b	c	d	e	a	b
Significance Level: 95%		A	B	C	D	E	F	A	B	C	D	E	A	B	C	D	E	A	B
Unweighted Total	2250	271	604	402	428	197	179	609	932	424	88	1	225	389	76	215	238	2067	88
Weighted Total	2250	267	606	401	426	197	183	618	923	421	89	1	222	388	77	218	237	2067	88
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very important	1800	224	486	329	324	158	146	476	757	350	65	1	182	319	62	193	195	1678	56
	80%	84%	80%	82%	76%	80%	80%	77%	82%	83%	73%	100%	82%	82%	81%	89%	82%	81%	63%
		D		D				AD	AD				ABcE					B	
Fairly important	376	33	106	59	90	35	25	121	138	63	19	-	34	56	11	18	40	336	23
	17%	13%	18%	15%	21%	18%	14%	20%	15%	15%	21%	-	16%	14%	14%	8%	17%	16%	26%
		a		ACF				Bc					D	D		D		A	
Not very important	42	7	7	6	9	3	4	13	16	3	4	-	3	6	1	4	1	31	8
	2%	3%	1%	2%	2%	2%	2%	2%	2%	1%	4%	-	1%	2%	1%	2%	*	1%	9%
								c			bC					e		A	
Not at all important	5	-	-	-	1	1	1	2	2	1	-	-	1	-	-	1	-	3	1
	*	-	-	-	*	1%	*	*	*	*	-	-	*	-	-	*	-	*	1%
					b													A	
Don't know	27	3	6	7	2	-	6	6	11	3	1	-	2	7	3	1	2	19	-
	1%	1%	1%	2%	*	-	3%	1%	1%	1%	1%	-	1%	2%	4%	1%	1%	1%	-
				de			aBDE								aDe				
<b>Nets</b>																			
Important	2176	257	592	388	414	193	171	597	895	413	84	1	216	375	73	211	235	2014	79
	97%	96%	98%	97%	97%	98%	94%	97%	97%	98%	95%	100%	97%	96%	95%	97%	99%	97%	90%
			F		f		F			D						bC		B	
Not important	47	7	7	6	10	4	5	15	18	4	4	-	4	6	1	5	1	34	9
	2%	3%	1%	2%	2%	2%	3%	2%	2%	1%	4%	-	2%	2%	1%	2%	*	2%	10%
								c			C					e		A	

Columns Tested: A,B,C,D,E,F - A,B,C,D,E - A,B,C,D,E - A,B



### General Optical Council

2. When you go to see a healthcare professional, how important or otherwise is each of the following in giving you confidence in the standard of care they provide?

**You are satisfied with the quality of treatment**

Base: All respondents

	Last time visited an optician				Satisfaction with overall experience at opticians		Satisfaction with eye test		Corrective solutions		Satisfaction with purchasing corrective solutions		Confidence in effective regulation		Awareness of GOC		
	Total	2 years ago or less	More than 2 to less than 5 years	5 years or more ago	Never	Satis fied	Dissat isfied	Satis fied	Dissat isfied	Presc ription glass es	Cont act lens es	Satis fied	Dissat isfied	Conf ident	Not confi dent	Aware	Not aware
Significance Level: 90%		a	b	c	d	a	b	a	b	a	b	a	b	a	b	a	b
Significance Level: 95%		A	B	C	D	A	B	A	B	A	B	A	B	A	B	A	B
Unweighted Total	2250	1656	182	156	241	1896	85	1929	42	1334	226	1291	44	1926	149	265	1985
Weighted Total	2250	1653	182	156	244	1893	84	1924	43	1326	226	1283	43	1926	148	271	1979
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very important	1800	1363	142	116	168	1554	60	1581	25	1099	178	1067	33	1552	114	196	1604
	80%	82%	78%	74%	69%	82%	72%	82%	60%	83%	79%	83%	76%	81%	77%	72%	81%
		CD	D			B		B									A
Fairly important	376	246	34	33	59	289	21	297	12	197	41	188	7	325	26	58	318
	17%	15%	19%	21%	24%	15%	25%	15%	28%	15%	18%	15%	15%	17%	17%	21%	16%
				A	A		A		A							B	
Not very important	42	26	3	4	8	29	2	27	4	19	6	17	4	34	5	14	27
	2%	2%	2%	3%	3%	2%	3%	1%	9%	1%	3%	1%	9%	2%	3%	5%	1%
				a					A				A			B	
Not at all important	5	3	2	-	-	4	1	4	1	1	-	1	-	3	2	1	4
	*	*	1%	-	-	*	1%	*	2%	*	-	*	-	*	1%	*	*
			A				a		A						A		
Don't know	27	14	1	3	9	17	-	16	-	11	1	11	-	13	2	2	25
	1%	1%	1%	2%	4%	1%	-	1%	-	1%	*	1%	-	1%	1%	1%	1%
				AB													
<b>Nets</b>																	
Important	2176	1609	176	149	227	1844	81	1878	38	1295	219	1255	39	1876	140	254	1922
	97%	97%	97%	95%	93%	97%	96%	98%	88%	98%	97%	98%	91%	97%	94%	94%	97%
		D	d					B				B		B		A	
Not important	47	29	5	4	8	33	3	30	5	19	6	18	4	37	7	15	31
	2%	2%	3%	3%	3%	2%	4%	2%	12%	1%	3%	1%	9%	2%	5%	6%	2%
									A			A		A		B	

Columns Tested: A,B,C,D - A,B - A,B - A,B - A,B - A,B - A,B



## General Optical Council

### 2. When you go to see a healthcare professional, how important or otherwise is each of the following in giving you confidence in the standard of care they provide?

#### You are satisfied with the quality of treatment

Base: All respondents

	Ethnicity						Children in household		Products currently used				Product most recently bought			
	Total	White	Mixed/ multiple	Asian or Asian British	Black or Black British	Other	BME	Aged 8 or under	Aged 9-18	Glasses with a prescription	Contact lenses	Reading glasses without a prescription	None of these	Glasses with a prescription	Contact lenses	Reading glasses without a prescription
Significance Level: 90%		a	b	c	d	e	f	a	b	a	b	c	d	a	b	c
Significance Level: 95%		A	B	C	D	E	F	A	B	A	B	C	D	A	B	C
Unweighted Total	2250	2003	30	127	25	11	193	380	543	1334	226	283	646	1177	164	23
Weighted Total	2250	2000	30	128	25	11	195	384	542	1326	226	280	656	1169	164	23
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very important	1800	1627	21	88	20	8	137	297	427	1099	178	222	496	971	132	19
	80%	81%	70%	69%	79%	74%	71%	77%	79%	83%	79%	79%	76%	83%	80%	83%
		CF								D						
Fairly important	376	315	8	34	4	2	48	78	100	197	41	47	130	173	25	4
	17%	16%	26%	27%	16%	18%	25%	20%	18%	15%	18%	17%	20%	15%	15%	17%
				A			A						A			
Not very important	42	33	1	4	1	1	7	7	10	19	6	7	15	14	6	-
	2%	2%	3%	3%	5%	8%	4%	2%	2%	1%	3%	3%	2%	1%	4%	-
						a	A								A	
Not at all important	5	4	-	-	-	-	-	1	1	1	-	1	3	1	-	-
	*	*	-	-	-	-	-	*	*	*	-	*	*	*	-	-
													a			
Don't know	27	22	-	2	-	-	2	-	4	11	1	3	11	10	1	-
	1%	1%	-	2%	-	-	1%	-	1%	1%	*	1%	2%	1%	1%	-
													a			
<b>Nets</b>																
Important	2176	1942	29	122	24	10	185	375	527	1295	219	269	627	1144	157	23
	97%	97%	97%	95%	95%	92%	95%	98%	97%	98%	97%	96%	96%	98%	96%	100%
										D				b		
Not important	47	36	1	4	1	1	7	8	11	19	6	8	18	15	6	-
	2%	2%	3%	3%	5%	8%	4%	2%	2%	1%	3%	3%	3%	1%	4%	-
							a							A		

Columns Tested: A,B,C,D,E,F - A,B - A,B,C,D - A,B,C

### General Optical Council

#### 2. When you go to see a healthcare professional, how important or otherwise is each of the following in giving you confidence in the standard of care they provide?

##### You feel your views are listened to

Base: All respondents

	Gender		Age					Region									Country					
	Total	Male	Female	18-29	30-44	45-59	60-74	75+	North East	North West	Yorks & Humb.	East Mid lands	West Mid lands	East of Eng land	Lon don	South East	South West	Eng land	Wales	Scot land	NI	UK TOTAL
Significance Level: 90%		a	b	a	b	c	d	e	a	b	c	d	e	f	g	h	i	a	b	c	d	e
Significance Level: 95%		A	B	A	B	C	D	E	A	B	C	D	E	F	G	H	I	A	B	C	D	E
Unweighted Total	2250	1099	1151	439	564	601	459	187	146	319	247	180	178	132	182	324	193	1901	100	154	95	2250
Weighted Total	2250	1099	1151	452	580	562	432	225	146	318	245	181	177	131	181	322	194	1895	100	154	100	2250
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very important	1650	727	923	286	403	441	351	170	112	233	179	120	128	95	135	233	148	1382	77	113	79	1650
	73%	66%	80%	63%	69%	79%	81%	75%	77%	73%	73%	66%	72%	72%	75%	72%	76%	73%	77%	73%	78%	73%
			A		A	AB	ABe	A	D						d	D						
Fairly important	507	309	198	140	151	107	68	41	30	76	59	49	40	32	33	78	41	438	18	36	14	507
	23%	28%	17%	31%	26%	19%	16%	18%	20%	24%	24%	27%	23%	25%	18%	24%	21%	23%	18%	24%	14%	23%
			B	bCDE	CDE							G					D			d		d
Not very important	56	40	16	19	16	10	6	5	4	2	6	4	5	4	9	9	3	46	2	2	5	56
	2%	4%	1%	4%	3%	2%	1%	2%	3%	1%	2%	2%	3%	3%	5%	3%	2%	2%	2%	1%	5%	2%
			B	CD					b		b		B	B	Bi	B					ace	
Not at all important	15	9	6	4	4	3	3	1	-	3	1	3	2	-	3	-	-	12	1	-	2	15
	1%	1%	1%	1%	1%	1%	1%	1%	-	1%	*	2%	1%	-	2%	-	-	1%	1%	-	2%	1%
										h		Hi	h		Hi							c
Don't know	22	15	7	3	6	1	4	8	-	4	-	5	2	-	1	3	2	18	1	3	-	22
	1%	1%	1%	1%	1%	*	1%	3%	-	1%	-	3%	1%	-	1%	1%	1%	1%	1%	1%	2%	1%
			b		C		c	ABCD		c		ACFgh	c									
<b>Nets</b>																						
Important	2157	1036	1121	426	553	548	419	211	142	309	238	169	168	127	168	311	188	1819	96	149	93	2157
	96%	94%	97%	94%	95%	98%	97%	94%	97%	97%	97%	93%	95%	97%	93%	96%	97%	96%	96%	97%	93%	96%
			A			ABE	Ae		g	DG	dG				g	dG						
Not important	71	49	22	23	20	12	9	6	4	5	7	7	7	4	12	9	3	58	3	2	7	71
	3%	4%	2%	5%	3%	2%	2%	3%	3%	2%	3%	4%	4%	3%	7%	3%	2%	3%	3%	1%	7%	3%
			B	CD									b		BcHI						ACE	

Columns Tested: A,B - A,B,C,D,E - A,B,C,D,E,F,G,H,I - A,B,C,D,E



### General Optical Council

#### 2. When you go to see a healthcare professional, how important or otherwise is each of the following in giving you confidence in the standard of care they provide?

##### You feel your views are listened to

Base: All respondents

	Total	Employment status							
		Full time paid job	Part time paid job	Self emp.	Student	Unemp (<6m)	Unemp (>6m)	Home maker	Retired
Significance Level: 90%		a	b	c	d	e	f	g	h
Significance Level: 95%		A	B	C	D	E	F	G	H
Unweighted Total	2250	1126	159	178	53	21	50	94	524
Weighted Total	2250	1116	157	174	56	20	50	93	537
	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very important	1650	799	115	128	34	13	35	72	423
	73%	72%	73%	74%	61%	66%	70%	78%	79%
		d	d	d				D	AD
Fairly important	507	274	37	39	19	6	15	16	92
	23%	25%	24%	22%	33%	29%	30%	17%	17%
		H	h		GH		gH		
Not very important	56	29	2	5	3	1	-	4	8
	2%	3%	1%	3%	6%	5%	-	4%	1%
					bfH			h	
Not at all important	15	5	3	-	-	-	-	1	5
	1%	*	2%	-	-	-	-	1%	1%
			Ac						
Don't know	22	9	-	2	-	-	-	-	9
	1%	1%	-	1%	-	-	-	-	2%
									ab
<b>Nets</b>									
Important	2157	1073	152	167	52	19	50	88	515
	96%	96%	97%	96%	94%	95%	100%	95%	96%
							dg		
Not important	71	34	5	5	3	1	-	5	13
	3%	3%	3%	3%	6%	5%	-	5%	2%
					f			f	

Columns Tested: A,B,C,D,E,F,G,H



### General Optical Council

#### 2. When you go to see a healthcare professional, how important or otherwise is each of the following in giving you confidence in the standard of care they provide?

##### You feel your views are listened to

Base: All respondents

	Total	SEG						Sight					Eye conditions suffer from (personally or family)					Confidence in opticians	
		A	B	C1	C2	D	E	20:20 vision	Short sighted	Long sighted	Partially sighted	Registered blind	Glaucoma	Diabetes	Macular degeneration	Cataracts	Astigmatism	Confident	Not confident
Significance Level: 90%		a	b	c	d	e	f	a	b	c	d	e	a	b	c	d	e	a	b
Significance Level: 95%		A	B	C	D	E	F	A	B	C	D	E	A	B	C	D	E	A	B
Unweighted Total	2250	271	604	402	428	197	179	609	932	424	88	1	225	389	76	215	238	2067	88
Weighted Total	2250	267	606	401	426	197	183	618	923	421	89	1	222	388	77	218	237	2067	88
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very important	1650	215	442	291	304	141	137	433	690	318	68	1	174	293	63	175	173	1540	47
	73%	80%	73%	73%	71%	71%	75%	70%	75%	76%	77%	100%	78%	75%	82%	80%	73%	75%	54%
		BCDE							A	A					e			B	
Fairly important	507	47	137	90	110	48	34	156	198	95	16	-	39	83	10	37	58	457	30
	23%	18%	23%	22%	26%	24%	19%	25%	21%	23%	18%	-	18%	21%	13%	17%	25%	22%	34%
		a			Af	a		b					c				aCD	A	
Not very important	56	3	18	10	10	7	4	18	23	5	2	-	3	6	1	4	3	45	7
	2%	1%	3%	3%	2%	4%	2%	3%	2%	1%	2%	-	1%	2%	1%	2%	1%	2%	8%
		a			a			c										A	
Not at all important	15	2	4	3	1	-	3	5	4	2	2	-	3	4	-	2	2	10	4
	1%	1%	1%	1%	*	-	2%	1%	*	*	2%	-	1%	1%	-	1%	1%	*	5%
							De				Bc							A	
Don't know	22	1	5	7	1	1	4	6	8	-	1	-	3	2	3	-	1	15	-
	1%	*	1%	2%	*	1%	2%	1%	1%	-	1%	-	1%	1%	4%	-	*	1%	-
				D			aD	C	c		C		d		BDE				
<b>Nets</b>																			
Important	2157	261	579	381	414	188	171	589	888	414	84	1	213	376	73	212	231	1997	77
	96%	98%	95%	95%	97%	96%	94%	95%	96%	98%	94%	100%	96%	97%	95%	97%	97%	97%	88%
		cF			F					ABD								B	
Not important	71	5	22	13	11	7	7	23	27	7	4	-	6	11	1	6	5	55	11
	3%	2%	4%	3%	3%	4%	4%	4%	3%	2%	5%	-	3%	3%	1%	3%	2%	3%	12%
								c			c							A	

Columns Tested: A,B,C,D,E,F - A,B,C,D,E - A,B,C,D,E - A,B



### General Optical Council

#### 2. When you go to see a healthcare professional, how important or otherwise is each of the following in giving you confidence in the standard of care they provide?

##### You feel your views are listened to

Base: All respondents

	Last time visited an optician				Satisfaction with overall experience at opticians		Satisfaction with eye test		Corrective solutions		Satisfaction with purchasing corrective solutions		Confidence in effective regulation		Awareness of GOC		
	Total	2 years ago or less	More than 2 to less than 5 years	5 years or more ago	Never	Satis fied	Dissat isfied	Satis fied	Dissat isfied	Presc ription glasses	Cont act lenses	Satis fied	Dissat isfied	Conf ident	Not confi dent	Aware	Not aware
	a	b	c	d	a	b	a	b	a	b	a	b	a	b	a	b	
	A	B	C	D	A	B	A	B	A	B	A	B	A	B	A	B	
Unweighted Total	2250	1656	182	156	241	1896	85	1929	42	1334	226	1291	44	1926	149	265	1985
Weighted Total	2250	1653	182	156	244	1893	84	1924	43	1326	226	1283	43	1926	148	271	1979
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very important	1650	1258	124	110	147	1424	59	1453	25	1013	166	978	30	1430	102	173	1477
	73%	76%	68%	71%	60%	75%	70%	75%	59%	76%	73%	76%	70%	74%	69%	64%	75%
		BD	d	D				B									A
Fairly important	507	341	50	38	73	405	21	410	13	271	50	264	9	432	34	76	431
	23%	21%	27%	25%	30%	21%	25%	21%	31%	20%	22%	21%	20%	22%	23%	28%	22%
		A			A											B	
Not very important	56	30	6	6	14	38	3	37	3	28	8	27	3	42	9	17	39
	2%	2%	3%	4%	6%	2%	4%	2%	7%	2%	4%	2%	7%	2%	6%	6%	2%
					A				A				A		A	B	
Not at all important	15	11	2	1	1	13	1	13	1	5	2	6	1	11	2	2	13
	1%	1%	1%	1%	*	1%	1%	1%	2%	*	1%	*	2%	1%	1%	1%	1%
													a				
Don't know	22	12	-	1	9	13	-	11	-	9	-	8	-	11	1	3	19
	1%	1%	-	1%	4%	1%	-	1%	-	1%	-	1%	-	1%	1%	1%	1%
					ABc												
<b>Nets</b>																	
Important	2157	1600	174	148	220	1830	80	1863	38	1283	216	1242	39	1862	136	248	1909
	96%	97%	96%	95%	90%	97%	95%	97%	90%	97%	95%	97%	90%	97%	92%	92%	96%
		D	D	d				B				B		B		A	
Not important	71	42	8	7	15	51	4	50	4	33	10	33	4	53	11	19	52
	3%	3%	4%	4%	6%	3%	5%	3%	10%	2%	5%	3%	10%	3%	7%	7%	3%
					A				A		a		A		A	B	

Columns Tested: A,B,C,D - A,B - A,B - A,B - A,B - A,B - A,B



### General Optical Council

#### 2. When you go to see a healthcare professional, how important or otherwise is each of the following in giving you confidence in the standard of care they provide?

##### You feel your views are listened to

Base: All respondents

	Ethnicity						Children in household		Products currently used				Product most recently bought			
	Total	White	Mixed/ multiple	Asian or Asian British	Black or Black British	Other	BME	Aged 8 or under	Aged 9-18	Glasses with a prescription	Contact lenses	Reading glasses without a prescription	None of these	Glasses with a prescription	Contact lenses	Reading glasses without a prescription
Significance Level: 90%		a	b	c	d	e	f	a	b	a	b	c	d	a	b	c
Significance Level: 95%		A	B	C	D	E	F	A	B	A	B	C	D	A	B	C
Unweighted Total	2250	2003	30	127	25	11	193	380	543	1334	226	283	646	1177	164	23
Weighted Total	2250	2000	30	128	25	11	195	384	542	1326	226	280	656	1169	164	23
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very important	1650	1492	18	76	21	8	123	269	386	1013	166	211	443	891	122	16
	73%	75%	59%	60%	83%	74%	63%	70%	71%	76%	73%	75%	68%	76%	74%	69%
		bCF			bCf					D		D				
Fairly important	507	434	9	44	4	2	60	95	140	271	50	63	174	240	34	6
	23%	22%	31%	35%	17%	18%	31%	25%	26%	20%	22%	23%	27%	21%	21%	26%
				Ad			A						A			
Not very important	56	43	2	7	-	-	9	15	12	28	8	3	22	24	6	-
	2%	2%	7%	6%	-	-	5%	4%	2%	2%	4%	1%	3%	2%	4%	-
			a	A			A				c		c			
Not at all important	15	12	1	-	-	1	2	4	4	5	2	2	7	5	2	-
	1%	1%	3%	-	-	8%	1%	1%	1%	*	1%	1%	1%	*	1%	-
			aC			ACF							a			
Don't know	22	20	-	-	-	-	-	-	1	9	-	1	9	8	-	1
	1%	1%	-	-	-	-	-	-	*	1%	-	*	1%	1%	-	5%
													b			AB
<b>Nets</b>																
Important	2157	1926	27	121	25	10	183	364	526	1283	216	274	617	1132	156	22
	96%	96%	90%	94%	100%	92%	94%	95%	97%	97%	95%	98%	94%	97%	95%	95%
		b								D		D				
Not important	71	55	3	7	-	1	11	19	16	33	10	5	29	29	8	-
	3%	3%	10%	6%	-	8%	6%	5%	3%	2%	5%	2%	4%	2%	5%	-
			A	a			A	b		ac		AC		a		

Columns Tested: A,B,C,D,E,F - A,B - A,B,C,D - A,B,C



### General Optical Council

#### 2. When you go to see a healthcare professional, how important or otherwise is each of the following in giving you confidence in the standard of care they provide?

##### You are involved in decisions about your care

Base: All respondents

	Gender		Age					Region							Country							
	Total	Male	Female	18-29	30-44	45-59	60-74	75+	North East	North West	Yorks & Humb.	East Mid lands	West Mid lands	East of Eng land	Lon don	South East	South West	Eng land	Wales	Scot land	NI	UK TOTAL
Significance Level: 90%		a	b	a	b	c	d	e	a	b	c	d	e	f	g	h	i	a	b	c	d	e
Significance Level: 95%		A	B	A	B	C	D	E	A	B	C	D	E	F	G	H	I	A	B	C	D	E
Unweighted Total	2250	1099	1151	439	564	601	459	187	146	319	247	180	178	132	182	324	193	1901	100	154	95	2250
Weighted Total	2250	1099	1151	452	580	562	432	225	146	318	245	181	177	131	181	322	194	1895	100	154	100	2250
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very important	1637	716	921	281	380	438	356	182	111	234	188	115	134	95	125	237	144	1382	71	104	79	1637
	73%	65%	80%	62%	66%	78%	83%	81%	76%	74%	76%	63%	76%	72%	69%	74%	74%	73%	71%	68%	79%	73%
			A			AB	ABc	AB	D	D	Dg		D	d		D	D				C	
Fairly important	505	305	200	140	162	108	64	31	31	67	46	51	35	34	44	75	39	422	25	42	17	505
	22%	28%	17%	31%	28%	19%	15%	14%	21%	21%	19%	28%	20%	26%	24%	23%	20%	22%	25%	27%	17%	22%
		B		CDE	CDE	de					bCei									d		
Not very important	73	56	17	25	27	12	4	6	3	10	7	9	6	2	8	7	9	62	3	4	4	73
	3%	5%	1%	5%	5%	2%	1%	3%	2%	3%	3%	5%	3%	2%	4%	2%	5%	3%	3%	3%	4%	3%
		B		CD	CD		d				h											
Not at all important	9	6	3	2	2	3	2	-	-	2	2	1	-	-	3	1	-	9	-	-	-	9
	*	1%	*	*	*	1%	*	-	-	1%	1%	1%	-	-	2%	*	-	*	-	-	-	*
															ehi							
Don't know	27	16	10	4	8	2	6	7	1	5	3	5	2	-	1	2	2	21	1	4	-	27
	1%	1%	1%	1%	1%	*	1%	3%	1%	2%	1%	3%	1%	-	1%	1%	1%	1%	1%	1%	3%	1%
					C		c	aC				FgH								ae		
<b>Nets</b>																						
Important	2142	1021	1121	421	543	545	420	212	142	301	233	165	169	129	169	313	183	1804	96	146	96	2142
	95%	93%	97%	93%	94%	97%	97%	95%	97%	95%	95%	91%	95%	98%	93%	97%	94%	95%	96%	95%	96%	95%
			A			AB	ABe		D					bDGi		Dg						
Not important	82	62	20	27	29	15	6	6	3	12	9	10	6	2	11	8	9	70	3	4	4	82
	4%	6%	2%	6%	5%	3%	1%	3%	2%	4%	4%	6%	3%	2%	6%	2%	5%	4%	3%	3%	4%	4%
		B		CDe	CD							fh			afh							

Columns Tested: A,B - A,B,C,D,E - A,B,C,D,E,F,G,H,I - A,B,C,D,E



### General Optical Council

#### 2. When you go to see a healthcare professional, how important or otherwise is each of the following in giving you confidence in the standard of care they provide?

##### You are involved in decisions about your care

Base: All respondents

	Total	Employment status							
		Full time paid job	Part time paid job	Self emp.	Student	Unemp (<6m)	Unemp (>6m)	Home maker	Retired
Significance Level: 90%		a	b	c	d	e	f	g	h
Significance Level: 95%		A	B	C	D	E	F	G	H
Unweighted Total	2250	1126	159	178	53	21	50	94	524
Weighted Total	2250	1116	157	174	56	20	50	93	537
	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very important	1637	783	120	119	30	12	34	62	441
	73%	70%	77%	69%	53%	57%	68%	67%	82%
		D	acDEg	D					ACDEFG
Fairly important	505	276	28	46	22	8	15	25	75
	22%	25%	18%	27%	40%	39%	30%	27%	14%
		bH		BH	ABcH	BH	bH	bH	
Not very important	73	45	5	6	4	-	1	4	6
	3%	4%	3%	4%	7%	-	2%	4%	1%
		H	h	H	H			H	
Not at all important	9	2	3	-	-	1	-	1	2
	*	*	2%	-	-	5%	-	1%	*
			AcH			ACH			
Don't know	27	10	1	2	-	-	-	1	12
	1%	1%	1%	1%	-	-	-	1%	2%
									A
<b>Nets</b>									
Important	2142	1059	148	166	52	19	49	87	517
	95%	95%	94%	95%	93%	95%	98%	94%	96%
Not important	82	47	8	6	4	1	1	5	8
	4%	4%	5%	4%	7%	5%	2%	5%	2%
		H	H	h	H			H	

Columns Tested: A,B,C,D,E,F,G,H



### General Optical Council

#### 2. When you go to see a healthcare professional, how important or otherwise is each of the following in giving you confidence in the standard of care they provide?

##### You are involved in decisions about your care

Base: All respondents

	Total	SEG						Sight					Eye conditions suffer from (personally or family)					Confidence in opticians	
		A	B	C1	C2	D	E	20:20 vision	Short sighted	Long sighted	Partially sighted	Registered blind	Glaucoma	Diabetes	Macular degeneration	Cataracts	Astigmatism	Confident	Not confident
Significance Level: 90%		a	b	c	d	e	f	a	b	c	d	e	a	b	c	d	e	a	b
Significance Level: 95%		A	B	C	D	E	F	A	B	C	D	E	A	B	C	D	E	A	B
Unweighted Total	2250	271	604	402	428	197	179	609	932	424	88	1	225	389	76	215	238	2067	88
Weighted Total	2250	267	606	401	426	197	183	618	923	421	89	1	222	388	77	218	237	2067	88
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very important	1637	210	447	270	300	144	132	423	680	324	67	1	170	284	65	185	174	1528	51
	73%	79%	74%	67%	70%	73%	72%	69%	74%	77%	75%	100%	76%	73%	84%	85%	73%	74%	58%
		CD	C					A	A				Be	ABE				B	
Fairly important	505	50	124	106	112	44	41	153	210	85	16	-	44	84	7	28	55	456	25
	22%	19%	20%	26%	26%	23%	23%	25%	23%	20%	18%	-	20%	22%	9%	13%	23%	22%	28%
				AB	AB			c					CD	CD			CD		
Not very important	73	5	28	16	12	5	3	28	22	8	4	-	4	15	2	3	7	57	10
	3%	2%	5%	4%	3%	3%	2%	5%	2%	2%	5%	-	2%	4%	3%	1%	3%	3%	12%
			af					BC					d					A	
Not at all important	9	1	1	1	2	2	2	5	3	1	-	-	1	2	-	2	-	7	2
	*	*	*	*	1%	1%	1%	1%	*	*	-	-	*	*	-	1%	-	*	2%
					b	b												A	
Don't know	27	1	6	8	2	2	4	9	8	3	2	-	3	3	3	-	1	19	-
	1%	*	1%	2%	*	1%	2%	1%	1%	1%	2%	-	1%	1%	4%	-	*	1%	-
				aD			aD						d		BDE				
<b>Nets</b>																			
Important	2142	260	571	376	411	188	173	576	890	409	82	1	214	368	72	213	229	1984	76
	95%	97%	94%	94%	96%	95%	95%	93%	96%	97%	93%	100%	96%	95%	94%	98%	97%	96%	86%
		BC			c			A	Ad							bc		B	
Not important	82	6	29	17	13	7	5	33	25	9	4	-	5	17	2	5	7	64	12
	4%	2%	5%	4%	3%	4%	3%	5%	3%	2%	5%	-	2%	4%	3%	2%	3%	3%	14%
			a					BC										A	

Columns Tested: A,B,C,D,E,F - A,B,C,D,E - A,B,C,D,E - A,B



### General Optical Council

2. When you go to see a healthcare professional, how important or otherwise is each of the following in giving you confidence in the standard of care they provide?

**You are involved in decisions about your care**

Base: All respondents

	Last time visited an optician				Satisfaction with overall experience at opticians		Satisfaction with eye test		Corrective solutions		Satisfaction with purchasing corrective solutions		Confidence in effective regulation		Awareness of GOC		
	Total	2 years ago or less	More than 2 to less than 5 years	5 years or more ago	Never	Satis fied	Dissat isfied	Satis fied	Dissat isfied	Presc ription glass es	Cont act lens es	Satis fied	Dissat isfied	Conf ident	Not confi dent	Aware	Not aware
Significance Level: 90%		a	b	c	d	a	b	a	b	a	b	a	b	a	b	a	b
Significance Level: 95%		A	B	C	D	A	B	A	B	A	B	A	B	A	B	A	B
Unweighted Total	2250	1656	182	156	241	1896	85	1929	42	1334	226	1291	44	1926	149	265	1985
Weighted Total	2250	1653	182	156	244	1893	84	1924	43	1326	226	1283	43	1926	148	271	1979
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very important	1637	1273	116	103	134	1433	51	1453	21	1013	159	982	31	1423	97	165	1472
	73%	77%	63%	66%	55%	76%	61%	76%	50%	76%	70%	77%	71%	74%	65%	61%	74%
		BCD	d	D		B		B		B				B			A
Fairly important	505	326	54	43	78	390	29	404	14	271	53	259	11	426	39	76	428
	22%	20%	30%	28%	32%	21%	35%	21%	34%	20%	23%	20%	24%	22%	27%	28%	22%
		A	A	A	A	A	A	A	A	A	A	A	A	A	A	B	B
Not very important	73	36	10	9	18	50	3	49	5	28	12	28	1	56	8	26	47
	3%	2%	6%	6%	7%	3%	4%	3%	12%	2%	5%	2%	2%	3%	5%	9%	2%
		A	A	A	A	A	A	A	A	A	A	A	A	A	A	B	B
Not at all important	9	6	1	-	1	6	1	6	1	3	1	3	1	5	3	1	8
	*	*	1%	-	*	*	1%	*	2%	*	*	*	2%	*	2%	*	*
									A				A		A		
Don't know	27	12	1	1	12	15	-	12	1	10	1	10	-	16	1	3	24
	1%	1%	1%	1%	5%	1%	-	1%	2%	1%	1%	1%	-	1%	1%	1%	1%
					ABC												
<b>Nets</b>																	
Important	2142	1599	170	146	213	1823	80	1857	36	1284	212	1242	41	1849	136	241	1900
	95%	97%	93%	94%	87%	96%	95%	97%	84%	97%	94%	97%	95%	96%	92%	89%	96%
		BCD	D	D		B		B		B				B		A	A
Not important	82	42	11	9	19	56	4	55	6	31	13	31	2	61	11	27	55
	4%	3%	6%	6%	8%	3%	5%	3%	14%	2%	6%	2%	5%	3%	7%	10%	3%
			A	A	A				A		A			A		B	B

Columns Tested: A,B,C,D - A,B - A,B - A,B - A,B - A,B - A,B



### General Optical Council

#### 2. When you go to see a healthcare professional, how important or otherwise is each of the following in giving you confidence in the standard of care they provide?

##### You are involved in decisions about your care

Base: All respondents

	Ethnicity						Children in household		Products currently used				Product most recently bought			
	Total	White	Mixed/ multiple	Asian or Asian British	Black or Black British	Other	BME	Aged 8 or under	Aged 9-18	Glasses with a prescription	Contact lenses	Reading glasses without a prescription	None of these	Glasses with a prescription	Contact lenses	Reading glasses without a prescription
Significance Level: 90%		a	b	c	d	e	f	a	b	a	b	c	d	a	b	c
Significance Level: 95%		A	B	C	D	E	F	A	B	A	B	C	D	A	B	C
Unweighted Total	2250	2003	30	127	25	11	193	380	543	1334	226	283	646	1177	164	23
Weighted Total	2250	2000	30	128	25	11	195	384	542	1326	226	280	656	1169	164	23
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very important	1637	1468	18	84	17	8	128	274	385	1013	159	217	426	897	119	21
	73%	73%	60%	66%	68%	73%	66%	71%	71%	76%	70%	77%	65%	77%	73%	91%
		cF								BD		bD				b
Fairly important	505	439	11	34	8	1	55	91	131	271	53	49	184	240	33	-
	22%	22%	36%	27%	32%	9%	28%	24%	24%	20%	23%	18%	28%	21%	20%	-
			ae				a						AC	C	C	-
Not very important	73	62	1	8	-	1	10	18	20	28	12	10	32	20	9	2
	3%	3%	3%	6%	-	9%	5%	5%	4%	2%	5%	4%	5%	2%	6%	9%
				A							A		A	A	A	A
Not at all important	9	6	-	1	-	1	2	-	1	3	1	1	4	3	1	-
	*	*	-	1%	-	8%	1%	-	*	*	*	*	1%	*	1%	-
						ACF										
Don't know	27	26	-	-	-	-	-	1	4	10	1	3	10	9	1	-
	1%	1%	-	-	-	-	-	*	1%	1%	1%	1%	2%	1%	1%	-
<b>Nets</b>																
Important	2142	1907	29	119	25	9	182	365	517	1284	212	267	610	1137	153	21
	95%	95%	97%	93%	100%	82%	94%	95%	95%	97%	94%	95%	93%	97%	93%	91%
		E			E					BD				Bc		
Not important	82	68	1	9	-	2	12	18	21	31	13	11	36	23	10	2
	4%	3%	3%	7%	-	18%	6%	5%	4%	2%	6%	4%	5%	2%	6%	9%
				A		AD	A			A			A	A	A	A

Columns Tested: A,B,C,D,E,F - A,B - A,B,C,D - A,B,C





### General Optical Council

3. Which, if any, of the following healthcare professions do you think are regulated? By regulated we mean there is an independent body that monitors behaviour, actions and conduct among the profession and can take action if these rules are not met.

Base: All respondents

	Gender		Age					Region							Country							
	Total	Male	Fe- male	18-29	30-44	45-59	60-74	75+	North East	North West	Yorks & Humb.	East Mid lands	West Mid lands	East of Eng land	Lon don	South East	South West	Eng land	Wales	Scot land	NI	UK TOTAL
		a	b	a	b	c	d	e	a	b	c	d	e	f	g	h	i	a	b	c	d	e
Significance Level: 90%		A	B	A	B	C	D	E	A	B	C	D	E	F	G	H	I	A	B	C	D	E
Significance Level: 95%																						
Unweighted Total	2250	1099	1151	439	564	601	459	187	146	319	247	180	178	132	182	324	193	1901	100	154	95	2250
Weighted Total	2250	1099	1151	452	580	562	432	225	146	318	245	181	177	131	181	322	194	1895	100	154	100	2250
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
GPs	2093	1010	1083	397	527	543	415	211	134	298	236	160	170	118	166	304	183	1769	89	145	90	2093
	93%	92%	94%	88%	91%	97%	96%	94%	92%	94%	96%	88%	96%	90%	92%	94%	95%	93%	89%	94%	90%	93%
		A			AB	AB	A		D	aDFg		DFg			Df	D	b				b	
Nurses	2025	957	1068	389	511	526	400	199	131	286	230	152	162	113	156	293	177	1699	94	142	91	2025
	90%	87%	93%	86%	88%	94%	93%	89%	90%	90%	94%	84%	92%	86%	86%	91%	91%	90%	93%	92%	91%	90%
		A			ABE	ABe			D	bDFG		D			D	D						
Dentists	1973	945	1028	384	491	521	380	196	132	280	222	150	159	104	153	288	174	1661	87	138	86	1973
	88%	86%	89%	85%	85%	93%	88%	87%	91%	88%	90%	83%	90%	80%	85%	89%	90%	88%	87%	90%	86%	88%
		A			ABDE				DFg	F	DFg		dF		DF	DF						
Pharmacists	1880	903	977	353	449	505	380	193	123	265	208	147	146	105	143	275	164	1577	84	135	84	1880
	84%	82%	85%	78%	77%	90%	88%	86%	84%	83%	85%	81%	83%	80%	79%	85%	84%	83%	84%	87%	84%	84%
		a			AB	AB	AB								g							
Opticians	1778	840	938	328	446	467	350	189	124	237	202	142	138	94	133	262	153	1486	85	127	81	1778
	79%	76%	82%	73%	77%	83%	81%	84%	85%	75%	82%	79%	78%	71%	74%	81%	79%	78%	84%	82%	80%	79%
		A			AB	A	AB		BFG		BFG				BFG							
Physiotherapists	1514	656	858	283	389	415	285	142	104	218	174	104	119	78	113	225	127	1262	71	112	69	1514
	67%	60%	75%	63%	67%	74%	66%	63%	71%	68%	71%	58%	67%	60%	62%	70%	65%	67%	71%	72%	69%	67%
		A			ABDE				DFg	Df	DFg		d		DFg							
Homeopaths	643	294	349	135	169	156	116	67	57	86	68	47	44	30	46	96	59	535	31	53	23	643
	29%	27%	30%	30%	29%	28%	27%	30%	39%	27%	28%	26%	25%	23%	25%	30%	30%	28%	31%	35%	23%	29%
		a							BCDEFGHi				C	C	C	C	C			ad		
Not Stated	79	47	33	30	30	7	7	6	5	10	1	13	5	6	7	12	5	65	3	6	5	79
	4%	4%	3%	7%	5%	1%	2%	3%	4%	3%	*	7%	3%	4%	4%	4%	3%	3%	3%	4%	5%	4%
		b		CDE	CD				C	C		BCehI	C	C	C	C						

Columns Tested: A,B - A,B,C,D,E - A,B,C,D,E,F,G,H,I - A,B,C,D,E



### General Optical Council

3. Which, if any, of the following healthcare professions do you think are regulated? By regulated we mean there is an independent body that monitors behaviour, actions and conduct among the profession and can take action if these rules are not met.

Base: All respondents

	Employment status								
	Total	Full time paid job	Part time paid job	Self emp.	Stu dent	Unemp (<6m)	Unemp (>6m)	Home maker	Ret ired
Significance Level: 90%		a	b	c	d	e	f	g	h
Significance Level: 95%		A	B	C	D	E	F	G	H
Unweighted Total	2250	1126	159	178	53	21	50	94	524
Weighted Total	2250	1116	157	174	56	20	50	93	537
	100%	100%	100%	100%	100%	100%	100%	100%	100%
GPs	2093	1037	147	164	44	20	44	84	510
	93%	93%	93%	94%	79%	100%	88%	91%	95%
		D	D	D		D		d	DFg
Nurses	2025	1012	145	152	45	20	40	83	484
	90%	91%	92%	87%	81%	100%	80%	89%	90%
		DF	DF			cDF			DF
Dentists	1973	998	139	144	44	17	40	81	469
	88%	89%	89%	83%	79%	86%	80%	87%	87%
		CDF	d						d
Pharmacists	1880	930	130	144	38	20	39	75	462
	84%	83%	83%	83%	68%	100%	78%	81%	86%
		D	D	D		ABCDFGh		d	D
Opticians	1778	890	124	131	37	16	36	71	438
	79%	80%	79%	75%	66%	81%	72%	77%	81%
		D	d						cD
Physiotherapists	1514	782	109	105	34	16	37	61	340
	67%	70%	69%	61%	61%	76%	74%	66%	63%
		CH	c				c		
Homeopaths	643	322	62	38	16	9	17	25	140
	29%	29%	40%	22%	30%	43%	34%	26%	26%
		c	ACGH			Ch	c		
Not Stated	79	38	5	4	7	-	6	5	11
	4%	3%	3%	2%	13%	-	12%	5%	2%
					ABCegH		ABCH		h

Columns Tested: A,B,C,D,E,F,G,H



### General Optical Council

**3. Which, if any, of the following healthcare professions do you think are regulated? By regulated we mean there is an independent body that monitors behaviour, actions and conduct among the profession and can take action if these rules are not met.**

Base: All respondents

	Total	SEG						Sight					Eye conditions suffer from (personally or family)					Confidence in opticians	
		A	B	C1	C2	D	E	20:20 vision	Short sighted	Long sighted	Partially sighted	Registered blind	Glaucoma	Diabetes	Macular degeneration	Cataracts	Astigmatism	Confident	Not confident
Significance Level: 90%		a	b	c	d	e	f	a	b	c	d	e	a	b	c	d	e	a	b
Significance Level: 95%		A	B	C	D	E	F	A	B	C	D	E	A	B	C	D	E	A	B
Unweighted Total	2250	271	604	402	428	197	179	609	932	424	88	1	225	389	76	215	238	2067	88
Weighted Total	2250	267	606	401	426	197	183	618	923	421	89	1	222	388	77	218	237	2067	88
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
GPs	2093	253	568	371	400	179	165	573	867	394	82	1	209	362	73	208	224	1938	74
	93%	95%	94%	92%	94%	91%	91%	93%	94%	94%	92%	100%	94%	93%	95%	96%	94%	94%	84%
		f																B	
Nurses	2025	247	555	354	392	171	153	548	834	388	81	1	205	353	71	201	220	1886	68
	90%	92%	92%	88%	92%	87%	84%	89%	90%	92%	92%	100%	92%	91%	92%	92%	92%	91%	78%
		ceF	ceF		ceF					a								B	
Dentists	1973	237	550	353	370	168	149	544	821	373	73	1	197	338	66	189	217	1836	61
	88%	89%	91%	88%	87%	85%	82%	88%	89%	89%	82%	100%	89%	87%	86%	87%	92%	89%	69%
		F	DEF	F						d							bd	B	
Pharmacists	1880	230	513	322	360	158	148	500	784	361	74	-	192	329	62	191	212	1764	52
	84%	86%	85%	80%	84%	81%	81%	81%	85%	86%	84%	-	86%	85%	80%	88%	89%	85%	59%
		c	c						A	A								B	
Opticians	1778	208	488	313	338	150	144	470	752	347	61	1	182	306	63	175	202	1696	39
	79%	78%	81%	78%	79%	76%	79%	76%	81%	82%	68%	100%	82%	79%	82%	81%	85%	82%	45%
									AD	AD							b	B	
Physiotherapists	1514	188	402	268	288	130	129	417	637	288	58	-	153	244	50	148	172	1424	39
	67%	71%	66%	67%	68%	66%	70%	68%	69%	69%	65%	-	69%	63%	65%	68%	72%	69%	44%
																	B	B	
Homeopaths	643	68	151	105	129	73	55	192	244	125	23	-	50	104	20	53	54	597	20
	29%	25%	25%	26%	30%	37%	30%	31%	26%	30%	26%	-	22%	27%	26%	24%	23%	29%	23%
					b	ABCd		b											
Not Stated	79	5	12	19	13	10	11	19	29	14	2	-	5	13	1	3	4	58	8
	4%	2%	2%	5%	3%	5%	6%	3%	3%	3%	2%	-	2%	3%	1%	2%	2%	3%	9%
				aB	AB	ABd													A

Columns Tested: A,B,C,D,E,F - A,B,C,D,E - A,B,C,D,E - A,B



### General Optical Council

**3. Which, if any, of the following healthcare professions do you think are regulated? By regulated we mean there is an independent body that monitors behaviour, actions and conduct among the profession and can take action if these rules are not met.**

Base: All respondents

	Last time visited an optician				Satisfaction with overall experience at opticians		Satisfaction with eye test		Corrective solutions		Satisfaction with purchasing corrective solutions		Confidence in effective regulation		Awareness of GOC		
	Total	2 years ago or less	More than 2 to less than 5 years	5 years or more ago	Never	Satisfied	Dissatisfied	Satisfied	Dissatisfied	Prescription glasses	Contact lenses	Satisfied	Dissatisfied	Confident	Not confident	Aware	Not aware
		a	b	c	d	a	b	a	b	a	b	a	b	a	b	a	b
Significance Level: 90%		A	B	C	D	A	B	A	B	A	B	A	B	A	B	A	B
Significance Level: 95%		A	B	C	D	A	B	A	B	A	B	A	B	A	B	A	B
Unweighted Total	2250	1656	182	156	241	1896	85	1929	42	1334	226	1291	44	1926	149	265	1985
Weighted Total	2250	1653	182	156	244	1893	84	1924	43	1326	226	1283	43	1926	148	271	1979
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
GPs	2093	1564	165	142	208	1787	74	1816	35	1249	208	1210	40	1822	126	237	1856
	93%	95%	91%	91%	85%	94%	89%	94%	81%	94%	92%	94%	93%	95%	85%	87%	94%
		BD	d	d		B		B						B		A	
Nurses	2025	1518	160	139	195	1734	73	1762	37	1215	204	1175	40	1764	123	223	1802
	90%	92%	88%	89%	80%	92%	87%	92%	86%	92%	90%	92%	93%	92%	83%	82%	91%
		bD	D	D										B		A	
Dentists	1973	1479	151	134	196	1685	68	1712	32	1188	192	1147	35	1739	111	221	1752
	88%	89%	83%	86%	80%	89%	82%	89%	74%	90%	85%	89%	80%	90%	75%	81%	89%
		BD				B		B		B		B		B		A	
Pharmacists	1880	1437	140	117	174	1622	61	1647	29	1140	186	1104	32	1665	99	209	1671
	84%	87%	77%	75%	71%	86%	73%	86%	69%	86%	82%	86%	74%	86%	67%	77%	84%
		BCD				B		B				B		B		A	
Opticians	1778	1372	130	113	152	1553	51	1573	25	1091	186	1057	31	1597	80	203	1576
	79%	83%	71%	72%	62%	82%	61%	82%	60%	82%	82%	82%	70%	83%	54%	75%	80%
		BCD	d	D		B		B				B		B		a	
Physiotherapists	1514	1155	119	95	137	1312	51	1331	26	914	158	886	25	1350	67	169	1346
	67%	70%	66%	61%	56%	69%	60%	69%	62%	69%	70%	69%	59%	70%	45%	62%	68%
		CD	D			b								B		a	
Homeopaths	643	475	51	41	72	550	15	553	7	360	65	359	7	587	27	83	559
	29%	29%	28%	26%	29%	29%	17%	29%	16%	27%	29%	28%	15%	30%	18%	31%	28%
						B		b				b		B			
Not Stated	79	38	9	8	24	47	5	48	4	40	7	35	3	39	16	11	68
	4%	2%	5%	5%	10%	2%	6%	3%	9%	3%	3%	3%	7%	2%	11%	4%	3%
			A	A	Abc		a		A			a		A			

Columns Tested: A,B,C,D - A,B - A,B - A,B - A,B - A,B



### General Optical Council

**3. Which, if any, of the following healthcare professions do you think are regulated? By regulated we mean there is an independent body that monitors behaviour, actions and conduct among the profession and can take action if these rules are not met.**

Base: All respondents

	Ethnicity						Children in household		Products currently used				Product most recently bought			
	Total	White	Mixed/ multiple	Asian or Asian British	Black or Black British	Other	BME	Aged 8 or under	Aged 9-18	Glasses with a prescription	Contact lenses	Reading glasses without a prescription	None of these	Glasses with a prescription	Contact lenses	Reading glasses without a prescription
	a	b	c	d	e	f	a	b	a	b	c	d	a	b	c	
Significance Level: 90%	A	B	C	D	E	F	A	B	A	B	C	D	A	B	C	
Significance Level: 95%																
Unweighted Total	2250	2003	30	127	25	11	193	380	543	1334	226	283	646	1177	164	23
Weighted Total	2250	2000	30	128	25	11	195	384	542	1326	226	280	656	1169	164	23
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
GPs	2093	1879	26	109	22	11	168	346	501	1249	208	259	599	1105	150	20
	93%	94%	86%	85%	88%	100%	86%	90%	92%	94%	92%	92%	91%	95%	92%	87%
		bCF								D						
Nurses	2025	1818	28	100	23	10	161	335	492	1215	204	258	569	1072	149	20
	90%	91%	92%	78%	92%	92%	83%	87%	91%	92%	90%	92%	87%	92%	91%	87%
		CF	c						a	D		D				
Dentists	1973	1773	25	99	19	11	155	329	485	1188	192	251	560	1049	138	20
	88%	89%	82%	78%	76%	100%	79%	86%	89%	90%	85%	89%	85%	90%	84%	87%
		CDF				cdf			a	BD				B		
Pharmacists	1880	1688	24	94	21	8	147	305	453	1140	186	238	517	1005	137	18
	84%	84%	79%	73%	84%	74%	76%	80%	83%	86%	82%	85%	79%	86%	84%	78%
		CF								D		D				
Opticians	1778	1592	23	95	19	10	147	305	440	1091	186	226	480	954	137	21
	79%	80%	76%	74%	77%	91%	76%	79%	81%	82%	82%	81%	73%	82%	84%	91%
										D	D	D				
Physiotherapists	1514	1364	22	73	18	6	119	275	376	914	158	186	430	799	116	19
	67%	68%	73%	57%	72%	55%	61%	72%	69%	69%	70%	66%	66%	68%	71%	83%
		Cf														
Homeopaths	643	567	7	37	7	3	54	125	166	360	65	89	199	319	48	8
	29%	28%	24%	29%	29%	28%	28%	33%	31%	27%	29%	32%	30%	27%	29%	33%
Not Stated	79	64	2	8	2	-	12	16	12	40	7	7	30	33	6	1
	4%	3%	8%	6%	8%	-	6%	4%	2%	3%	3%	2%	5%	3%	4%	4%
			a				A	b					a			

Columns Tested: A,B,C,D,E,F - A,B - A,B,C,D - A,B,C



## General Optical Council

## 4. If you woke up tomorrow morning with an eye problem, such as something in your eye, a red eye or blurred vision, where would you go or who would you speak to first?

Base: All respondents

	Gender		Age					Region								Country						
	Total	Male	Female	18-29	30-44	45-59	60-74	75+	North East	North West	Yorks & Humb.	East Mid lands	West Mid lands	East of Eng land	Lon don	South East	South West	Eng land	Wales	Scot land	NI	UK TOTAL
	a	b	a	b	c	d	e	a	b	c	d	e	f	g	h	i	a	b	c	d	e	
Significance Level: 90%		A	B	A	B	C	D	E	A	B	C	D	E	F	G	H	I	A	B	C	D	E
Significance Level: 95%																						
Unweighted Total	2250	1099	1151	439	564	601	459	187	146	319	247	180	178	132	182	324	193	1901	100	154	95	2250
Weighted Total	2250	1099	1151	452	580	562	432	225	146	318	245	181	177	131	181	322	194	1895	100	154	100	2250
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
GP	1214	621	593	240	313	312	236	113	80	178	133	96	76	75	96	180	112	1025	58	85	46	1214
	54%	56%	52%	53%	54%	55%	55%	50%	55%	56%	54%	53%	43%	57%	53%	56%	58%	54%	58%	55%	45%	54%
		B							E	E	E	e		E	e	E	E	d	d			
Optician	418	172	246	87	109	90	85	47	31	52	52	29	40	23	32	54	23	336	26	35	21	418
	19%	16%	21%	19%	19%	16%	20%	21%	21%	16%	21%	16%	22%	18%	18%	17%	12%	18%	26%	23%	21%	19%
			A						I		I		bl					Ae				
Pharmacist	216	80	136	29	69	58	38	21	13	22	22	16	21	16	18	34	19	181	6	12	17	216
	10%	7%	12%	6%	12%	10%	9%	9%	9%	7%	9%	9%	12%	12%	10%	11%	10%	10%	6%	8%	17%	10%
			A		A	A							b		b						ABCE	
A&E	121	76	45	23	31	27	27	14	7	14	16	12	13	4	7	22	11	106	2	7	6	121
	5%	7%	4%	5%	5%	5%	6%	6%	5%	4%	6%	7%	7%	3%	4%	7%	5%	6%	2%	5%	6%	5%
		B											f		f							
Eye hospital	70	33	37	6	10	22	19	13	6	14	6	4	7	2	6	9	9	63	2	3	2	70
	3%	3%	3%	1%	2%	4%	4%	6%	4%	4%	3%	2%	4%	1%	3%	3%	5%	3%	2%	2%	2%	3%
					AB	AB	AB															
Walk in clinic	52	23	29	8	8	23	11	2	5	13	7	8	2	1	2	4	5	46	1	1	4	52
	2%	2%	3%	2%	1%	4%	3%	1%	3%	4%	3%	4%	1%	1%	1%	1%	3%	2%	1%	1%	4%	2%
					ABE					efgH		efgH									C	
Other	138	79	59	49	33	27	15	13	4	20	10	15	9	15	16	12	117	6	11	4	138	
	6%	7%	5%	11%	6%	5%	3%	6%	3%	6%	4%	8%	9%	7%	8%	5%	6%	6%	6%	7%	4%	6%
		B		BCDe	d							Ac	Ac	a	Ac							
Don't know	21	15	6	8	7	3	1	2	-	5	-	-	3	1	6	4	2	21	-	-	-	21
	1%	1%	1%	2%	1%	1%	*	1%	-	2%	-	-	2%	1%	3%	1%	1%	1%	-	-	-	1%
		B		CD	d					Cd			Cd		ACD	c	c					

Columns Tested: A,B - A,B,C,D,E - A,B,C,D,E,F,G,H,I - A,B,C,D,E

**General Optical Council**

**4. If you woke up tomorrow morning with an eye problem, such as something in your eye, a red eye or blurred vision, where would you go or who would you speak to first?**

Base: All respondents

	Employment status								
	Total	Full time paid job	Part time paid job	Self emp.	Student	Unemp (<6m)	Unemp (>6m)	Home maker	Retired
Significance Level: 90%		a	b	c	d	e	f	g	h
Significance Level: 95%		A	B	C	D	E	F	G	H
Unweighted Total	2250	1126	159	178	53	21	50	94	524
Weighted Total	2250	1116	157	174	56	20	50	93	537
	100%	100%	100%	100%	100%	100%	100%	100%	100%
GP	1214	610	88	96	33	13	26	51	273
	54%	55%	56%	55%	59%	62%	52%	54%	51%
Optician	418	202	24	34	10	5	13	7	113
	19%	18%	15%	19%	17%	24%	26%	8%	21%
Pharmacist	216	G	g	G	g	G	bG	G	G
	10%	9%	12%	10%	2%	9%	8%	10%	10%
A&E	121	d	D	d				d	D
	5%	5%	4%	7%	3	-	-	8	36
				F	f			aF	f
Eye hospital	70	32	5	4	-	-	3	4	23
	3%	3%	3%	2%	-	-	6%	4%	4%
							d		
Walk in clinic	52	29	2	2	2	-	-	4	12
	2%	3%	1%	1%	4%	-	-	4%	2%
								c	
Other	138	69	13	7	7	1	3	11	23
	6%	6%	8%	4%	13%	5%	6%	11%	4%
			cH		aCH			ACH	
Don't know	21	16	-	1	-	-	1	-	3
	1%	1%	-	1%	-	-	2%	-	1%
							b		

Columns Tested: A,B,C,D,E,F,G,H



### General Optical Council

#### 4. If you woke up tomorrow morning with an eye problem, such as something in your eye, a red eye or blurred vision, where would you go or who would you speak to first?

Base: All respondents

	Total	SEG						Sight					Eye conditions suffer from (personally or family)					Confidence in opticians	
		A	B	C1	C2	D	E	20:20 vision	Short sighted	Long sighted	Partially sighted	Registered blind	Glaucoma	Diabetes	Macular degeneration	Cataracts	Astigmatism	Confident	Not confident
		a	b	c	d	e	f	a	b	c	d	e	a	b	c	d	e	a	b
Significance Level: 90%		A	B	C	D	E	F	A	B	C	D	E	A	B	C	D	E	A	B
Significance Level: 95%		A	B	C	D	E	F	A	B	C	D	E	A	B	C	D	E	A	B
Unweighted Total	2250	271	604	402	428	197	179	609	932	424	88	1	225	389	76	215	238	2067	88
Weighted Total	2250	267	606	401	426	197	183	618	923	421	89	1	222	388	77	218	237	2067	88
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
GP	1214	141	337	226	230	101	89	343	476	246	43	-	99	207	33	113	110	1114	45
	54%	53%	56%	56%	54%	51%	49%	56%	52%	59%	49%	-	45%	53%	43%	52%	46%	54%	51%
				f						Bd				Ace					
Optician	418	66	99	66	73	41	38	93	195	76	16	-	43	73	15	52	61	399	10
	19%	25%	16%	16%	17%	21%	21%	15%	21%	18%	18%	-	19%	19%	19%	24%	26%	19%	11%
		BCD							A								aB	b	
Pharmacist	216	18	50	50	45	27	18	64	95	38	7	-	26	35	5	14	25	204	6
	10%	7%	8%	12%	11%	14%	10%	10%	10%	9%	8%	-	12%	9%	6%	6%	11%	10%	7%
				AB	a	AB							D				d		
A&E	121	12	31	17	31	8	11	37	38	24	8	1	18	27	4	11	14	106	9
	5%	4%	5%	4%	7%	4%	6%	6%	4%	6%	9%	100%	8%	7%	5%	5%	6%	5%	10%
				c							B							5%	A
Eye hospital	70	13	24	5	12	4	5	15	30	13	8	-	11	9	8	6	9	67	1
	3%	5%	4%	1%	3%	2%	3%	2%	3%	3%	9%	-	5%	2%	11%	3%	4%	3%	1%
		C	C							ABC			b		aBDE				
Walk in clinic	52	7	16	7	7	6	6	10	29	7	1	-	11	6	3	5	9	49	1
	2%	3%	3%	2%	2%	3%	3%	2%	3%	2%	1%	-	5%	1%	4%	2%	4%	2%	1%
									a				B				b		
Other	138	10	42	28	24	7	16	46	55	14	3	-	14	32	6	16	9	111	12
	6%	4%	7%	7%	6%	4%	9%	7%	6%	3%	3%	-	6%	8%	8%	7%	4%	5%	14%
			ae	ae		AE		C	C					E		e		A	
Don't know	21	2	7	3	5	3	-	9	5	3	2	-	-	-	3	1	1	16	4
	1%	1%	1%	1%	1%	2%	-	1%	1%	1%	2%	-	-	-	4%	*	*	1%	5%
					f			b			B				ABDE				A

Columns Tested: A,B,C,D,E,F - A,B,C,D,E - A,B,C,D,E - A,B





### General Optical Council

#### 4. If you woke up tomorrow morning with an eye problem, such as something in your eye, a red eye or blurred vision, where would you go or who would you speak to first?

Base: All respondents

	Last time visited an optician				Satisfaction with overall experience at opticians		Satisfaction with eye test		Corrective solutions		Satisfaction with purchasing corrective solutions		Confidence in effective regulation		Awareness of GOC		
	Total	2 years ago or less	More than 2 to less than 5 years	5 years or more ago	Never	Satis fied	Dissat isfied	Satis fied	Dissat isfied	Presc ription glass es	Cont act lens es	Satis fied	Dissat isfied	Conf ident	Not confi dent	Aware	Not aware
		a	b	c	d	a	b	a	b	a	b	a	b	a	b	a	b
Significance Level: 90%		A	B	C	D	A	B	A	B	A	B	A	B	A	B	A	B
Significance Level: 95%																	
Unweighted Total	2250	1656	182	156	241	1896	85	1929	42	1334	226	1291	44	1926	149	265	1985
Weighted Total	2250	1653	182	156	244	1893	84	1924	43	1326	226	1283	43	1926	148	271	1979
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
GP	1214	872	100	82	148	1007	39	1023	24	686	100	672	20	1034	87	163	1050
	54%	53%	55%	53%	61%	53%	46%	53%	56%	52%	44%	52%	46%	54%	59%	60%	53%
					A					B						B	
Optician	418	353	24	17	23	379	14	382	4	286	61	272	8	376	18	42	376
	19%	21%	13%	11%	9%	20%	16%	20%	9%	22%	27%	21%	18%	19%	12%	16%	19%
		BCD						b		a				B			
Pharmacist	216	145	28	17	25	183	8	188	2	131	24	119	6	192	9	22	194
	10%	9%	15%	11%	10%	10%	9%	10%	4%	10%	11%	9%	13%	10%	6%	8%	10%
			A											b			
A&E	121	97	9	9	5	107	7	112	2	68	11	64	6	97	11	11	111
	5%	6%	5%	6%	2%	6%	8%	6%	5%	5%	5%	5%	14%	5%	7%	4%	6%
		D		d									A				
Eye hospital	70	63	2	4	1	67	2	66	2	50	8	51	2	62	4	1	69
	3%	4%	1%	3%	*	4%	2%	3%	5%	4%	3%	4%	5%	3%	3%	*	4%
		bD		d													A
Walk in clinic	52	38	2	6	5	43	2	45	1	36	3	34	1	48	4	6	46
	2%	2%	1%	4%	2%	2%	2%	2%	2%	3%	1%	3%	2%	2%	3%	2%	2%
Other	138	77	14	17	30	94	12	96	8	62	17	63	1	102	13	23	115
	6%	5%	8%	11%	12%	5%	14%	5%	19%	5%	8%	5%	2%	5%	9%	9%	6%
		a	A	A	A		A		A		a				a	b	
Don't know	21	7	4	3	7	12	1	12	-	7	3	8	-	15	3	3	18
	1%	*	2%	2%	3%	1%	1%	1%	-	1%	1%	1%	-	1%	2%	1%	1%
			A	A	A												

Columns Tested: A,B,C,D - A,B - A,B - A,B - A,B - A,B



### General Optical Council

#### 4. If you woke up tomorrow morning with an eye problem, such as something in your eye, a red eye or blurred vision, where would you go or who would you speak to first?

Base: All respondents

	Total	Ethnicity					Children in household		Products currently used				Product most recently bought			
		White	Mixed/ multiple	Asian or Asian British	Black or Black British	Other	BME	Aged 8 or under	Aged 9-18	Glasses with a prescription	Contact lenses	Reading glasses without a prescription	None of these	Glasses with a prescription	Contact lenses	Reading glasses without a prescription
		a	b	c	d	e	f	a	b	a	b	c	d	a	b	c
		A	B	C	D	E	F	A	B	A	B	C	D	A	B	C
Unweighted Total	2250	2003	30	127	25	11	193	380	543	1334	226	283	646	1177	164	23
Weighted Total	2250	2000	30	128	25	11	195	384	542	1326	226	280	656	1169	164	23
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
GP	1214	1078	15	79	8	8	110	197	296	686	100	157	374	624	71	8
	54%	54%	50%	61%	31%	73%	56%	51%	54%	52%	44%	56%	57%	53%	44%	36%
		D		aD		D	D			B		B	AB	B		
Optician	418	371	4	19	6	1	30	82	100	286	61	49	89	230	51	8
	19%	19%	13%	15%	24%	9%	16%	21%	19%	22%	27%	17%	14%	20%	31%	34%
										D	aCD			A	a	
Pharmacist	216	202	2	9	1	1	13	34	49	131	24	23	69	111	15	2
	10%	10%	7%	7%	4%	9%	7%	9%	9%	10%	11%	8%	11%	10%	9%	9%
A&E	121	108	1	6	5	-	12	16	27	68	11	15	37	64	7	1
	5%	5%	3%	5%	21%	-	6%	4%	5%	5%	5%	5%	6%	5%	4%	4%
				ABCF												
Eye hospital	70	61	1	4	1	1	7	12	19	50	8	8	11	47	6	-
	3%	3%	3%	3%	4%	9%	4%	3%	3%	4%	3%	3%	2%	4%	4%	-
										D						
Walk in clinic	52	51	-	-	-	-	-	6	9	36	3	5	12	33	2	1
	2%	3%	-	-	-	-	-	2%	2%	3%	1%	2%	2%	3%	1%	4%
		cF														
Other	138	115	7	6	3	-	16	27	38	62	17	20	57	53	11	2
	6%	6%	24%	5%	12%	-	8%	7%	7%	5%	8%	7%	9%	5%	7%	9%
			ACeF								a		A			
Don't know	21	14	-	5	1	-	6	9	5	7	3	4	7	7	1	1
	1%	1%	-	4%	4%	-	3%	2%	1%	1%	1%	1%	1%	1%	1%	4%
				A	a		A	b				a				A

Columns Tested: A,B,C,D,E,F - A,B - A,B,C,D - A,B,C



### General Optical Council

#### 5. When was the last time you visited an optician, if ever?

Base: All respondents

	Gender		Age					Region							Country							
	Total	Male	Female	18-29	30-44	45-59	60-74	75+	North East	North West	Yorks & Humb.	East Mid lands	West Mid lands	East of Eng land	Lon don	South East	South West	Eng land	Wales	Scot land	NI	UK TOTAL
Significance Level: 90%		a	b	a	b	c	d	e	a	b	c	d	e	f	g	h	i	a	b	c	d	e
Significance Level: 95%		A	B	A	B	C	D	E	A	B	C	D	E	F	G	H	I	A	B	C	D	E
Unweighted Total	2250	1099	1151	439	564	601	459	187	146	319	247	180	178	132	182	324	193	1901	100	154	95	2250
Weighted Total	2250	1099	1151	452	580	562	432	225	146	318	245	181	177	131	181	322	194	1895	100	154	100	2250
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
2 years ago or less	1653	717	936	277	358	439	388	191	98	226	193	133	125	90	131	236	141	1373	81	120	78	1653
	73%	65%	81%	61%	62%	78%	90%	85%	67%	71%	79%	74%	71%	69%	72%	73%	73%	72%	81%	78%	78%	73%
			A			AB	ABCe	ABC			ABeF								a			
More than 2 years but less than 5 years ago	182	110	72	48	56	43	19	16	12	36	13	11	18	15	17	23	15	160	10	7	6	182
	8%	10%	6%	11%	10%	8%	4%	7%	8%	11%	5%	6%	10%	11%	9%	7%	8%	8%	10%	4%	6%	8%
			B	cD	D	D				Cdh			c	Cd	c			c	c			c
5 years or more ago	156	99	57	41	69	27	15	5	14	17	12	12	9	13	13	25	15	130	3	14	8	156
	7%	9%	5%	9%	12%	5%	3%	2%	10%	5%	5%	7%	5%	10%	7%	8%	8%	7%	3%	9%	8%	7%
			B	CDE	CDE	De	D		bc				bc							b		
Have never been to the opticians	244	169	75	82	94	50	7	11	19	36	26	24	23	13	19	36	20	217	6	13	8	244
	11%	15%	7%	18%	16%	9%	2%	5%	13%	11%	11%	13%	13%	10%	11%	11%	10%	11%	6%	9%	8%	11%
			B	CDE	CDE	De	D															
Not Stated	15	4	11	3	3	4	3	2	3	3	1	-	2	-	1	2	3	15	-	-	-	15
	1%	*	1%	1%	1%	1%	1%	1%	2%	1%	*	-	1%	-	1%	1%	2%	1%	-	-	-	1%
			a						cDf							d						
Net: More than 2 years ago	338	209	129	89	125	69	34	21	26	53	25	23	27	28	30	48	30	290	13	21	14	338
	15%	19%	11%	20%	22%	12%	8%	9%	18%	17%	10%	13%	15%	21%	17%	15%	15%	15%	13%	14%	14%	15%
			B	CDE	CDE	D			C	C			CDh	c	c							
Mean Score	1.83	2.27	1.44	2.16	2.73	1.48	1.30	1.10	2.23	1.67	1.60	1.78	1.73	1.85	2.03	1.74	2.24	1.84	1.35	2.00	1.89	1.83
			B	CDE	aCDE	e										c						

Columns Tested: A,B - A,B,C,D,E - A,B,C,D,E - A,B,C,D,E - A,B,C,D,E



### General Optical Council

#### 5. When was the last time you visited an optician, if ever?

Base: All respondents

Total	Employment status								
	Full time paid job	Part time paid job	Self emp.	Student	Unemp (<6m)	Unemp (>6m)	Home maker	Ret ired	
	a	b	c	d	e	f	g	h	
	A	B	C	D	E	F	G	H	
Unweighted Total	2250	1126	159	178	53	21	50	94	524
Weighted Total	2250	1116	157	174	56	20	50	93	537
	100%	100%	100%	100%	100%	100%	100%	100%	100%
2 years ago or less	1653	768	118	118	35	11	32	62	471
	73%	69%	75%	68%	64%	56%	63%	67%	88%
			aef					ABCDEFG	
More than 2 years but less than 5 years ago	182	95	15	17	6	1	6	10	28
	8%	9%	9%	10%	11%	5%	12%	11%	5%
		H	h	H			H	H	
5 years or more ago	156	98	7	14	4	4	4	9	14
	7%	9%	4%	8%	8%	20%	8%	10%	3%
		bH	H	H	H	aBcH	H	H	
Have never been to the opticians	244	148	16	24	10	3	8	12	20
	11%	13%	10%	14%	18%	15%	16%	13%	4%
		H	H	H	H	H	H	H	
Not Stated	15	7	1	1	-	1	-	-	4
	1%	1%	1%	1%	-	5%	-	-	1%
					AbcGh				
Net: More than 2 years ago	338	193	22	31	10	5	10	19	42
	15%	17%	14%	18%	18%	24%	20%	20%	8%
		H	H	H	H	H	H	H	
Mean Score	1.83	2.04	1.46	2.24	2.50	2.07	1.97	2.34	1.17
		bH		bH	BH	h	H	BH	

Columns Tested: A,B,C,D,E,F,G,H



### General Optical Council

#### 5. When was the last time you visited an optician, if ever?

Base: All respondents

	Total	SEG						Sight					Eye conditions suffer from (personally or family)					Confidence in opticians	
		A	B	C1	C2	D	E	20:20 vision	Short sighted	Long sighted	Partially sighted	Registered blind	Glaucoma	Diabetes	Macular degeneration	Cataracts	Astigmatism	Confident	Not confident
Significance Level: 90%		a	b	c	d	e	f	a	b	c	d	e	a	b	c	d	e	a	b
Significance Level: 95%		A	B	C	D	E	F	A	B	C	D	E	A	B	C	D	E	A	B
Unweighted Total	2250	271	604	402	428	197	179	609	932	424	88	1	225	389	76	215	238	2067	88
Weighted Total	2250	267	606	401	426	197	183	618	923	421	89	1	222	388	77	218	237	2067	88
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
2 years ago or less	1653	222	449	277	306	130	136	295	798	346	74	1	183	291	63	171	205	1601	41
	73%	83%	74%	69%	72%	66%	74%	48%	86%	82%	84%	100%	83%	75%	82%	79%	86%	77%	47%
		BCDEF	cE			e		AC	A	A			B			BD	B		
More than 2 years but less than 5 years ago	182	13	42	43	33	24	13	59	67	34	6	-	16	29	5	21	19	157	16
	8%	5%	7%	11%	8%	12%	7%	10%	7%	8%	7%	-	7%	7%	7%	10%	8%	8%	19%
				AB		ABd		b											A
5 years or more ago	156	10	44	31	33	22	11	88	26	20	6	-	10	27	2	12	6	123	13
	7%	4%	7%	8%	8%	11%	6%	14%	3%	5%	7%	-	4%	7%	2%	6%	2%	6%	15%
			A	A	A	Abf		BCd		b	B			E		e			A
Have never been to the opticians	244	21	66	50	51	20	23	171	26	18	2	-	10	39	7	10	6	174	17
	11%	8%	11%	12%	12%	10%	12%	28%	3%	4%	2%	-	5%	10%	9%	5%	3%	8%	20%
			a	a				BCD						ADE	E				A
Not Stated	15	1	5	-	3	1	-	4	6	3	-	-	3	2	-	3	1	12	-
	1%	*	1%	-	1%	1%	-	1%	1%	1%	-	-	1%	1%	-	1%	*	1%	-
			c		c														
Net: More than 2 years ago	338	23	86	75	66	46	24	148	93	54	12	-	26	56	7	33	25	280	30
	15%	9%	14%	19%	16%	23%	13%	24%	10%	13%	14%	-	12%	14%	9%	15%	11%	14%	34%
			A	Ab	A	ABDF	a	BCD											A
Mean Score	1.83	1.28	1.70	2.16	2.03	2.32	1.76	3.33	1.21	1.46	1.77	1.00	1.32	1.79	1.07	1.45	1.12	1.64	3.34
			A	AB	A	AB	a	BCD		B	B			acE		e			A

Columns Tested: A,B,C,D,E,F - A,B,C,D,E - A,B,C,D,E - A,B



### General Optical Council

#### 5. When was the last time you visited an optician, if ever?

Base: All respondents

	Last time visited an optician				Satisfaction with overall experience at opticians		Satisfaction with eye test		Corrective solutions		Satisfaction with purchasing corrective solutions		Confidence in effective regulation		Awareness of GOC		
	Total	2 years ago or less	More than 2 to less than 5 years	5 years or more ago	Never	Satis fied	Dissat isfied	Satis fied	Dissat isfied	Presc ription glass es	Cont act lens es	Satis fied	Dissat isfied	Conf ident	Not confi dent	Aware	Not aware
		a	b	c	d	a	b	a	b	a	b	a	b	a	b	a	b
		A	B	C	D	A	B	A	B	A	B	A	B	A	B	A	B
Unweighted Total	2250	1656	182	156	241	1896	85	1929	42	1334	226	1291	44	1926	149	265	1985
Weighted Total	2250	1653	182	156	244	1893	84	1924	43	1326	226	1283	43	1926	148	271	1979
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
2 years ago or less	1653	1653	-	-	-	1593	56	1611	29	1184	204	1148	36	1459	86	155	1498
	73%	100%	-	-	-	84%	67%	84%	69%	89%	90%	89%	83%	76%	58%	57%	76%
		BCD				B		B						B		A	
More than 2 years but less than 5 years ago	182	-	182	-	-	164	17	174	6	88	8	81	5	143	16	43	139
	8%	-	100%	-	-	9%	21%	9%	15%	7%	4%	6%	12%	7%	11%	16%	7%
			ACD				A			b						B	
5 years or more ago	156	-	-	156	-	137	11	139	7	25	4	26	-	129	16	22	134
	7%	-	-	100%	-	7%	13%	7%	16%	2%	2%	2%	-	7%	10%	8%	7%
				ABD			a		A						a		
Have never been to the opticians	244	-	-	-	244	-	-	-	-	20	8	20	2	182	30	52	192
	11%	-	-	-	100%	-	-	-	-	2%	4%	2%	5%	9%	20%	19%	10%
					ABC					A				A		B	
Not Stated	15	-	-	-	-	-	-	-	-	8	2	8	-	13	1	-	15
	1%	-	-	-	-	-	-	-	-	1%	1%	1%	-	1%	1%	-	1%
Net: More than 2 years ago	338	-	182	156	-	301	28	313	13	113	12	106	5	272	32	64	274
	15%	-	100%	100%	-	16%	33%	16%	31%	9%	5%	8%	12%	14%	21%	24%	14%
			AD	AD			A		A						A	B	
Mean Score	1.83	.86	2.99	10.96	-	1.73	3.02	1.76	3.74	1.06	1.01	1.08	1.09	1.75	2.93	2.22	1.78
			A	AB			A		A					A		b	

Columns Tested: A,B,C,D - A,B - A,B - A,B - A,B - A,B



### General Optical Council

#### 5. When was the last time you visited an optician, if ever?

Base: All respondents

	Ethnicity						Children in household		Products currently used				Product most recently bought			
	Total	White	Mixed/ multiple	Asian or Asian British	Black or Black British	Other	BME	Aged 8 or under	Aged 9-18	Glasses with a prescription	Contact lenses	Reading glasses without a prescription	None of these	Glasses with a prescription	Contact lenses	Reading glasses without a prescription
Significance Level: 90%		a	b	c	d	e	f	a	b	a	b	c	d	a	b	c
Significance Level: 95%		A	B	C	D	E	F	A	B	A	B	C	D	A	B	C
Unweighted Total	2250	2003	30	127	25	11	193	380	543	1334	226	283	646	1177	164	23
Weighted Total	2250	2000	30	128	25	11	195	384	542	1326	226	280	656	1169	164	23
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
2 years ago or less	1653	1483	18	92	16	7	133	255	376	1184	204	204	280	1043	145	18
	73%	74%	60%	72%	63%	64%	69%	66%	69%	89%	90%	73%	43%	89%	88%	77%
		bf								CD	CD	D		c		
More than 2 years but less than 5 years ago	182	164	2	6	2	1	11	40	47	88	8	32	65	82	6	2
	8%	8%	7%	5%	8%	9%	6%	10%	9%	7%	4%	11%	10%	7%	4%	10%
										b		AB	AB			
5 years or more ago	156	136	4	9	2	1	16	35	44	25	4	26	104	23	4	1
	7%	7%	13%	7%	8%	9%	8%	9%	8%	2%	2%	9%	16%	2%	2%	4%
												AB	ABC			
Have never been to the opticians	244	203	6	20	4	2	33	52	71	20	8	18	200	15	7	2
	11%	10%	20%	16%	16%	18%	17%	14%	13%	2%	4%	6%	31%	1%	4%	9%
		a	A				A				A	A	ABC		A	A
Not Stated	15	14	-	-	1	-	1	2	4	8	2	1	6	6	2	-
	1%	1%	-	-	5%	-	1%	1%	1%	1%	1%	*	1%	1%	1%	-
					ACf											
Net: More than 2 years ago	338	300	6	15	4	2	27	75	91	113	12	57	170	105	10	3
	15%	15%	20%	12%	16%	18%	14%	19%	17%	9%	5%	20%	26%	9%	6%	14%
												AB	ABc			
Mean Score	1.83	1.80	2.02	1.72	2.34	2.83	1.91	2.20	2.03	1.06	1.01	2.11	3.81	1.08	1.07	1.23
												AB	ABC			

Columns Tested: A,B,C,D,E,F - A,B - A,B,C,D - A,B,C



### General Optical Council

#### 6. And thinking about the time before that, when was the previous time you visited an optician, if ever?

Base: All who have ever been to the opticians

	Gender		Age					Region							Country							
	Total	Male	Female	18-29	30-44	45-59	60-74	75+	North East	North West	Yorks & Humb.	East Mid lands	West Mid lands	East of Eng land	Lon don	South East	South West	Eng land	Wales	Scot land	NI	UK TOTAL
Significance Level: 90%		a	b	a	b	c	d	e	a	b	c	d	e	f	g	h	i	a	b	c	d	e
Significance Level: 95%		A	B	A	B	C	D	E	A	B	C	D	E	F	G	H	I	A	B	C	D	E
Unweighted Total	2009	931	1078	358	473	548	452	178	127	283	221	156	155	119	163	288	173	1685	94	143	87	2009
Weighted Total	2006	930	1076	369	486	512	425	214	127	282	220	157	154	118	162	286	173	1678	94	141	92	2006
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
2 years ago or less	664	278	386	114	121	153	169	108	36	90	79	57	51	36	60	91	59	559	29	47	29	664
	33%	30%	36%	31%	25%	30%	40%	50%	29%	32%	36%	36%	33%	30%	37%	32%	34%	33%	31%	34%	31%	33%
			A	b	b	ABC	ABCD															
More than 2 years but less than 5 years ago	901	404	497	144	214	255	206	82	52	126	110	70	68	53	60	133	74	746	43	61	51	901
	45%	43%	46%	39%	44%	50%	48%	38%	41%	45%	50%	45%	44%	45%	37%	47%	43%	44%	46%	43%	55%	45%
					AbE	AE					G				g						ace	
5 years or more ago	234	124	109	44	96	62	22	10	17	41	16	17	20	16	20	37	21	205	8	14	6	234
	12%	13%	10%	12%	20%	12%	5%	5%	13%	15%	7%	11%	13%	13%	12%	13%	12%	12%	8%	10%	7%	12%
		B		DE	ACDE	DE			c	C			c	c	C							
Have never been to the opticians	193	120	73	65	52	39	26	11	18	23	13	13	14	14	21	23	16	155	14	18	6	193
	10%	13%	7%	18%	11%	8%	6%	5%	14%	8%	6%	8%	9%	12%	13%	8%	9%	9%	15%	13%	7%	10%
		B		BCDE	cDE				bCh					c	bCh				ade			
Not Stated	14	4	10	3	2	4	3	2	3	2	1	-	2	-	1	2	3	14	-	-	-	14
	1%	*	1%	1%	*	1%	1%	1%	3%	1%	*	-	1%	-	1%	1%	2%	1%	-	-	-	1%
									cDf													
Mean Score	2.97	3.26	2.73	2.85	4.11	3.07	2.13	2.12	3.46	3.10	2.44	3.13	3.28	3.00	3.43	2.90	3.02	3.04	2.48	2.71	2.56	2.97
		B		DE	ACDE	DE			C	C			C	c	C	c						

Columns Tested: A,B - A,B,C,D,E - A,B,C,D,E,F,G,H,I - A,B,C,D,E





### General Optical Council

#### 6. And thinking about the time before that, when was the previous time you visited an optician, if ever?

Base: All who have ever been to the opticians

	Employment status								
	Total	Full time paid job	Part time paid job	Self emp.	Student	Unemp (<6m)	Unemp (>6m)	Home maker	Ret ired
Significance Level: 90%		a	b	c	d	e	f	g	h
Significance Level: 95%		A	B	C	D	E	F	G	H
Unweighted Total	2009	979	143	154	43	18	42	82	506
Weighted Total	2006	968	141	150	46	17	42	81	518
	100%	100%	100%	100%	100%	100%	100%	100%	100%
2 years ago or less	664	284	40	48	12	4	16	22	224
	33%	29%	29%	32%	26%	22%	38%	28%	43%
									ABCDeG
More than 2 years but less than 5 years ago	901	433	73	69	18	5	15	31	237
	45%	45%	52%	46%	40%	28%	36%	38%	46%
			efG						
5 years or more ago	234	139	18	19	8	4	5	14	24
	12%	14%	12%	13%	18%	23%	12%	17%	5%
		H	H	H	H	H	H	H	
Have never been to the opticians	193	105	10	13	7	4	6	14	28
	10%	11%	7%	9%	15%	22%	14%	17%	5%
		H			bH	BcH	H	aBCH	
Not Stated	14	7	-	1	-	1	-	-	4
	1%	1%	-	1%	-	6%	-	-	1%
						ABcGH			
Mean Score	2.97	3.26	2.99	3.76	3.98	4.14	2.90	3.30	2.11
		H	H	H	H	H	h	H	

Columns Tested: A,B,C,D,E,F,G,H



### General Optical Council

#### 6. And thinking about the time before that, when was the previous time you visited an optician, if ever?

Base: All who have ever been to the opticians

	Total	SEG					Sight					Eye conditions suffer from (personally or family)					Confidence in opticians		
		A	B	C1	C2	D	E	20:20 vision	Short sighted	Long sighted	Partially sighted	Registered blind	Glaucoma	Diabetes	Macular degeneration	Cataracts	Astigmatism	Confident	Not confident
		a	b	c	d	e	f	a	b	c	d	e	a	b	c	d	e	a	b
		A	B	C	D	E	F	A	B	C	D	E	A	B	C	D	E	A	B
Unweighted Total	2009	250	539	353	377	177	158	440	907	406	86	1	215	350	70	205	232	1895	71
Weighted Total	2006	246	540	352	375	177	160	447	897	403	87	1	212	350	70	208	231	1893	71
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
2 years ago or less	664	98	189	89	121	50	60	106	337	141	35	-	98	140	34	97	103	649	11
	33%	40%	35%	25%	32%	29%	37%	24%	38%	35%	40%	-	46%	40%	48%	47%	45%	34%	16%
		CdE	C		C		Ce		A	A	A							B	
More than 2 years but less than 5 years ago	901	115	237	181	168	76	55	160	443	191	32	1	85	139	31	75	95	870	25
	45%	47%	44%	52%	45%	43%	34%	36%	49%	47%	37%	100%	40%	40%	44%	36%	41%	46%	35%
		F	F	BdeF	F				AD	Ad								b	
5 years or more ago	234	22	59	44	46	31	19	91	62	46	12	-	13	34	3	21	19	208	22
	12%	9%	11%	13%	12%	18%	12%	20%	7%	11%	14%	-	6%	10%	4%	10%	8%	11%	31%
						ABd		BC		B	B							A	
Have never been to the opticians	193	11	50	37	36	19	26	86	50	22	8	-	13	34	3	13	14	154	13
	10%	4%	9%	11%	10%	11%	16%	19%	6%	5%	9%	-	6%	10%	4%	6%	6%	8%	19%
			A	A	A	A	ABcD	BCD										A	
Not Stated	14	1	5	-	3	-	-	3	6	3	-	-	3	2	-	3	1	11	-
	1%	*	1%	-	1%	-	-	1%	1%	1%	-	-	1%	1%	-	1%	*	1%	-
			c		c														
Mean Score	2.97	2.55	2.77	3.43	3.26	3.48	2.73	4.42	2.38	2.86	2.76	2.00	2.11	2.56	1.92	2.33	2.29	2.86	6.04
				AB	Ab	ABf		BCD		B				ac				A	

Columns Tested: A,B,C,D,E,F - A,B,C,D,E - A,B,C,D,E - A,B



### General Optical Council

#### 6. And thinking about the time before that, when was the previous time you visited an optician, if ever?

Base: All who have ever been to the opticians

	Last time visited an optician				Satisfaction with overall experience at opticians		Satisfaction with eye test		Corrective solutions		Satisfaction with purchasing corrective solutions		Confidence in effective regulation		Awareness of GOC		
	Total	2 years ago or less	More than 2 to less than 5 years	5 years or more ago	Never	Satisfied	Dissatisfied	Satisfied	Dissatisfied	Prescription glasses	Contact lenses	Satisfied	Dissatisfied	Confident	Not confident	Aware	Not aware
	a	b	c	d	a	b	a	b	a	b	a	b	a	b	a	b	
	A	B	C	D	A	B	A	B	A	B	A	B	A	B	A	B	
Unweighted Total	2009	1656	182	156	-	1896	85	1929	42	1314	218	1271	42	1745	120	214	1795
Weighted Total	2006	1653	182	156	-	1893	84	1924	43	1305	218	1263	41	1744	119	219	1787
	100%	100%	100%	100%	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
2 years ago or less	664	664	-	-	-	649	14	649	10	510	134	498	15	594	31	65	600
	33%	40%	-	-	-	34%	16%	34%	24%	39%	62%	39%	36%	34%	26%	30%	34%
		BC				B				A				b			
More than 2 years but less than 5 years ago	901	820	81	-	-	861	38	879	16	640	69	613	22	790	47	93	808
	45%	50%	44%	-	-	45%	45%	46%	38%	49%	31%	49%	53%	45%	40%	42%	45%
		C	C							B							
5 years or more ago	234	90	57	86	-	211	21	220	8	90	10	85	4	191	20	29	204
	12%	5%	31%	55%	-	11%	25%	11%	19%	7%	5%	7%	10%	11%	17%	13%	11%
		A	AB			A								A			
Have never been to the opticians	193	78	44	70	-	173	11	176	8	58	3	58	-	158	20	32	161
	10%	5%	24%	45%	-	9%	13%	9%	19%	4%	1%	5%	-	9%	17%	15%	9%
		A	AB						A	B				A	B		
Not Stated	14	-	-	-	-	-	-	-	-	8	2	8	-	12	1	-	14
	1%	-	-	-	-	-	-	-	-	1%	1%	1%	-	1%	1%	-	1%
Mean Score	2.97	2.28	4.80	13.03	-	2.91	4.71	2.96	4.02	2.32	1.85	2.32	2.75	2.92	3.35	3.09	2.95
			A	AB			A			B							

Columns Tested: A,B,C,D - A,B - A,B - A,B - A,B - A,B



### General Optical Council

#### 6. And thinking about the time before that, when was the previous time you visited an optician, if ever?

Base: All who have ever been to the opticians

	Ethnicity						Children in household		Products currently used				Product most recently bought			
	Total	White	Mixed/ multiple	Asian or Asian British	Black or Black British	Other	BME	Aged 8 or under	Aged 9-18	Glasses with a prescription	Contact lenses	Reading glasses without a prescription	None of these	Glasses with a prescription	Contact lenses	Reading glasses without a prescription
Significance Level: 90%		a	b	c	d	e	f	a	b	a	b	c	d	a	b	c
Significance Level: 95%		A	B	C	D	E	F	A	B	A	B	C	D	A	B	C
Unweighted Total	2009	1802	24	107	21	9	161	329	473	1314	218	265	449	1162	157	21
Weighted Total	2006	1797	24	107	21	9	162	332	471	1305	218	263	456	1153	157	21
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
2 years ago or less	664	590	11	37	7	3	58	97	145	510	134	69	85	412	104	7
	33%	33%	46%	35%	32%	34%	36%	29%	31%	39%	62%	26%	19%	36%	66%	34%
										CD	ACD	D			AC	
More than 2 years but less than 5 years ago	901	816	6	47	9	3	65	137	202	640	69	117	162	594	43	11
	45%	45%	26%	44%	42%	33%	40%	41%	43%	49%	31%	45%	36%	51%	27%	51%
		b								BD		BD		B		B
5 years or more ago	234	214	6	7	2	1	16	59	66	90	10	46	99	84	7	3
	12%	12%	24%	7%	10%	11%	10%	18%	14%	7%	5%	18%	22%	7%	4%	15%
			aCF									AB	AB			b
Have never been to the opticians	193	164	1	16	2	2	21	37	56	58	3	30	104	58	1	-
	10%	9%	4%	15%	10%	22%	13%	11%	12%	4%	1%	11%	23%	5%	1%	-
			A				a			B		AB	ABC	B		
Not Stated	14	13	-	-	1	-	1	2	3	8	2	1	5	6	2	-
	1%	1%	-	-	5%	-	1%	1%	1%	1%	1%	*	1%	1%	1%	-
				ACf												
Mean Score	2.97	3.00	3.90	2.36	3.03	2.01	2.69	3.48	3.31	2.32	1.85	3.88	4.66	2.41	1.82	2.86
			C							B		AB	AB	B		b

Columns Tested: A,B,C,D,E,F - A,B - A,B,C,D - A,B,C



### General Optical Council

#### Q5 / Q6 . Time between last visit to an optician and the previous visit

Base: All specifying when they previously went to an optician

	Gender		Age					Region							Country							
	Total	Male	Female	18-29	30-44	45-59	60-74	75+	North East	North West	Yorks & Humb.	East Mid lands	West Mid lands	East of Eng land	Lon don	South East	South West	Eng land	Wales	Scot land	NI	UK TOTAL
Significance Level: 90%		a	b	a	b	c	d	e	a	b	c	d	e	f	g	h	i	a	b	c	d	e
Significance Level: 95%		A	B	A	B	C	D	E	A	B	C	D	E	F	G	H	I	A	B	C	D	E
Unweighted Total	1802	808	994	293	420	502	421	166	106	258	207	143	139	105	141	263	154	1516	81	124	81	1802
Weighted Total	1799	806	992	302	432	469	396	200	106	257	205	144	138	104	140	261	154	1510	80	123	86	1799
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Under 1 month	235	126	108	43	62	55	41	35	14	25	23	18	18	10	23	38	20	189	10	23	13	235
	13%	16%	11%	14%	14%	12%	10%	17%	14%	10%	11%	13%	13%	9%	17%	14%	13%	13%	12%	19%	15%	13%
		B		d			cD						b							Ae		
1-3 months	97	42	54	17	27	18	18	17	4	10	12	11	6	5	13	9	13	83	3	8	3	97
	5%	5%	5%	6%	6%	4%	4%	8%	4%	4%	6%	8%	4%	5%	9%	3%	8%	5%	4%	6%	4%	5%
				c			Cd				bh			aBH		bH						
4-6 months	231	97	134	45	39	59	55	33	13	37	24	16	15	9	19	36	24	192	15	14	10	231
	13%	12%	14%	15%	9%	13%	14%	17%	12%	14%	11%	11%	11%	8%	13%	14%	16%	13%	19%	11%	12%	13%
				B		b	B	B								f						
7-9 months	99	45	54	20	20	18	28	12	5	20	14	3	6	1	11	15	12	87	2	4	6	99
	6%	6%	5%	7%	5%	4%	7%	6%	5%	8%	7%	2%	4%	1%	8%	6%	8%	6%	3%	4%	7%	6%
				c			C		f	DF	DF				DF	dF	DF					
10-12 months	461	198	263	78	95	121	112	55	26	61	59	38	38	29	34	67	38	390	22	27	22	461
	26%	25%	27%	26%	22%	26%	28%	28%	25%	24%	29%	27%	27%	28%	24%	26%	25%	26%	28%	22%	26%	26%
							B															
13-18 months	149	63	86	18	41	47	36	7	6	21	16	10	11	14	12	20	12	121	7	13	8	149
	8%	8%	9%	6%	9%	10%	9%	3%	6%	8%	8%	7%	8%		8%	8%	8%	8%	9%	10%	9%	8%
				aE		AE	aE							acdh								
19-24 months	300	126	174	46	71	90	72	21	20	51	42	28	22	21	16	41	13	253	11	22	14	300
	17%	16%	18%	15%	16%	19%	18%	10%	19%	20%	20%	19%	16%	20%	11%	16%	8%	17%	14%	18%	16%	17%
				e		E	E		gl	Gl	Gl	gl	i	gl		l						
25-36 months	85	39	46	10	20	22	21	12	6	11	8	7	10	6	1	15	6	70	4	4	8	85
	5%	5%	5%	3%	5%	5%	5%	6%	6%	4%	4%	5%	7%	6%	1%	6%	4%	5%	5%	3%	9%	5%
									G	G	g	G	G	G	G	g					ace	
More than 36 months	142	70	72	25	56	39	13	8	11	21	9	12	13	10	12	21	16	125	6	8	3	142
	8%	9%	7%	8%	13%	8%	3%	4%	10%	8%	4%	8%	9%	9%	9%	8%	10%	8%	8%	7%	3%	8%
				De	aCDE	De			C				c	c		C		d				
Mean Score	19.02	19.29	18.80	15.80	24.19	22.15	14.72	13.86	23.26	21.52	14.82	21.29	22.05	18.83	19.05	18.09	19.84	19.58	17.84	16.27	14.22	19.02
				ADE	ADE				C	C		c	C	C		c	c					

Columns Tested: A,B - A,B,C,D,E - A,B,C,D,E,F,G,H,I - A,B,C,D,E



### General Optical Council

#### Q5 / Q6 . Time between last visit to an optician and the previous visit

Base: All specifying when they previously went to an optician

	Employment status								
	Total	Full time paid job	Part time paid job	Self emp.	Stu dent	Unemp (<6m)	Unemp (>6m)	Home maker	Ret ired
Significance Level: 90%		a	b	c	d	e	f	g	h
Significance Level: 95%		A	B	C	D	E	F	G	H
Unweighted Total	1802	866	133	140	37	13	36	68	474
Weighted Total	1799	856	131	136	39	13	36	67	486
	100%	100%	100%	100%	100%	100%	100%	100%	100%
Under 1 month	235	111	22	18	7	1	4	8	59
	13%	13%	17%	13%	19%	8%	11%	12%	12%
1-3 months	97	43	7	4	2	-	2	4	34
	5%	5%	5%	3%	5%	-	6%	6%	7%
									c
4-6 months	231	100	15	24	6	2	5	7	71
	13%	12%	11%	17%	14%	15%	14%	10%	15%
				a					
7-9 months	99	41	4	6	4	1	3	5	31
	6%	5%	3%	4%	10%	7%	8%	7%	6%
				b					
10-12 months	461	217	26	31	3	3	9	18	145
	26%	25%	20%	23%	8%	23%	25%	27%	30%
		D	d	D			d	D	aBD
13-18 months	149	84	9	11	2	-	3	5	33
	8%	10%	7%	8%	6%	-	8%	7%	7%
		h							
19-24 months	300	140	23	24	7	2	6	14	73
	17%	16%	18%	18%	18%	16%	17%	20%	15%
25-36 months	85	35	12	5	3	1	-	5	22
	5%	4%	9%	3%	8%	8%	-	7%	5%
			Acfh		f	f		f	
More than 36 months	142	85	13	14	4	3	4	2	17
	8%	10%	10%	10%	11%	23%	11%	3%	3%
		gH	gH	gH	H	GH	gH		
Mean Score	19.02	20.71	20.41	25.75	19.23	33.41	17.11	16.56	14.19
		H	H	H		fGH			

Columns Tested: A,B,C,D,E,F,G,H



### General Optical Council

#### Q5 / Q6 . Time between last visit to an optician and the previous visit

Base: All specifying when they previously went to an optician

	SEG						Sight					Eye conditions suffer from (personally or family)					Confidence in opticians		
	Total	A	B	C1	C2	D	E	20:20 vision	Short sighted	Long sighted	Partially sighted	Registered blind	Glaucoma	Diabetes	Macular degeneration	Cataracts	Astigmatism	Confident	Not confident
Significance Level: 90%		a	b	c	d	e	f	a	b	c	d	e	a	b	c	d	e	a	b
Significance Level: 95%		A	B	C	D	E	F	A	B	C	D	E	A	B	C	D	E	A	B
Unweighted Total	1802	238	483	316	337	158	133	351	851	381	78	1	199	314	67	190	217	1730	58
Weighted Total	1799	234	485	314	336	158	134	358	841	378	78	1	196	313	67	192	216	1727	57
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Under 1 month	235	35	71	40	46	10	16	53	101	52	11	-	28	46	10	26	28	221	11
	13%	15%	15%	13%	14%	6%	12%	15%	12%	14%	14%	-	14%	15%	15%	14%	13%	13%	19%
		E	E	E	E		e												
1-3 months	97	13	24	13	21	8	9	17	47	20	7	-	18	16	9	13	15	96	1
	5%	6%	5%	4%	6%	5%	7%	5%	6%	5%	9%	-	9%	5%	14%	7%	7%	6%	2%
													b		Bde				
4-6 months	231	38	67	31	38	23	17	42	119	44	13	-	27	49	7	25	36	226	4
	13%	16%	14%	10%	11%	14%	12%	12%	14%	12%	17%	-	14%	16%	11%	13%	16%	13%	7%
		Cd	c																
7-9 months	99	6	27	20	14	9	12	16	51	20	5	-	15	14	5	16	11	97	2
	6%	2%	6%	6%	4%	6%	9%	4%	6%	5%	7%	-	8%	4%	8%	9%	5%	6%	3%
			a	A		a	AD									b			
10-12 months	461	62	132	75	82	39	39	75	236	92	16	1	62	102	21	55	65	443	12
	26%	27%	27%	24%	24%	25%	29%	21%	28%	24%	20%	100%	32%	33%	31%	28%	30%	26%	22%
									A										
13-18 months	149	21	37	29	28	15	6	25	78	31	5	-	10	22	4	16	15	149	-
	8%	9%	8%	9%	8%	9%	4%	7%	9%	8%	6%	-	5%	7%	6%	8%	7%	9%	-
		f		f		f												B	
19-24 months	300	27	74	64	59	29	22	64	135	66	10	-	22	36	7	20	26	290	10
	17%	11%	15%	20%	18%	18%	17%	18%	16%	17%	12%	-	11%	12%	10%	11%	12%	17%	18%
				Ab	A	A													
25-36 months	85	12	15	16	20	8	6	16	35	20	5	-	7	11	2	11	8	81	4
	5%	5%	3%	5%	6%	5%	4%	4%	4%	5%	6%	-	3%	3%	3%	6%	4%	5%	7%
					B														
More than 36 months	142	20	39	27	27	17	7	51	39	33	6	-	7	17	2	10	12	125	13
	8%	8%	8%	8%	8%	11%	5%	14%	5%	9%	8%	-	4%	5%	3%	5%	6%	7%	22%
						f		BC		B								A	
Mean Score	19.02	17.30	18.54	22.03	20.36	19.98	15.67	24.63	15.86	19.51	17.00	12.00	12.77	15.47	11.07	14.03	14.79	18.42	35.04
				f				Bc		b								A	

Columns Tested: A,B,C,D,E,F - A,B,C,D,E - A,B,C,D,E - A,B



### General Optical Council

#### Q5 / Q6 . Time between last visit to an optician and the previous visit

Base: All specifying when they previously went to an optician

	Last time visited an optician				Satisfaction with overall experience at opticians		Satisfaction with eye test		Corrective solutions		Satisfaction with purchasing corrective solutions		Confidence in effective regulation		Awareness of GOC		
	Total	2 years ago or less	More than 2 to less than 5 years	5 years or more ago	Never	Satisfied	Dissatisfied	Satisfied	Dissatisfied	Prescription glasses	Contact lenses	Satisfied	Dissatisfied	Confident	Not confident	Aware	Not aware
		a	b	c	d	a	b	a	b	a	b	a	b	a	b	a	b
Significance Level: 90%		A	B	C	D	A	B	A	B	A	B	A	B	A	B	A	B
Significance Level: 95%																	
Unweighted Total	1802	1578	138	86	-	1723	74	1753	34	1248	213	1205	42	1575	99	183	1619
Weighted Total	1799	1575	138	86	-	1721	73	1749	35	1240	213	1197	41	1574	98	187	1612
	100%	100%	100%	100%	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Under 1 month	235	198	28	9	-	226	9	225	8	155	37	151	5	212	16	45	189
	13%	13%	20%	10%	-	13%	12%	13%	22%	13%	17%	13%	12%	13%	16%	24%	12%
			Ac								a					B	
1-3 months	97	89	5	3	-	95	2	96	1	80	24	79	2	91	1	18	79
	5%	6%	4%	4%	-	6%	3%	5%	3%	6%	11%	7%	5%	6%	1%	9%	5%
											A					B	
4-6 months	231	220	9	2	-	223	6	225	4	174	41	167	7	201	16	19	212
	13%	14%	7%	2%	-	13%	8%	13%	11%	14%	19%	14%	17%	13%	16%	10%	13%
			BC								a						
7-9 months	99	94	1	4	-	95	4	97	1	71	14	70	2	85	5	11	88
	6%	6%	1%	5%	-	6%	5%	6%	3%	6%	6%	6%	5%	5%	5%	6%	5%
				b													
10-12 months	461	427	25	10	-	447	14	452	7	322	57	317	9	407	16	42	419
	26%	27%	18%	12%	-	26%	19%	26%	21%	26%	27%	27%	21%	26%	16%	23%	26%
														B			
13-18 months	149	141	5	3	-	141	8	145	3	111	13	104	6	135	7	14	135
	8%	9%	4%	4%	-	8%	11%	8%	10%	9%	6%	9%	14%	9%	7%	8%	8%
			Bc														
19-24 months	300	247	33	20	-	285	13	293	2	212	21	204	4	255	20	19	281
	17%	16%	24%	23%	-	17%	18%	17%	6%	17%	10%	17%	9%	16%	21%	10%	17%
			A	a						B							A
25-36 months	85	63	16	6	-	79	6	81	3	55	-	48	4	68	5	6	79
	5%	4%	12%	7%	-	5%	8%	5%	9%	4%	-	4%	9%	4%	5%	3%	5%
			A							B			a				
More than 36 months	142	97	15	29	-	131	11	135	5	61	6	57	3	121	12	12	130
	8%	6%	11%	34%	-	8%	15%	8%	15%	5%	3%	5%	8%	8%	12%	6%	8%
			A	AB			A								a		
Mean Score	19.02	17.37	22.25	43.96	-	18.66	27.84	19.01	16.47	15.97	10.33	15.68	19.94	18.76	19.83	13.43	19.67
			a	AB			A			B							A

Columns Tested: A,B,C,D - A,B - A,B - A,B - A,B - A,B - A,B





### General Optical Council

#### Q5 / Q6 . Time between last visit to an optician and the previous visit

Base: All specifying when they previously went to an optician

	Ethnicity						Children in household		Products currently used				Product most recently bought			
	Total	White	Mixed/ multiple	Asian or Asian British	Black or Black British	Other	BME	Aged 8 or under	Aged 9-18	Glasses with a prescription	Contact lenses	Reading glasses without a prescription	None of these	Glasses with a prescription	Contact lenses	Reading glasses without a prescription
Significance Level: 90%		a	b	c	d	e	f	a	b	a	b	c	d	a	b	c
Significance Level: 95%		A	B	C	D	E	F	A	B	A	B	C	D	A	B	C
Unweighted Total	1802	1625	23	91	18	7	139	291	415	1248	213	234	341	1098	154	21
Weighted Total	1799	1620	23	91	18	7	140	293	412	1240	213	232	347	1090	154	21
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Under 1 month	235	210	1	16	4	-	21	41	55	155	37	32	46	132	27	4
	13%	13%	4%	18%	22%	-	15%	14%	13%	13%	17%	14%	13%	12%	17%	19%
				b							a				a	
1-3 months	97	85	3	4	1	2	10	14	20	80	24	4	13	58	22	-
	5%	5%	13%	4%	6%	28%	7%	5%	5%	6%	11%	2%	4%	5%	14%	-
			a			ACf				Cd	ACD				Ac	
4-6 months	231	205	4	15	3	1	23	38	46	174	41	27	34	142	33	5
	13%	13%	17%	16%	16%	16%	16%	13%	11%	14%	19%	11%	10%	13%	21%	24%
										D	aCD				A	
7-9 months	99	89	2	4	1	-	7	13	24	71	14	12	19	60	12	-
	6%	5%	9%	4%	6%	-	5%	4%	6%	6%	6%	5%	5%	6%	8%	-
10-12 months	461	411	5	28	5	3	42	71	110	322	57	63	78	286	40	4
	26%	25%	22%	31%	28%	42%	30%	24%	27%	26%	27%	27%	23%	26%	26%	20%
13-18 months	149	136	1	9	-	-	10	21	35	111	13	19	23	103	7	1
	8%	8%	4%	10%	-	-	7%	7%	9%	9%	6%	8%	7%	9%	5%	4%
														b		
19-24 months	300	276	2	7	3	-	12	45	69	212	21	32	59	201	10	3
	17%	17%	9%	8%	16%	-	8%	15%	17%	17%	10%	14%	17%	18%	6%	14%
		CF								B			B	B		
25-36 months	85	77	2	3	-	-	5	10	13	55	-	15	22	51	-	3
	5%	5%	9%	3%	-	-	4%	3%	3%	4%	-	6%	6%	5%	-	15%
										B		B	B	B		AB
More than 36 months	142	131	3	5	1	1	10	40	42	61	6	30	53	57	4	1
	8%	8%	13%	6%	6%	14%	7%	14%	10%	5%	3%	13%	15%	5%	3%	4%
												AB	AB			
Mean Score	19.02	19.49	22.11	12.59	13.83	12.94	14.35	22.92	20.85	15.97	10.33	26.28	25.86	16.73	9.18	19.51
		cf	C							B		AB	AB	B		B

Columns Tested: A,B,C,D,E,F - A,B - A,B,C,D - A,B,C



### General Optical Council

#### 7. To the best of your knowledge, is going to the opticians something that you should do regularly or something that you should do only when there is a problem with your vision or eyes?

Base: All respondents

	Gender		Age					Region									Country					
	Total	Male	Female	18-29	30-44	45-59	60-74	75+	North East	North West	Yorks & Humb.	East Mid lands	West Mid lands	East of Eng land	Lon don	South East	South West	Eng land	Wales	Scot land	NI	UK TOTAL
	a	b	a	b	c	d	e	a	b	c	d	e	f	g	h	i	a	b	c	d	e	
Significance Level: 90%	A	B	A	B	C	D	E	A	B	C	D	E	F	G	H	I	A	B	C	D	E	
Significance Level: 95%																						
Unweighted Total	2250	1099	1151	439	564	601	459	187	146	319	247	180	178	132	182	324	193	1901	100	154	95	2250
Weighted Total	2250	1099	1151	452	580	562	432	225	146	318	245	181	177	131	181	322	194	1895	100	154	100	2250
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Regularly	1798	818	979	292	421	488	400	196	126	252	205	140	135	107	129	249	157	1499	85	130	83	1798
	80%	74%	85%	65%	73%	87%	93%	87%	86%	79%	84%	77%	76%	81%	71%	77%	81%	79%	85%	84%	83%	80%
			A		A	AB	ABCE	AB	bDEGH	G	deGh			G		G						
Only if there is something wrong with vision or eyes	452	281	172	159	159	74	31	29	20	66	40	41	42	24	52	73	36	396	15	24	17	452
	20%	26%	15%	35%	27%	13%	7%	13%	14%	21%	16%	23%	24%	19%	29%	23%	19%	21%	15%	16%	17%	20%
		B		BCDE	CDE	D		D		a		Ac	Ac	ABCFI	Ac							

Columns Tested: A,B - A,B,C,D,E - A,B,C,D,E,F,G,H,I - A,B,C,D,E



### General Optical Council

#### 7. To the best of your knowledge, is going to the opticians something that you should do regularly or something that you should do only when there is a problem with your vision or eyes?

Base: All respondents

Total	Employment status								
	Full time paid job	Part time paid job	Self emp.	Student	Unemp (<6m)	Unemp (>6m)	Home maker	Ret ired	
	a	b	c	d	e	f	g	h	
	A	B	C	D	E	F	G	H	
Unweighted Total	2250	1126	159	178	53	21	50	94	524
Weighted Total	2250	1116	157	174	56	20	50	93	537
	100%	100%	100%	100%	100%	100%	100%	100%	100%
Regularly	1798	864	120	136	31	12	39	68	488
	80%	77%	76%	78%	56%	61%	78%	73%	91%
		De	D	De		D	D	ABCDEFG	
Only if there is something wrong with vision or eyes	452	252	37	38	25	8	11	25	49
	20%	23%	24%	22%	44%	39%	22%	27%	9%
		H	H	H	ABCFGH	acH	H	H	

Columns Tested: A,B,C,D,E,F,G,H



### General Optical Council

#### 7. To the best of your knowledge, is going to the opticians something that you should do regularly or something that you should do only when there is a problem with your vision or eyes?

Base: All respondents

	SEG						Sight					Eye conditions suffer from (personally or family)					Confidence in opticians		
	Total	A	B	C1	C2	D	E	20:20 vision	Short sighted	Long sighted	Partially sighted	Registered blind	Glaucoma	Diabetes	Macular degeneration	Cataracts	Astigmatism	Confident	Not confident
Significance Level: 90%		a	b	c	d	e	f	a	b	c	d	e	a	b	c	d	e	a	b
Significance Level: 95%		A	B	C	D	E	F	A	B	C	D	E	A	B	C	D	E	A	B
Unweighted Total	2250	271	604	402	428	197	179	609	932	424	88	1	225	389	76	215	238	2067	88
Weighted Total	2250	267	606	401	426	197	183	618	923	421	89	1	222	388	77	218	237	2067	88
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Regularly	1798	230	491	311	332	154	140	395	815	367	72	1	197	321	66	189	215	1714	44
	80%	86%	81%	77%	78%	79%	77%	64%	88%	87%	81%	100%	89%	83%	86%	87%	91%	83%	50%
		bCDEF							Ad	A	A		B				B	B	
Only if there is something wrong with vision or eyes	452	37	115	91	95	42	43	223	108	54	17	-	25	67	11	28	22	352	44
	20%	14%	19%	23%	22%	21%	23%	36%	12%	13%	19%	-	11%	17%	14%	13%	9%	17%	50%
		a	A	A	A	A	A	BCD			b		AE					A	A

Columns Tested: A,B,C,D,E,F - A,B,C,D,E - A,B,C,D,E - A,B



### General Optical Council

#### 7. To the best of your knowledge, is going to the opticians something that you should do regularly or something that you should do only when there is a problem with your vision or eyes?

Base: All respondents

	Last time visited an optician				Satisfaction with overall experience at opticians		Satisfaction with eye test		Corrective solutions		Satisfaction with purchasing corrective solutions		Confidence in effective regulation		Awareness of GOC		
	Total	2 years ago or less	More than 2 to less than 5 years	5 years or more ago	Never	Satis fied	Dissat isfied	Satis fied	Dissat isfied	Presc ription glass es	Cont act lens es	Satis fied	Dissat isfied	Conf ident	Not confi dent	Aware	Not aware
		a	b	c	d	a	b	a	b	a	b	a	b	a	b	a	b
Significance Level: 90%		A	B	C	D	A	B	A	B	A	B	A	B	A	B	A	B
Significance Level: 95%																	
Unweighted Total	2250	1656	182	156	241	1896	85	1929	42	1334	226	1291	44	1926	149	265	1985
Weighted Total	2250	1653	182	156	244	1893	84	1924	43	1326	226	1283	43	1926	148	271	1979
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Regularly	1798	1492	122	82	89	1627	61	1652	29	1210	204	1172	36	1580	92	189	1609
	80%	90%	67%	53%	36%	86%	72%	86%	68%	91%	90%	91%	83%	82%	62%	70%	81%
		BCD	CD	D		B		B				b		B		A	
Only if there is something wrong with vision or eyes	452	161	60	74	155	266	23	272	14	116	23	111	7	346	56	82	370
	20%	10%	33%	47%	64%	14%	28%	14%	32%	9%	10%	9%	17%	18%	38%	30%	19%
			A	AB	ABC		A		A			a		A		B	

Columns Tested: A,B,C,D - A,B - A,B - A,B - A,B - A,B - A,B



### General Optical Council

#### 7. To the best of your knowledge, is going to the opticians something that you should do regularly or something that you should do only when there is a problem with your vision or eyes?

Base: All respondents

	Ethnicity						Children in household		Products currently used				Product most recently bought				
	Total	White	Mixed/ multiple	Asian or Asian British	Black or Black British	Other	BME	Aged 8 or under	Aged 9-18	Glasses with a prescription	Contact lenses	Reading glasses without a prescription	None of these	Glasses with a prescription	Contact lenses	Reading glasses without a prescription	
Significance Level: 90%		a	b	c	d	e	f	a	b	a	b	c	d	a	b	c	
Significance Level: 95%		A	B	C	D	E	F	A	B	A	B	C	D	A	B	C	
Unweighted Total	2250	2003	30	127	25	11	193	380	543	1334	226	283	646	1177	164	23	
Weighted Total	2250	2000	30	128	25	11	195	384	542	1326	226	280	656	1169	164	23	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Regularly	1798	1640	21	76	14	6	118	280	414	1210	204	223	386	1065	148	20	
	80%	82%	70%	60%	55%	55%	61%	73%	76%	91%	90%	80%	59%	91%	90%	87%	
		bCDEF								CD	CD	D					
Only if there is something wrong with vision or eyes	452	360	9	52	11	5	77	103	128	116	23	57	269	104	16	3	
	20%	18%	30%	40%	45%	45%	39%	27%	24%	9%	10%	20%	41%	9%	10%	13%	
		a	A	A	A	A	A					AB	ABC				

Columns Tested: A,B,C,D,E,F - A,B - A,B,C,D - A,B,C



## General Optical Council

## 8. You said you should go regularly to an optician. To the best of your knowledge, how often is it recommended that you go? If you don't know, please have a guess.

Base: All who say you should go regularly to an optician

	Gender		Age					Region							Country							
	Total	Male	Female	18-29	30-44	45-59	60-74	75+	North East	North West	Yorks & Humb.	East Midlands	West Midlands	East of England	London	South East	South West	England	Wales	Scotland	NI	UK TOTAL
Significance Level: 90%		a	b	a	b	c	d	e	a	b	c	d	e	f	g	h	i	a	b	c	d	e
Significance Level: 95%		A	B	A	B	C	D	E	A	B	C	D	E	F	G	H	I	A	B	C	D	E
Unweighted Total	1804	822	982	284	410	522	426	162	126	253	207	139	136	108	130	252	157	1508	87	130	79	1804
Weighted Total	1798	818	979	292	421	488	400	196	126	252	205	140	135	107	129	249	157	1499	85	130	83	1798
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Under 1 year	127	49	78	41	22	34	16	15	11	12	19	10	5	12	12	14	12	106	8	11	3	127
	7%	6%	8%	14%	5%	7%	4%	7%	8%	5%	9%	7%	4%	11%	9%	6%	8%	7%	9%	8%	3%	7%
			a	BCDE		D		d			be			BEh		be						
1 to less than 2 years	727	342	385	121	161	162	168	114	50	102	85	50	64	38	65	96	61	612	27	49	39	727
	40%	42%	39%	42%	38%	33%	42%	58%	40%	41%	41%	36%	48%	36%	50%	39%	39%	41%	32%	37%	47%	40%
				C			C	ABCD					Dfh		abDFHI			b			B	
2 years	640	242	398	61	138	238	179	25	38	93	84	56	49	35	32	99	56	542	31	50	17	640
	36%	30%	41%	21%	33%	49%	45%	13%	30%	37%	41%	40%	37%	33%	25%	40%	35%	36%	37%	38%	21%	36%
			A	E	AE	ABE	ABE			G	aG	aG	G		aG	g		D	D	D		D
More than 2 years	185	112	73	37	67	32	20	29	14	26	9	19	10	11	12	31	17	149	9	13	14	185
	10%	14%	7%	13%	16%	7%	5%	15%	11%	10%	4%	13%	8%	10%	9%	13%	10%	10%	11%	10%	17%	10%
		B		CD	CD		CD		C	C		C		C	c	C	C				ae	
Don't know	116	72	44	32	34	20	18	13	12	18	9	5	6	11	8	8	11	89	10	8	10	116
	6%	9%	4%	11%	8%	4%	4%	7%	10%	7%	4%	4%	5%	10%	6%	3%	7%	6%	11%	6%	12%	6%
		B		CD	CD				cDH	H				CDeH		h			Ae		Ae	
Not Stated	2	2	-	-	-	2	-	-	1	-	-	-	-	-	-	1	-	2	-	-	-	2
	*	*	-	-	-	*	-	-	1%	-	-	-	-	-	-	*	-	*	-	-	-	*
Mean Score	1.57	1.63	1.52	1.42	1.66	1.66	1.54	1.39	1.49	1.56	1.55	1.57	1.48	1.47	1.47	1.66	1.79	1.57	1.58	1.54	1.49	1.57
		b		AdE	ae	ae	aE									aef						

Columns Tested: A,B - A,B,C,D,E - A,B,C,D,E,F,G,H,I - A,B,C,D,E

### General Optical Council

**8. You said you should go regularly to an optician. To the best of your knowledge, how often is it recommended that you go? If you don't know, please have a guess.**

Base: All who say you should go regularly to an optician

	Employment status								
	Total	Full time paid job	Part time paid job	Self emp.	Stu dent	Unemp (<6m)	Unemp (>6m)	Home maker	Ret ired
Significance Level: 90%		a	b	c	d	e	f	g	h
Significance Level: 95%		A	B	C	D	E	F	G	H
Unweighted Total	1804	875	122	140	30	13	39	69	477
Weighted Total	1798	864	120	136	31	12	39	68	488
	100%	100%	100%	100%	100%	100%	100%	100%	100%
Under 1 year	127	62	10	11	1	-	6	7	25
	7%	7%	8%	8%	3%	-	15%	11%	5%
							aH	h	
1 to less than 2 years	727	331	35	51	14	9	12	21	239
	40%	38%	29%	38%	46%	70%	31%	30%	49%
		b			b	ABCFG			ABCFG
2 years	640	327	50	50	5	3	9	26	158
	36%	38%	42%	36%	16%	22%	23%	38%	32%
		DfH	DFh	D				Df	d
More than 2 years	185	91	20	18	5	1	4	5	37
	10%	10%	17%	13%	17%	8%	10%	7%	8%
		h	AgH	h	h				
Don't know	116	50	4	7	5	-	8	9	29
	6%	6%	4%	5%	17%	-	21%	13%	6%
					ABCH		ABCeH	ABCH	
Not Stated	2	2	-	-	-	-	-	-	-
	*	*	-	-	-	-	-	-	-
Mean Score	1.57	1.63	1.64	1.54	1.87	1.38	1.39	1.50	1.46
		H	fH		H				

Columns Tested: A,B,C,D,E,F,G,H





### General Optical Council

#### 8. You said you should go regularly to an optician. To the best of your knowledge, how often is it recommended that you go? If you don't know, please have a guess.

Base: All who say you should go regularly to an optician

	Total	SEG						Sight					Eye conditions suffer from (personally or family)					Confidence in opticians	
		A	B	C1	C2	D	E	20:20 vision	Short sighted	Long sighted	Partially sighted	Registered blind	Glaucoma	Diabetes	Macular degeneration	Cataracts	Astigmatism	Confident	Not confident
Significance Level: 90%		a	b	c	d	e	f	a	b	c	d	e	a	b	c	d	e	a	b
Significance Level: 95%		A	B	C	D	E	F	A	B	C	D	E	A	B	C	D	E	A	B
Unweighted Total	1804	234	490	313	334	155	138	389	825	370	72	1	200	322	65	188	216	1720	44
Weighted Total	1798	230	491	311	332	154	140	395	815	367	72	1	197	321	66	189	215	1714	44
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Under 1 year	127	18	20	20	21	13	13	31	54	22	9	-	14	27	2	10	13	123	3
	7%	8%	4%	6%	6%	8%	9%	8%	7%	6%	13%	-	7%	8%	3%	5%	6%	7%	7%
		B			B	B					BC								
1 to less than 2 years	727	106	208	108	130	69	56	174	319	148	25	1	93	156	35	90	82	691	15
	40%	46%	42%	35%	39%	45%	40%	44%	39%	40%	35%	100%	47%	49%	54%	48%	38%	40%	33%
		Cd	C		C			b					e	E	E	e			
2 years	640	78	174	123	127	47	44	115	313	143	23	-	59	80	21	55	82	621	12
	36%	34%	35%	40%	38%	30%	31%	29%	38%	39%	32%	-	30%	25%	32%	29%	38%	36%	26%
				Ef	e				A	A							aBd		
More than 2 years	185	20	60	35	33	20	7	38	85	39	8	-	19	43	5	23	29	172	10
	10%	9%	12%	11%	10%	13%	5%	10%	10%	11%	11%	-	9%	14%	7%	12%	13%	10%	24%
			F	F	f	F												A	A
Don't know	116	7	29	25	20	6	20	36	43	15	6	-	11	14	2	10	10	106	4
	6%	3%	6%	8%	6%	4%	15%	9%	5%	4%	8%	-	6%	5%	3%	6%	5%	6%	10%
				Ae	a		ABCDE	BC											
Not Stated	2	-	1	-	-	-	-	-	2	-	-	-	1	-	-	-	-	2	-
	*	-	*	-	-	-	-	-	*	-	-	-	*	-	-	-	-	*	-
Mean Score	1.57	1.53	1.59	1.57	1.74	1.49	1.41	1.47	1.54	1.74	1.66	1.00	1.47	1.51	1.43	1.60	1.56	1.57	1.66
			F	F						aB									

Columns Tested: A,B,C,D,E,F - A,B,C,D,E - A,B,C,D,E - A,B



### General Optical Council

#### 8. You said you should go regularly to an optician. To the best of your knowledge, how often is it recommended that you go? If you don't know, please have a guess.

Base: All who say you should go regularly to an optician

	Last time visited an optician				Satisfaction with overall experience at opticians		Satisfaction with eye test		Corrective solutions		Satisfaction with purchasing corrective solutions		Confidence in effective regulation		Awareness of GOC		
	Total	2 years ago or less	More than 2 to less than 5 years	5 years or more ago	Never	Satis fied	Dissat isfied	Satis fied	Dissat isfied	Presc ription glass es	Cont act lens es	Satis fied	Dissat isfied	Conf ident	Not confi dent	Aware	Not aware
		a	b	c	d	a	b	a	b	a	b	a	b	a	b	a	b
Significance Level: 90%		A	B	C	D	A	B	A	B	A	B	A	B	A	B	A	B
Significance Level: 95%		A	B	C	D	A	B	A	B	A	B	A	B	A	B	A	B
Unweighted Total	1804	1498	122	83	88	1633	62	1660	29	1219	204	1181	37	1584	94	185	1619
Weighted Total	1798	1492	122	82	89	1627	61	1652	29	1210	204	1172	36	1580	92	189	1609
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Under 1 year	127	112	3	6	5	117	4	119	2	72	23	71	-	118	5	3	124
	7%	8%	3%	7%	6%	7%	6%	7%	7%	6%	11%	6%	-	7%	5%	2%	8%
		B									A						A
1 to less than 2 years	727	631	35	26	29	665	23	674	12	468	88	455	17	635	41	71	656
	40%	42%	29%	32%	32%	41%	37%	41%	41%	39%	43%	39%	48%	40%	44%	38%	41%
		Bcd															
2 years	640	572	34	20	11	603	22	615	6	479	60	457	14	571	33	14	627
	36%	38%	28%	24%	12%	37%	36%	37%	21%	40%	29%	39%	40%	36%	36%	7%	39%
		BCD	D	D				b		B							A
More than 2 years	185	116	38	19	11	164	9	168	5	132	23	130	3	159	7	61	124
	10%	8%	32%	24%	12%	10%	15%	10%	18%	11%	11%	11%	9%	10%	8%	32%	8%
			AD	Ad												B	
Don't know	116	60	11	11	33	77	3	76	4	58	9	56	1	95	6	40	76
	6%	4%	9%	13%	38%	5%	5%	5%	14%	5%	4%	5%	3%	6%	6%	21%	5%
			A	A	ABC				A							B	
Not Stated	2	1	-	-	-	1	-	1	-	2	1	2	-	2	-	-	2
	*	*	-	-	-	*	-	*	-	*	*	*	-	*	-	-	*
Mean Score	1.57	1.51	1.90	2.26	1.47	1.57	1.63	1.57	1.51	1.59	1.60	1.62	1.54	1.57	1.51	1.88	1.54
			AD	Ad												B	

Columns Tested: A,B,C,D - A,B - A,B - A,B - A,B - A,B



### General Optical Council

#### 8. You said you should go regularly to an optician. To the best of your knowledge, how often is it recommended that you go? If you don't know, please have a guess.

Base: All who say you should go regularly to an optician

	Ethnicity						Children in household		Products currently used				Product most recently bought			
	Total	White	Mixed/ multiple	Asian or Asian British	Black or Black British	Other	BME	Aged 8 or under	Aged 9-18	Glasses with a prescription	Contact lenses	Reading glasses without a prescription	None of these	Glasses with a prescription	Contact lenses	Reading glasses without a prescription
	a	b	c	d	e	f	a	b	a	b	c	d	a	b	c	
	A	B	C	D	E	F	A	B	A	B	C	D	A	B	C	
Unweighted Total	1804	1648	21	76	14	6	117	278	417	1219	204	227	381	1074	148	20
Weighted Total	1798	1640	21	76	14	6	118	280	414	1210	204	223	386	1065	148	20
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Under 1 year	127	98	3	16	2	3	24	23	39	72	23	11	44	54	19	1
	7%	6%	14%	21%	16%	51%	21%	8%	9%	6%	11%	5%	11%	5%	13%	5%
			A		Abcf	A					AC		AC		A	
1 to less than 2 years	727	656	10	37	7	2	56	113	150	468	88	101	160	408	65	5
	40%	40%	46%	49%	49%	33%	48%	40%	36%	39%	43%	45%	41%	38%	44%	26%
			a													
2 years	640	608	3	15	3	1	22	81	143	479	60	72	106	433	40	9
	36%	37%	14%	19%	21%	16%	18%	29%	34%	40%	29%	32%	27%	41%	27%	43%
			BCF								BCD			B		
More than 2 years	185	174	1	5	-	-	6	39	41	132	23	20	38	115	19	4
	10%	11%	5%	7%	-	-	5%	14%	10%	11%	11%	9%	10%	11%	13%	21%
			f													
Don't know	116	103	4	3	2	-	10	23	40	58	9	19	39	54	5	1
	6%	6%	21%	4%	15%	-	8%	8%	10%	5%	4%	8%	10%	5%	3%	5%
			ACf									Ab	AB			
Not Stated	2	2	-	-	-	-	-	-	1	2	1	-	-	1	1	-
	*	*	-	-	-	-	-	-	*	*	*	-	-	*	1%	-
Mean Score	1.57	1.58	1.24	1.52	1.21	1.00	1.41	1.63	1.58	1.59	1.60	1.62	1.45	1.61	1.64	1.75
										d		d				

Columns Tested: A,B,C,D,E,F - A,B - A,B,C,D - A,B,C

### General Optical Council

#### 9. What were your reasons for not going to the optician in the last two years?

Base: All who last went to the opticians more than two years ago or have never been to the opticians

	Gender		Age					Region							Country							
	Total	Male	Female	18-29	30-44	45-59	60-74	75+	North East	North West	Yorks & Humb.	East Mid lands	West Mid lands	East of Eng land	Lon don	South East	South West	Eng land	Wales	Scot land	NI	UK TOTAL
Significance Level: 90%		a	b	a	b	c	d	e	a	b	c	d	e	f	g	h	i	a	b	c	d	e
Significance Level: 95%		A	B	A	B	C	D	E	A	B	C	D	E	F	G	H	I	A	B	C	D	E
Unweighted Total	579	376	203	168	213	128	43	27	45	89	51	47	50	41	49	84	49	505	19	33	22	579
Weighted Total	582	378	204	171	219	120	40	32	45	89	51	47	50	41	49	85	50	507	19	34	22	582
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
No problem with my vision	415	280	135	135	158	77	28	17	32	64	42	31	30	27	42	61	33	363	13	26	14	415
	71%	74%	66%	79%	72%	64%	70%	54%	71%	72%	82%	66%	60%	66%	86%	72%	65%	72%	69%	76%	62%	71%
		B		CE	e						dEfi			abDEFhI								
Not had the time	75	50	26	19	26	23	4	3	8	10	5	8	11	3	3	9	7	64	3	5	3	75
	13%	13%	12%	11%	12%	19%	9%	11%	18%	11%	10%	17%	22%	7%	6%	11%	14%	13%	15%	15%	16%	13%
					ab				g			g	bcfGh									
No problems with eye health (unrelated to sight)	53	31	23	21	16	9	6	2	6	6	5	4	3	3	5	5	4	41	5	4	2	53
	9%	8%	11%	12%	7%	8%	14%	7%	13%	7%	10%	9%	6%	7%	10%	6%	8%	8%	28%	13%	10%	9%
				b															AE			
Too expensive	47	26	21	16	17	13	1	-	5	5	3	4	6	6	3	8	2	42	1	2	2	47
	8%	7%	10%	9%	8%	11%	2%	-	11%	6%	6%	8%	12%	15%	6%	9%	4%	8%	5%	7%	8%	8%
				e		de								bi								
Forgot	12	8	5	1	2	8	2	-	-	3	1	1	3	2	-	1	1	12	-	1	-	12
	2%	2%	2%	1%	1%	6%	5%	-	-	3%	2%	2%	6%	5%	-	1%	2%	2%	-	2%	-	2%
						AB	Ab						g									
Not a high priority	9	5	4	-	4	4	1	-	-	1	3	-	2	1	-	1	-	8	-	1	-	9
	2%	1%	2%	-	2%	3%	2%	-	-	1%	6%	-	4%	2%	-	1%	-	2%	-	2%	-	2%
				a	A	A					dgi											
Do not want to be prescribed products, e.g. glasses	6	2	4	-	3	-	2	1	1	1	-	-	-	1	-	1	1	5	-	1	-	6
	1%	1%	2%	-	1%	-	4%	4%	2%	1%	-	-	-	3%	-	1%	2%	1%	-	2%	-	1%
							AC	AC														
Have previously had a bad experience at the opticians	6	3	3	2	1	1	2	-	2	1	-	1	-	-	-	1	1	6	-	-	-	6
	1%	1%	1%	1%	*	1%	5%	-	4%	1%	-	2%	-	-	-	1%	2%	1%	-	-	-	1%
							Bc															
Don't know how often should go	5	5	-	-	-	3	1	1	1	1	1	-	1	-	-	-	-	4	-	1	-	5
	1%	1%	-	-	-	2%	2%	4%	2%	1%	2%	-	2%	-	-	-	-	1%	-	2%	-	1%
						AB	AB	AB														
Unable to get an appointment	1	1	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1
	*	*	-	-	-	1%	-	-	-	-	-	-	-	-	-	-	-	-	-	2%	-	*
																				AE		
Other	19	10	9	1	7	5	4	2	1	3	1	1	2	1	1	3	4	17	-	-	2	19
	3%	3%	4%	1%	3%	4%	9%	7%	2%	3%	2%	2%	4%	2%	2%	4%	8%	3%	-	-	9%	3%
				a	A	A	Ab	A													c	

Columns Tested: A,B - A,B,C,D,E - A,B,C,D,E,F,G,H,I - A,B,C,D,E



### General Optical Council

#### 9. What were your reasons for not going to the optician in the last two years?

Base: All who last went to the opticians more than two years ago or have never been to the opticians

	Gender		Age					Region									Country					
	Total	Male	Female	18-29	30-44	45-59	60-74	75+	North East	North West	Yorks & Humb.	East Mid lands	West Mid lands	East of Eng land	Lon don	South East	South West	Eng land	Wales	Scot land	NI	UK TOTAL
	a	b		a	b	c	d	e	a	b	c	d	e	f	g	h	i	a	b	c	d	e
	A	B		A	B	C	D	E	A	B	C	D	E	F	G	H	I	A	B	C	D	E
Unweighted Total	579	376	203	168	213	128	43	27	45	89	51	47	50	41	49	84	49	505	19	33	22	579
Weighted Total	582	378	204	171	219	120	40	32	45	89	51	47	50	41	49	85	50	507	19	34	22	582
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Don't know	18	11	7	2	9	2	1	4	1	3	-	2	-	1	2	2	2	13	1	3	1	18
	3%	3%	4%	1%	4%	1%	2%	13%	3%	3%	-	4%	-	2%	4%	2%	4%	3%	6%	9%	4%	3%
				a				AbCd														Ae

Columns Tested: A,B - A,B,C,D,E - A,B,C,D,E,F,G,H,I - A,B,C,D,E



### General Optical Council

#### 9. What were your reasons for not going to the optician in the last two years?

Base: All who last went to the opticians more than two years ago or have never been to the opticians

	Employment status								
	Total	Full time paid job	Part time paid job	Self emp.	Stu dent	Unemp (<6m)	Unemp (>6m)	Home maker	Ret ired
	a	b	c	d	e	f	g	h	
	A	B	C	D	E	F	G	H	
Unweighted Total	579	341	38	55	20	8	18	31	59
Weighted Total	582	341	38	55	20	8	18	31	62
	100%	100%	100%	100%	100%	100%	100%	100%	100%
No problem with my vision	415	247	26	37	16	6	13	22	41
	71%	72%	69%	67%	80%	75%	72%	71%	66%
Not had the time	75	43	7	13	2	-	2	3	5
	13%	13%	17%	24%	11%	-	12%	10%	8%
			AH						
No problems with eye health (unrelated to sight)	53	36	2	3	-	2	1	1	7
	9%	11%	5%	6%	-	25%	5%	3%	11%
					bcDG				
Too expensive	47	24	4	6	3	-	3	4	3
	8%	7%	11%	11%	16%	-	16%	13%	5%
Forgot	12	11	-	-	-	-	-	-	2
	2%	3%	-	-	-	-	-	-	3%
Not a high priority	9	6	-	1	-	1	-	-	-
	2%	2%	-	2%	-	12%	-	-	-
					ABgH				
Do not want to be prescribed products, e.g. glasses	6	2	1	-	-	-	-	-	3
	1%	1%	3%	-	-	-	-	-	5%
									A
Have previously had a bad experience at the opticians	6	3	1	1	-	-	-	-	-
	1%	1%	3%	2%	-	-	-	-	-
Don't know how often should go	5	1	-	1	-	-	-	1	2
	1%	*	-	2%	-	-	-	3%	3%
								A	A
Unable to get an appointment	1	1	-	-	-	-	-	-	-
	*	*	-	-	-	-	-	-	-
Other	19	10	1	1	-	-	-	1	6
	3%	3%	3%	2%	-	-	-	3%	10%
									Ac
Don't know	18	11	-	-	1	-	-	-	5
	3%	3%	-	-	5%	-	-	-	8%
									abC

Columns Tested: A,B,C,D,E,F,G,H



### General Optical Council

#### 9. What were your reasons for not going to the optician in the last two years?

Base: All who last went to the opticians more than two years ago or have never been to the opticians

	Total	SEG						Sight					Eye conditions suffer from (personally or family)					Confidence in opticians	
		A	B	C1	C2	D	E	20:20 vision	Short sighted	Long sighted	Partially sighted	Registered blind	Glaucoma	Diabetes	Macular degeneration	Cataracts	Astigmatism	Confident	Not confident
Significance Level: 90%		a	b	c	d	e	f	a	b	c	d	e	a	b	c	d	e	a	b
Significance Level: 95%		A	B	C	D	E	F	A	B	C	D	E	A	B	C	D	E	A	B
Unweighted Total	579	44	150	123	118	66	45	316	119	72	14	-	36	95	13	43	31	452	46
Weighted Total	582	44	152	124	117	66	47	319	119	72	14	-	36	95	14	43	31	454	47
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	100%	100%	100%	100%	100%	100%	100%
No problem with my vision	415	31	114	86	86	41	32	252	61	47	10	-	24	61	8	23	17	311	38
	71%	71%	75%	69%	73%	62%	69%	79%	52%	65%	72%	-	66%	64%	56%	53%	54%	69%	81%
			e					BC		b								a	
Not had the time	75	8	17	16	16	13	1	33	30	8	1	-	4	14	1	8	5	69	2
	13%	18%	11%	13%	13%	19%	2%	10%	25%	11%	7%	-	11%	15%	7%	18%	17%	15%	4%
		F	f	F	F	F			AC									B	
No problems with eye health (unrelated to sight)	53	4	14	10	11	7	4	40	4	6	-	-	7	11	1	2	1	38	3
	9%	9%	9%	8%	9%	11%	8%	13%	3%	8%	-	-	19%	12%	6%	4%	3%	8%	6%
								B					DE						
Too expensive	47	2	8	14	7	9	4	15	18	9	-	-	4	12	-	5	8	43	3
	8%	4%	5%	11%	6%	14%	9%	5%	15%	12%	-	-	11%	13%	-	12%	26%	9%	6%
			b		Bd			A	A								bc		
Forgot	12	-	3	5	3	1	-	8	2	2	-	-	1	2	-	1	-	12	1
	2%	-	2%	4%	2%	1%	-	2%	2%	3%	-	-	3%	2%	-	2%	-	3%	2%
Not a high priority	9	-	3	1	2	1	1	5	1	2	-	-	-	4	-	1	-	7	-
	2%	-	2%	1%	2%	2%	2%	2%	1%	3%	-	-	-	4%	-	2%	-	1%	-
Do not want to be prescribed products, e.g. glasses	6	-	2	2	1	-	1	-	2	4	-	-	-	-	-	1	-	6	-
	1%	-	1%	1%	1%	-	2%	-	2%	6%	-	-	-	-	-	3%	-	1%	-
								A	A										
Have previously had a bad experience at the opticians	6	1	3	1	1	-	-	1	1	1	1	-	1	-	-	-	1	4	1
	1%	2%	2%	1%	1%	-	-	*	1%	1%	7%	-	3%	-	-	-	3%	1%	2%
											Ab						b		
Don't know how often should go	5	-	-	1	3	-	1	2	2	-	-	-	-	1	-	-	-	3	-
	1%	-	-	1%	3%	-	2%	1%	2%	-	-	-	-	1%	-	-	-	1%	-
				b		b													
Unable to get an appointment	1	-	-	-	1	-	-	1	-	-	-	-	-	-	-	-	-	1	-
	*	-	-	-	1%	-	-	*	-	-	-	-	-	-	-	-	-	*	-
Other	19	2	4	4	6	-	3	9	6	2	-	-	2	6	3	4	3	13	2
	3%	5%	3%	3%	5%	-	7%	3%	5%	3%	-	-	5%	6%	23%	10%	10%	3%	4%
		e			e		E								aB				

Columns Tested: A,B,C,D,E,F - A,B,C,D,E - A,B,C,D,E - A,B



### General Optical Council

#### 9. What were your reasons for not going to the optician in the last two years?

Base: All who last went to the opticians more than two years ago or have never been to the opticians

	SEG						Sight					Eye conditions suffer from (personally or family)					Confidence in opticians		
	Total	A	B	C1	C2	D	E	20:20 vision	Short sighted	Long sighted	Partially sighted	Registered blind	Glaucoma	Diabetes	Macular degeneration	Cataracts	Astigmatism	Confident	Not confident
Significance Level: 90%		a	b	c	d	e	f	a	b	c	d	e	a	b	c	d	e	a	b
Significance Level: 95%		A	B	C	D	E	F	A	B	C	D	E	A	B	C	D	E	A	B
Unweighted Total	579	44	150	123	118	66	45	316	119	72	14	-	36	95	13	43	31	452	46
Weighted Total	582	44	152	124	117	66	47	319	119	72	14	-	36	95	14	43	31	454	47
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	100%	100%	100%	100%	100%	100%	100%
Don't know	18	2	5	4	-	3	4	8	5	-	2	-	1	3	2	2	-	12	3
	3%	5%	3%	3%	-	5%	9%	3%	4%	-	14%	-	3%	3%	14%	5%	-	3%	7%
		D	D	D	D	D	D		c		AC			bE					

Columns Tested: A,B,C,D,E,F - A,B,C,D,E - A,B,C,D,E - A,B





### General Optical Council

#### 9. What were your reasons for not going to the optician in the last two years?

Base: All who last went to the opticians more than two years ago or have never been to the opticians

	Last time visited an optician				Satisfaction with overall experience at opticians		Satisfaction with eye test		Corrective solutions		Satisfaction with purchasing corrective solutions		Confidence in effective regulation		Awareness of GOC		
	Total	2 years ago or less	More than 2 to less than 5 years	5 years or more ago	Never	Satis fied	Dissat isfied	Satis fied	Dissat isfied	Presc ription glasses	Cont act lenses	Satis fied	Dissat isfied	Conf ident	Not confi dent	Aware	Not aware
		a	b	c	d	a	b	a	b	a	b	a	b	a	b	a	b
Significance Level: 90%		A	B	C	D	A	B	A	B	A	B	A	B	A	B	A	B
Significance Level: 95%		A	B	C	D	A	B	A	B	A	B	A	B	A	B	A	B
Unweighted Total	579	-	182	156	241	301	28	314	13	133	20	127	7	453	61	114	465
Weighted Total	582	-	182	156	244	301	28	313	13	133	20	127	7	454	61	116	466
	100%	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
No problem with my vision	415	-	106	102	207	183	16	193	6	78	14	76	4	329	36	86	329
	71%	-	58%	66%	85%	61%	58%	61%	47%	59%	70%	60%	60%	73%	59%	74%	71%
					BC									B			
Not had the time	75	-	40	27	9	64	3	64	2	29	3	27	-	65	9	13	62
	13%	-	22%	17%	4%	21%	11%	20%	15%	22%	15%	21%	-	14%	15%	11%	13%
			D	D													
No problems with eye health (unrelated to sight)	53	-	9	21	23	27	1	27	-	5	-	5	-	46	3	-	53
	9%	-	5%	14%	10%	9%	4%	9%	-	4%	-	4%	-	10%	5%	-	11%
			B	b												A	
Too expensive	47	-	22	16	9	33	4	35	2	22	-	21	1	32	6	9	38
	8%	-	12%	10%	4%	11%	14%	11%	15%	16%	-	16%	13%	7%	10%	8%	8%
			D	D						b							
Forgot	12	-	4	6	3	9	1	10	-	3	-	3	-	8	3	1	11
	2%	-	2%	4%	1%	3%	3%	3%	-	2%	-	2%	-	2%	5%	1%	2%
				d													
Not a high priority	9	-	1	2	6	3	-	3	-	-	-	-	-	5	1	-	9
	2%	-	1%	1%	2%	1%	-	1%	-	-	-	-	-	1%	2%	-	2%
Do not want to be prescribed products, e.g. glasses	6	-	3	2	1	5	-	5	-	2	-	2	-	5	1	1	5
	1%	-	2%	1%	*	2%	-	2%	-	1%	-	2%	-	1%	1%	1%	1%
Have previously had a bad experience at the opticians	6	-	2	3	1	4	1	4	1	1	-	1	-	4	2	-	6
	1%	-	1%	2%	*	1%	3%	1%	7%	1%	-	1%	-	1%	3%	-	1%
									a								
Don't know how often should go	5	-	1	2	2	3	-	3	-	1	-	1	-	3	1	-	5
	1%	-	1%	1%	1%	1%	-	1%	-	1%	-	1%	-	1%	2%	-	1%
Unable to get an appointment	1	-	-	1	-	1	-	1	-	-	-	-	-	1	-	-	1
	*	-	-	1%	-	*	-	*	-	-	-	-	-	*	-	-	*

Columns Tested: A,B,C,D - A,B - A,B - A,B - A,B - A,B



### General Optical Council

#### 9. What were your reasons for not going to the optician in the last two years?

Base: All who last went to the opticians more than two years ago or have never been to the opticians

	Last time visited an optician				Satisfaction with overall experience at opticians		Satisfaction with eye test		Corrective solutions		Satisfaction with purchasing corrective solutions		Confidence in effective regulation		Awareness of GOC		
	Total	2 years ago or less	More than 2 to less than 5 years	5 years or more ago	Never	Satis fied	Dissat isfied	Satis fied	Dissat isfied	Presc ription glass es	Cont act lens es	Satis fied	Dissat isfied	Conf ident	Not confi dent	Aware	Not aware
		a	b	c	d	a	b	a	b	a	b	a	b	a	b	a	b
Significance Level: 90%		A	B	C	D	A	B	A	B	A	B	A	B	A	B	A	B
Significance Level: 95%																	
Unweighted Total	579	-	182	156	241	301	28	314	13	133	20	127	7	453	61	114	465
Weighted Total	582	-	182	156	244	301	28	313	13	133	20	127	7	454	61	116	466
	100%	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Other	19	-	10	8	1	14	3	16	2	4	1	3	1	16	2	3	16
	3%	-	6%	5%	*	5%	10%	5%	14%	3%	5%	3%	13%	4%	3%	3%	3%
			D	D													
Don't know	18	-	2	4	12	6	-	5	1	2	2	1	1	10	4	5	13
	3%	-	1%	2%	5%	2%	-	2%	8%	2%	10%	1%	14%	2%	7%	4%	3%
					B				a		A		A		A		

Columns Tested: A,B,C,D - A,B - A,B - A,B - A,B - A,B - A,B



## General Optical Council

## 9. What were your reasons for not going to the optician in the last two years?

Base: All who last went to the opticians more than two years ago or have never been to the opticians

	Ethnicity						Children in household		Products currently used				Product most recently bought			
	Total	White	Mixed/ multiple	Asian or Asian British	Black or Black British	Other	BME	Aged 8 or under	Aged 9-18	Glasses with a prescription	Contact lenses	Reading glasses without a prescription	None of these	Glasses with a prescription	Contact lenses	Reading glasses without a prescription
Significance Level: 90%		a	b	c	d	e	f	a	b	a	b	c	d	a	b	c
Significance Level: 95%		A	B	C	D	E	F	A	B	A	B	C	D	A	B	C
Unweighted Total	579	501	12	35	8	4	59	125	161	133	20	76	366	120	17	5
Weighted Total	582	503	12	36	8	4	60	127	162	133	20	75	370	120	17	5
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
No problem with my vision	415	350	8	31	7	4	50	88	118	78	14	50	286	69	12	5
	71%	70%	68%	86%	88%	100%	83%	70%	72%	59%	70%	66%	77%	58%	70%	100%
				A			A						AC			a
Not had the time	75	71	-	2	-	-	2	21	24	29	3	11	37	26	3	1
	13%	14%	-	6%	-	-	3%	17%	15%	22%	15%	14%	10%	22%	18%	19%
		F								D						
No problems with eye health (unrelated to sight)	53	48	1	3	-	1	5	9	14	5	-	5	43	5	-	-
	9%	10%	8%	8%	-	24%	8%	7%	9%	4%	-	7%	12%	4%	-	-
													A			
Too expensive	47	43	2	-	1	-	3	13	15	22	-	6	19	22	-	-
	8%	9%	17%	-	12%	-	5%	10%	9%	16%	-	8%	5%	18%	-	-
		c	C		C					bcD				b		
Forgot	12	11	1	1	-	-	2	1	4	3	-	1	9	3	-	-
	2%	2%	8%	3%	-	-	3%	1%	2%	2%	-	1%	2%	2%	-	-
Not a high priority	9	8	-	1	-	-	1	3	4	-	-	2	7	-	-	-
	2%	2%	-	3%	-	-	2%	2%	2%	-	-	3%	2%	-	-	-
												a				
Do not want to be prescribed products, e.g. glasses	6	6	-	-	-	-	-	2	1	2	-	2	2	2	-	-
	1%	1%	-	-	-	-	-	2%	1%	1%	-	3%	1%	2%	-	-
												d				
Have previously had a bad experience at the opticians	6	6	-	-	-	-	-	-	-	1	-	3	2	1	-	-
	1%	1%	-	-	-	-	-	-	-	1%	-	4%	1%	1%	-	-
												D				
Don't know how often should go	5	5	-	-	-	-	-	-	-	1	-	-	4	1	-	-
	1%	1%	-	-	-	-	-	-	-	1%	-	-	1%	1%	-	-
Unable to get an appointment	1	1	-	-	-	-	-	-	-	-	-	-	1	-	-	-
	*	*	-	-	-	-	-	-	-	-	-	-	*	-	-	-

Columns Tested: A,B,C,D,E,F - A,B - A,B,C,D - A,B,C

### General Optical Council

#### 9. What were your reasons for not going to the optician in the last two years?

Base: All who last went to the opticians more than two years ago or have never been to the opticians

	Ethnicity						Children in household		Products currently used				Product most recently bought			
	Total	White	Mixed/ multiple	Asian or Asian British	Black or Black British	Other	BME	Aged 8 or under	Aged 9-18	Glasses with a prescription	Contact lenses	Reading glasses without a prescription	None of these	Glasses with a prescription	Contact lenses	Reading glasses without a prescription
	a	b	c	d	e	f	a	b	a	b	c	d	a	b	c	
	A	B	C	D	E	F	A	B	A	B	C	D	A	B	C	
Unweighted Total	579	501	12	35	8	4	59	125	161	133	20	76	366	120	17	5
Weighted Total	582	503	12	36	8	4	60	127	162	133	20	75	370	120	17	5
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Other	19	18	1	-	-	-	1	2	3	4	1	6	9	4	-	-
	3%	4%	8%	-	-	-	2%	2%	2%	3%	5%	8%	2%	3%	-	-
			c									D				
Don't know	18	14	-	2	-	-	2	4	4	2	2	1	13	-	2	-
	3%	3%	-	6%	-	-	3%	3%	3%	2%	10%	1%	4%	-	12%	-
											AC				A	

Columns Tested: A,B,C,D,E,F - A,B - A,B,C,D - A,B,C



## General Optical Council

## 10. The last time you went to an optician, did you go to an independent optician, or was it one of a chain of opticians?

Base: All who have ever been to the opticians

	Gender		Age					Region							Country							
	Total	Male	Female	18-29	30-44	45-59	60-74	75+	North East	North West	Yorks & Humb.	East Mid lands	West Mid lands	East of Eng land	Lon don	South East	South West	Eng land	Wales	Scot land	NI	UK TOTAL
Significance Level: 90%		a	b	a	b	c	d	e	a	b	c	d	e	f	g	h	i	a	b	c	d	e
Significance Level: 95%		A	B	A	B	C	D	E	A	B	C	D	E	F	G	H	I	A	B	C	D	E
Unweighted Total	1994	927	1067	355	470	544	449	176	124	280	220	156	153	119	162	286	170	1670	94	143	87	1994
Weighted Total	1991	926	1065	366	483	508	422	211	124	279	219	157	152	118	161	284	170	1663	94	141	92	1991
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Independent	557	275	283	88	116	142	140	71	39	90	61	34	52	32	35	55	47	444	22	52	39	557
	28%	30%	27%	24%	24%	28%	33%	34%	32%	32%	28%	22%	34%	27%	22%	19%	28%	27%	23%	37%	42%	28%
						ABc	AB		dgH	DGH	H		DGH	h		H				ABE	ABE	
Chain optician (e.g. Specsavers, Boots, Vision Express, David Clulow)	1297	564	733	240	323	343	265	125	74	171	147	108	90	79	110	211	111	1101	67	83	46	1297
	65%	61%	69%	65%	67%	68%	63%	59%	60%	61%	67%	69%	59%	67%	68%	74%	65%	66%	71%	59%	50%	65%
			A		e	E						e			e	ABcEI		cD	cD			D
Supermarket optician (e.g. Asda, Tesco)	83	49	34	18	28	20	11	7	8	12	6	10	7	4	6	13	5	71	5	4	4	83
	4%	5%	3%	5%	6%	4%	3%	3%	7%	4%	3%	6%	5%	3%	4%	5%	3%	4%	5%	3%	4%	4%
			B		D				c			c										
Don't know	52	37	15	20	16	2	6	8	3	5	5	5	3	3	10	5	6	46	1	2	3	52
	3%	4%	1%	6%	3%	*	1%	4%	2%	2%	2%	3%	2%	3%	6%	2%	4%	3%	1%	2%	3%	3%
			B	CD	CD		c	CD							BCeH							
Not Stated	1	1	-	-	-	1	-	-	-	-	-	-	-	-	-	-	1	1	-	-	-	1
	*	*	-	-	-	*	-	-	-	-	-	-	-	-	-	-	1%	*	-	-	-	*

Columns Tested: A,B - A,B,C,D,E - A,B,C,D,E,F,G,H,I - A,B,C,D,E

## General Optical Council

### 10. The last time you went to an optician, did you go to an independent optician, or was it one of a chain of opticians?

Base: All who have ever been to the opticians

	Employment status								
	Total	Full time paid job	Part time paid job	Self emp.	Student	Unemp (<6m)	Unemp (>6m)	Home maker	Ret ired
Significance Level: 90%		a	b	c	d	e	f	g	h
Significance Level: 95%		A	B	C	D	E	F	G	H
Unweighted Total	1994	972	142	153	43	17	42	82	502
Weighted Total	1991	961	140	149	46	16	42	81	513
	100%	100%	100%	100%	100%	100%	100%	100%	100%
Independent	557	237	33	51	11	7	13	21	177
	28%	25%	23%	34%	23%	41%	31%	26%	34%
				AB					AB
Chain optician (e.g. Specsavers, Boots, Vision Express, David Clulow)	1297	650	97	89	32	9	24	56	308
	65%	68%	69%	60%	70%	53%	57%	69%	60%
		cH	cH						
Supermarket optician (e.g. Asda, Tesco)	83	49	7	5	1	-	4	1	15
	4%	5%	5%	3%	2%	-	9%	1%	3%
		h					cGH		
Don't know	52	23	3	4	2	1	1	3	13
	3%	2%	2%	3%	4%	6%	2%	4%	2%
Not Stated	1	1	-	-	-	-	-	-	-
	*	*	-	-	-	-	-	-	-

Columns Tested: A,B,C,D,E,F,G,H

### General Optical Council

#### 10. The last time you went to an optician, did you go to an independent optician, or was it one of a chain of opticians?

Base: All who have ever been to the opticians

	Total	SEG						Sight					Eye conditions suffer from (personally or family)					Confidence in opticians	
		A	B	C1	C2	D	E	20:20 vision	Short sighted	Long sighted	Partially sighted	Registered blind	Glaucoma	Diabetes	Macular degeneration	Cataracts	Astigmatism	Confident	Not confident
		a	b	c	d	e	f	a	b	c	d	e	a	b	c	d	e	a	b
		A	B	C	D	E	F	A	B	C	D	E	A	B	C	D	E	A	B
Unweighted Total	1994	249	534	353	374	176	158	436	901	403	86	1	212	348	70	202	231	1883	71
Weighted Total	1991	245	535	352	372	176	160	443	891	400	87	1	209	347	70	205	230	1881	71
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Independent	557	71	134	93	116	50	51	134	245	100	32	-	57	106	20	56	57	527	20
	28%	29%	25%	26%	31%	28%	32%	30%	27%	25%	36%	-	27%	30%	29%	27%	25%	28%	28%
					B		b				bC								
Chain optician (e.g. Specsavers, Boots, Vision Express, David Clulow)	1297	152	365	237	234	112	97	271	590	278	50	1	138	217	46	140	164	1229	46
	65%	62%	68%	67%	63%	64%	61%	61%	66%	69%	58%	100%	66%	63%	66%	68%	71%	65%	65%
			af						a	AD							B		
Supermarket optician (e.g. Asda, Tesco)	83	9	26	17	16	8	4	17	41	16	2	-	8	12	3	5	10	79	3
	4%	4%	5%	5%	4%	5%	2%	4%	5%	4%	2%	-	4%	4%	4%	2%	4%	4%	4%
Don't know	52	12	10	5	6	6	8	21	14	5	3	-	6	12	-	4	-	44	2
	3%	5%	2%	2%	2%	3%	5%	5%	2%	1%	3%	-	3%	4%	-	2%	-	2%	3%
		BCD					BCD	BC					E	E		E			
Not Stated	1	1	-	-	-	-	-	-	1	-	-	-	-	-	1	-	-	1	-
	*	*	-	-	-	-	-	-	*	-	-	-	-	-	1%	-	-	*	-
															aBde				

Columns Tested: A,B,C,D,E,F - A,B,C,D,E - A,B,C,D,E - A,B



## General Optical Council

### 10. The last time you went to an optician, did you go to an independent optician, or was it one of a chain of opticians?

Base: All who have ever been to the opticians

	Last time visited an optician				Satisfaction with overall experience at opticians		Satisfaction with eye test		Corrective solutions		Satisfaction with purchasing corrective solutions		Confidence in effective regulation		Awareness of GOC		
	Total	2 years ago or less	More than 2 to less than 5 years	5 years or more ago	Never	Satisfied	Dissatisfied	Satisfied	Dissatisfied	Prescription glasses	Contact lenses	Satisfied	Dissatisfied	Confident	Not confident	Aware	Not aware
Significance Level: 90%		a	b	c	d	a	b	a	b	a	b	a	b	a	b	a	b
Significance Level: 95%		A	B	C	D	A	B	A	B	A	B	A	B	A	B	A	B
Unweighted Total	1994	1656	182	156	-	1896	85	1929	42	1306	216	1263	42	1732	119	214	1780
Weighted Total	1991	1653	182	156	-	1893	84	1924	43	1297	216	1255	41	1731	118	219	1772
	100%	100%	100%	100%	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Independent	557	443	52	62	-	538	17	544	7	345	53	340	8	482	29	50	507
	28%	27%	29%	40%	-	28%	21%	28%	16%	27%	25%	27%	19%	28%	25%	23%	29%
				AB					b								a
Chain optician (e.g. Specsavers, Boots, Vision Express, David Clulow)	1297	1108	118	71	-	1231	61	1256	30	876	148	842	32	1129	81	127	1170
	65%	67%	65%	45%	-	65%	73%	65%	69%	68%	69%	67%	77%	65%	69%	58%	66%
		C	C														A
Supermarket optician (e.g. Asda, Tesco)	83	70	8	5	-	81	2	81	1	57	8	54	-	77	1	27	57
	4%	4%	5%	3%	-	4%	3%	4%	3%	4%	4%	4%	-	4%	1%	12%	3%
														b		B	
Don't know	52	30	4	18	-	43	3	43	5	18	6	18	2	42	7	15	37
	3%	2%	2%	12%	-	2%	4%	2%	12%	1%	3%	1%	5%	2%	6%	7%	2%
				AB					A				a		A	B	
Not Stated	1	1	-	-	-	-	-	-	-	1	-	1	-	1	-	-	1
	*	*	-	-	-	-	-	-	-	*	-	*	-	*	-	-	*

Columns Tested: A,B,C,D - A,B - A,B - A,B - A,B - A,B



## General Optical Council

### 10. The last time you went to an optician, did you go to an independent optician, or was it one of a chain of opticians?

Base: All who have ever been to the opticians

	Ethnicity						Children in household		Products currently used				Product most recently bought			
	Total	White	Mixed/ multiple	Asian or Asian British	Black or Black British	Other	BME	Aged 8 or under	Aged 9-18	Glasses with a prescription	Contact lenses	Reading glasses without a prescription	None of these	Glasses with a prescription	Contact lenses	Reading glasses without a prescription
	a	b	c	d	e	f	a	b	a	b	c	d	a	b	c	
	A	B	C	D	E	F	A	B	A	B	C	D	A	B	C	
Unweighted Total	1994	1788	24	107	20	9	160	327	469	1306	216	264	443	1156	155	21
Weighted Total	1991	1783	24	107	20	9	161	330	467	1297	216	262	450	1147	155	21
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Independent	557	503	6	32	5	2	45	71	120	345	53	78	139	309	41	6
	28%	28%	25%	30%	25%	22%	28%	22%	26%	27%	25%	30%	31%	27%	26%	29%
												a				
Chain optician (e.g. Specsavers, Boots, Vision Express, David Clulow)	1297	1164	15	64	12	7	98	226	306	876	148	162	273	769	107	13
	65%	65%	63%	60%	60%	78%	61%	68%	65%	68%	69%	62%	61%	67%	69%	60%
										cD	D					
Supermarket optician (e.g. Asda, Tesco)	83	75	1	5	2	-	8	20	23	57	8	12	17	52	4	1
	4%	4%	4%	5%	10%	-	5%	6%	5%	4%	4%	5%	4%	5%	3%	5%
Don't know	52	39	2	6	1	-	9	12	19	18	6	10	21	16	3	1
	3%	2%	8%	6%	5%	-	6%	4%	4%	1%	3%	4%	5%	1%	2%	5%
			A	A			A					A	A			
Not Stated	1	1	-	-	-	-	-	-	-	1	-	-	-	1	-	-
	*	*	-	-	-	-	-	-	-	*	-	-	-	*	-	-

Columns Tested: A,B,C,D,E,F - A,B - A,B,C,D - A,B,C

### General Optical Council

#### 11. And what were the main reasons for your last visit to the opticians?

Base: All who have ever been to the opticians

	Gender		Age					Region								Country						
	Total	Male	Female	18-29	30-44	45-59	60-74	75+	North East	North West	Yorks & Humb.	East Mid lands	West Mid lands	East of Eng land	Lon don	South East	South West	Eng land	Wales	Scot land	NI	UK TOTAL
	a	b	a	b	c	d	e	a	b	c	d	e	f	g	h	i	a	b	c	d	e	
Significance Level: 90%		A	B	A	B	C	D	E	A	B	C	D	E	F	G	H	I	A	B	C	D	E
Significance Level: 95%																						
Unweighted Total	1994	927	1067	355	470	544	449	176	124	280	220	156	153	119	162	286	170	1670	94	143	87	1994
Weighted Total	1991	926	1065	366	483	508	422	211	124	279	219	157	152	118	161	284	170	1663	94	141	92	1991
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
To check vision	1586	759	828	284	393	411	339	159	95	206	185	129	123	93	124	227	141	1323	81	112	71	1586
	80%	82%	78%	77%	81%	81%	80%	75%	77%	74%	84%	82%	81%	79%	77%	80%	83%	80%	86%	79%	77%	80%
		B	e								aBg	b	b			B						
To purchase new glasses or contact lenses	296	139	158	38	53	78	90	37	20	56	30	18	14	17	27	42	19	243	13	22	19	296
	15%	15%	15%	10%	11%	15%	21%	17%	16%	20%	14%	11%	10%	14%	17%	15%	11%	15%	14%	16%	20%	15%
						AB	ABC	AB							e							
To get a new prescription for corrective products (e.g. glasses or contact lenses)	199	68	131	24	34	71	54	15	12	32	24	12	15	12	19	30	16	172	9	11	7	199
	10%	7%	12%	7%	7%	14%	13%	7%	10%	12%	11%	8%	10%	10%	12%	11%	9%	10%	10%	8%	7%	10%
			A			ABE	ABE															
To detect any eye health problems	168	59	109	25	22	51	42	27	10	23	17	15	13	11	13	28	11	140	8	11	8	168
	8%	6%	10%	7%	5%	10%	10%	13%	8%	8%	8%	10%	8%	9%	8%	10%	6%	8%	9%	8%	9%	8%
		A	A			B	B	AB														
To see if there is any damage to my eyes	105	32	73	16	19	36	26	8	8	14	13	9	8	6	9	13	7	86	6	10	3	105
	5%	3%	7%	4%	4%	7%	6%	4%	7%	5%	6%	6%	5%	5%	6%	4%	4%	5%	6%	7%	4%	5%
			A			aB																
Advice / treatment for an urgent problem with eyes or sight	98	36	62	29	30	13	18	7	7	18	10	7	10	4	8	8	8	80	2	11	5	98
	5%	4%	6%	8%	6%	3%	4%	4%	6%	7%	5%	4%	6%	3%	5%	3%	5%	5%	2%	8%	5%	5%
			A	CDe	C					H			h							b		
For a contact lens check-up	80	24	56	21	32	14	11	1	7	11	11	5	4	3	7	10	10	68	5	5	2	80
	4%	3%	5%	6%	7%	3%	3%	1%	6%	4%	5%	3%	3%	3%	4%	3%	6%	4%	5%	4%	2%	4%
			A	CDE	CDE	e	e															
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	17	12	5	5	3	4	3	2	-	4	1	-	-	-	3	2	3	13	-	-	4	17
	1%	1%	*	1%	1%	1%	1%	1%	-	1%	*	-	-	-	2%	1%	2%	1%	-	-	4%	1%
		B												de		de					ABCE	
Not Stated	2	2	-	-	-	1	-	1	1	-	-	-	-	-	-	-	1	2	-	-	-	2
	*	*	-	-	*	-	1%		1%	-	-	-	-	-	-	1%		*	-	-	-	*
<b>Net</b>																						
Eye health issues	285	97	189	53	59	74	62	37	19	45	27	24	24	16	22	38	20	236	13	25	12	285
	14%	10%	18%	15%	12%	15%	15%	18%	16%	16%	12%	15%	16%	13%	14%	14%	12%	14%	14%	17%	13%	14%
			A					b														

Columns Tested: A,B - A,B,C,D,E - A,B,C,D,E,F,G,H,I - A,B,C,D,E



### General Optical Council

#### 11. And what were the main reasons for your last visit to the opticians?

Base: All who have ever been to the opticians

	Employment status								
	Total	Full time paid job	Part time paid job	Self emp.	Stu dent	Unemp (<6m)	Unemp (>6m)	Home maker	Ret ired
Significance Level: 90%		a	b	c	d	e	f	g	h
Significance Level: 95%		A	B	C	D	E	F	G	H
Unweighted Total	1994	972	142	153	43	17	42	82	502
Weighted Total	1991	961	140	149	46	16	42	81	513
	100%	100%	100%	100%	100%	100%	100%	100%	100%
To check vision	1586	772	119	118	36	12	32	61	406
	80%	80%	85%	79%	79%	70%	76%	76%	79%
			gh						
To purchase new glasses or contact lenses	296	128	20	27	4	4	3	9	94
	15%	13%	14%	18%	9%	23%	7%	11%	18%
			f			f			Af
To get a new prescription for corrective products (e.g. glasses or contact lenses)	199	89	15	21	1	3	4	8	56
	10%	9%	11%	14%	2%	18%	9%	10%	11%
			d	aD		D			d
To detect any eye health problems	168	70	7	12	1	4	4	7	60
	8%	7%	5%	8%	2%	24%	9%	8%	12%
						ABCDg			ABd
To see if there is any damage to my eyes	105	51	3	11	1	4	3	2	27
	5%	5%	2%	7%	2%	24%	7%	2%	5%
		b		B		ABCDfGH			
Advice / treatment for an urgent problem with eyes or sight	98	44	7	8	4	-	3	8	20
	5%	5%	5%	5%	10%	-	7%	10%	4%
					h			AH	
For a contact lens check-up	80	52	3	9	1	-	1	1	11
	4%	5%	2%	6%	2%	-	2%	1%	2%
		bgH		bgH					
Other	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
Don't know	17	7	-	1	1	-	-	2	6
	1%	1%	-	1%	2%	-	-	2%	1%
				b				b	
Not Stated	2	1	-	-	-	-	-	-	1
	*	*	-	-	-	-	-	-	*

Columns Tested: A,B,C,D,E,F,G,H



### General Optical Council

#### 11. And what were the main reasons for your last visit to the opticians?

Base: All who have ever been to the opticians

Total	Employment status								
	Full time paid job	Part time paid job	Self emp.	Student	Unemp (<6m)	Unemp (>6m)	Home maker	Ret ired	
	a	b	c	d	e	f	g	h	
	A	B	C	D	E	F	G	H	
Unweighted Total	1994	972	142	153	43	17	42	82	502
Weighted Total	1991	961	140	149	46	16	42	81	513
	100%	100%	100%	100%	100%	100%	100%	100%	100%
<b>Net</b>									
Eye health issues	285	126	14	20	4	5	8	15	84
	14%	13%	10%	14%	10%	30%	19%	18%	16%
					ABcd		b	ab	

Columns Tested: A,B,C,D,E,F,G,H



### General Optical Council

#### 11. And what were the main reasons for your last visit to the opticians?

Base: All who have ever been to the opticians

	Total	SEG					Sight					Eye conditions suffer from (personally or family)					Confidence in opticians		
		A	B	C1	C2	D	E	20:20 vision	Short sighted	Long sighted	Partially sighted	Registered blind	Glaucoma	Diabetes	Macular degeneration	Cataracts	Astigmatism	Confident	Not confident
Significance Level: 90%		a	b	c	d	e	f	a	b	c	d	e	a	b	c	d	e	a	b
Significance Level: 95%		A	B	C	D	E	F	A	B	C	D	E	A	B	C	D	E	A	B
Unweighted Total	1994	249	534	353	374	176	158	436	901	403	86	1	212	348	70	202	231	1883	71
Weighted Total	1991	245	535	352	372	176	160	443	891	400	87	1	209	347	70	205	230	1881	71
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
To check vision	1586	193	436	276	312	144	116	380	686	331	59	1	172	274	54	164	172	1507	49
	80%	79%	81%	78%	84%	82%	73%	86%	77%	83%	68%	100%	82%	79%	77%	80%	75%	80%	70%
			F	cF	F			BD	d	BD			E				B		
To purchase new glasses or contact lenses	296	28	78	48	63	33	20	26	163	68	14	-	31	50	11	34	38	284	10
	15%	12%	15%	14%	17%	19%	13%	6%	18%	17%	16%	-	15%	14%	16%	17%	17%	15%	15%
				a	A				A	A	A								
To get a new prescription for corrective products (e.g. glasses or contact lenses)	199	25	52	46	29	21	11	15	115	47	9	-	26	34	5	16	28	193	6
	10%	10%	10%	13%	8%	12%	7%	3%	13%	12%	10%	-	13%	10%	7%	8%	12%	10%	9%
			DF						A	A	A		d						
To detect any eye health problems	168	22	41	33	34	13	15	41	71	33	6	-	22	34	7	27	22	158	6
	8%	9%	8%	9%	9%	7%	9%	9%	8%	8%	7%	-	10%	10%	10%	13%	10%	8%	9%
To see if there is any damage to my eyes	105	13	24	18	24	9	8	23	48	23	2	-	14	20	3	10	12	103	2
	5%	6%	4%	5%	6%	5%	5%	5%	5%	6%	3%	-	7%	6%	4%	5%	5%	5%	3%
Advice / treatment for an urgent problem with eyes or sight	98	6	29	19	17	7	11	39	31	13	7	-	7	22	6	13	8	89	3
	5%	3%	5%	5%	5%	4%	7%	9%	4%	3%	8%	-	3%	6%	8%	6%	3%	5%	4%
			a	a		A		BC			BC				ae				
For a contact lens check-up	80	14	32	13	10	2	3	4	59	14	2	-	9	16	3	11	23	78	2
	4%	6%	6%	4%	3%	1%	2%	1%	7%	3%	2%	-	4%	5%	4%	5%	10%	4%	3%
		dEf	DEF	e					AC	A							ABd		
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	17	4	-	4	2	3	2	7	4	2	2	-	4	4	1	-	-	15	1
	1%	2%	-	1%	*	2%	1%	2%	*	1%	2%	-	2%	1%	1%	-	-	1%	1%
		B		B	B	B		B		B			DE		de				
Not Stated	2	1	1	-	-	-	-	-	1	-	-	-	-	-	1	-	-	2	-
	*	*	*	-	-	-	-	-	*	-	-	-	-	-	1%	-	-	*	-
															aBde				

Columns Tested: A,B,C,D,E,F - A,B,C,D,E - A,B,C,D,E - A,B



### General Optical Council

#### 11. And what were the main reasons for your last visit to the opticians?

Base: All who have ever been to the opticians

	SEG						Sight					Eye conditions suffer from (personally or family)					Confidence in opticians		
	Total	A	B	C1	C2	D	E	20:20 vision	Short sighted	Long sighted	Partially sighted	Registered blind	Glaucoma	Diabetes	Macular degeneration	Cataracts	Astigmatism	Confident	Not confident
	a	b	c	d	e	f	a	b	c	d	e	a	b	c	d	e	a	b	
Significance Level: 90%		A	B	C	D	E	F	A	B	C	D	E	A	B	C	D	E	A	B
Significance Level: 95%		A	B	C	D	E	F	A	B	C	D	E	A	B	C	D	E	A	B
Unweighted Total	1994	249	534	353	374	176	158	436	901	403	86	1	212	348	70	202	231	1883	71
Weighted Total	1991	245	535	352	372	176	160	443	891	400	87	1	209	347	70	205	230	1881	71
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
<b>Net</b>																			
Eye health issues	285	32	71	55	56	21	29	80	114	51	16	-	32	59	11	40	34	266	11
	14%	13%	13%	16%	15%	12%	18%	18%	13%	13%	18%	-	15%	17%	16%	19%	15%	14%	16%
							e	BC											

Columns Tested: A,B,C,D,E,F - A,B,C,D,E - A,B,C,D,E - A,B



### General Optical Council

#### 11. And what were the main reasons for your last visit to the opticians?

Base: All who have ever been to the opticians

	Last time visited an optician				Satisfaction with overall experience at opticians		Satisfaction with eye test		Corrective solutions		Satisfaction with purchasing corrective solutions		Confidence in effective regulation		Awareness of GOC		
	Total	2 years ago or less	More than 2 to less than 5 years	5 years or more ago	Never	Satisfied	Dissatisfied	Satisfied	Dissatisfied	Prescription glasses	Contact lenses	Satisfied	Dissatisfied	Confident	Not confident	Aware	Not aware
		a	b	c	d	a	b	a	b	a	b	a	b	a	b	a	b
Significance Level: 90%		A	B	C	D	A	B	A	B	A	B	A	B	A	B	A	B
Significance Level: 95%																	
Unweighted Total	1994	1656	182	156	-	1896	85	1929	42	1306	216	1263	42	1732	119	214	1780
Weighted Total	1991	1653	182	156	-	1893	84	1924	43	1297	216	1255	41	1731	118	219	1772
	100%	100%	100%	100%	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
To check vision	1586	1317	146	123	-	1518	61	1541	35	1021	140	989	26	1380	89	177	1409
	80%	80%	80%	79%	-	80%	73%	80%	83%	79%	65%	79%	63%	80%	76%	81%	80%
						b				B		B					
To purchase new glasses or contact lenses	296	256	25	16	-	282	14	281	7	229	32	211	12	257	18	18	278
	15%	15%	14%	10%	-	15%	16%	15%	17%	18%	15%	17%	30%	15%	15%	8%	16%
		c										A					A
To get a new prescription for corrective products (e.g. glasses or contact lenses)	199	185	7	7	-	190	10	197	2	170	27	158	9	174	15	3	196
	10%	11%	4%	4%	-	10%	11%	10%	5%	13%	12%	13%	22%	10%	13%	1%	11%
		BC										a					A
To detect any eye health problems	168	148	7	13	-	154	12	163	3	109	14	98	9	151	11	1	166
	8%	9%	4%	8%	-	8%	14%	8%	8%	8%	6%	8%	21%	9%	9%	1%	9%
		B				A						A					A
To see if there is any damage to my eyes	105	95	3	7	-	100	4	102	1	73	15	66	6	87	11	-	105
	5%	6%	2%	4%	-	5%	5%	5%	3%	6%	7%	5%	14%	5%	9%	-	6%
		B										A		A			A
Advice / treatment for an urgent problem with eyes or sight	98	72	15	10	-	90	7	95	3	45	7	44	5	86	6	21	77
	5%	4%	8%	7%	-	5%	8%	5%	7%	3%	3%	3%	11%	5%	5%	9%	4%
			A									A				B	
For a contact lens check-up	80	76	3	1	-	79	1	80	-	69	66	75	-	68	8	4	76
	4%	5%	2%	1%	-	4%	1%	4%	-	5%	31%	6%	-	4%	7%	2%	4%
		bC									A						a
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	17	11	1	5	-	12	1	13	2	6	1	5	1	11	4	3	14
	1%	1%	1%	3%	-	1%	1%	1%	4%	*	*	*	2%	1%	3%	1%	1%
				Ab					A			a		A			

Columns Tested: A,B,C,D - A,B - A,B - A,B - A,B - A,B - A,B



### General Optical Council

#### 11. And what were the main reasons for your last visit to the opticians?

Base: All who have ever been to the opticians

	Last time visited an optician				Satisfaction with overall experience at opticians		Satisfaction with eye test		Corrective solutions		Satisfaction with purchasing corrective solutions		Confidence in effective regulation		Awareness of GOC		
	Total	2 years ago or less	More than 2 to less than 5 years	5 years or more ago	Never	Satis fied	Dissat isfied	Satis fied	Dissat isfied	Presc ription glass es	Cont act lens es	Satis fied	Dissat isfied	Conf ident	Not confi dent	Aware	Not aware
		a	b	c	d	a	b	a	b	a	b	a	b	a	b	a	b
Significance Level: 90%		A	B	C	D	A	B	A	B	A	B	A	B	A	B	A	B
Significance Level: 95%																	
Unweighted Total	1994	1656	182	156	-	1896	85	1929	42	1306	216	1263	42	1732	119	214	1780
Weighted Total	1991	1653	182	156	-	1893	84	1924	43	1297	216	1255	41	1731	118	219	1772
	100%	100%	100%	100%	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Not Stated	2	2	-	-	-	1	-	1	-	1	-	1	-	2	-	1	1
	*	*	-	-	-	*	-	*	-	*	-	*	-	*	-	1%	*
																B	
<b>Net</b>																	
Eye health issues	285	241	22	22	-	263	21	276	7	170	26	159	14	249	24	22	263
	14%	15%	12%	14%	-	14%	25%	14%	15%	13%	12%	13%	33%	14%	21%	10%	15%
							A					A			a		a

Columns Tested: A,B,C,D - A,B - A,B - A,B - A,B - A,B





### General Optical Council

#### 11. And what were the main reasons for your last visit to the opticians?

Base: All who have ever been to the opticians

	Ethnicity						Children in household		Products currently used				Product most recently bought			
	Total	White	Mixed/ multiple	Asian or Asian British	Black or Black British	Other	BME	Aged 8 or under	Aged 9-18	Glasses with a prescription	Contact lenses	Reading glasses without a prescription	None of these	Glasses with a prescription	Contact lenses	Reading glasses without a prescription
Significance Level: 90%		a	b	c	d	e	f	a	b	a	b	c	d	a	b	c
Significance Level: 95%		A	B	C	D	E	F	A	B	A	B	C	D	A	B	C
Unweighted Total	1994	1788	24	107	20	9	160	327	469	1306	216	264	443	1156	155	21
Weighted Total	1991	1783	24	107	20	9	161	330	467	1297	216	262	450	1147	155	21
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
To check vision	1586	1422	19	88	11	7	126	270	378	1021	140	204	381	923	97	17
	80%	80%	79%	82%	55%	78%	78%	82%	81%	79%	65%	78%	85%	80%	63%	81%
		D	d	D		D				B		B	ABC	B		b
To purchase new glasses or contact lenses	296	268	5	12	4	1	22	35	56	229	32	39	37	204	21	7
	15%	15%	20%	11%	19%	11%	14%	11%	12%	18%	15%	15%	8%	18%	13%	32%
										D	D	D				aB
To get a new prescription for corrective products (e.g. glasses or contact lenses)	199	183	1	10	3	-	14	21	35	170	27	29	6	150	17	4
	10%	10%	4%	9%	15%	-	9%	6%	7%	13%	12%	11%	1%	13%	11%	18%
										D	D	D				
To detect any eye health problems	168	153	1	10	2	1	14	24	31	109	14	30	35	98	9	4
	8%	9%	4%	9%	10%	11%	9%	7%	7%	8%	6%	11%	8%	9%	6%	18%
												bd				B
To see if there is any damage to my eyes	105	94	-	6	1	1	8	15	22	73	15	15	18	61	12	4
	5%	5%	-	6%	5%	12%	5%	5%	5%	6%	7%	6%	4%	5%	8%	18%
						b										A
Advice / treatment for an urgent problem with eyes or sight	98	88	1	5	2	-	8	21	22	45	7	13	37	42	6	1
	5%	5%	4%	5%	10%	-	5%	6%	5%	3%	3%	5%	8%	4%	4%	5%
													ABC			
For a contact lens check-up	80	67	-	8	-	2	10	17	20	69	66	5	2	20	55	1
	4%	4%	-	8%	-	23%	6%	5%	4%	5%	31%	2%	*	2%	36%	4%
				A		ABDf	a			CD	ACD	d			AC	
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	17	16	-	1	-	-	1	2	7	6	1	4	7	5	1	-
	1%	1%	-	1%	-	-	1%	1%	1%	*	*	2%	2%	*	1%	-
												A	A			

Columns Tested: A,B,C,D,E,F - A,B - A,B,C,D - A,B,C



### General Optical Council

#### 11. And what were the main reasons for your last visit to the opticians?

Base: All who have ever been to the opticians

	Ethnicity						Children in household		Products currently used				Product most recently bought			
	Total	White	Mixed/ multiple	Asian or Asian British	Black or Black British	Other	BME	Aged 8 or under	Aged 9-18	Glasses with a prescription	Contact lenses	Reading glasses without a prescription	None of these	Glasses with a prescription	Contact lenses	Reading glasses without a prescription
	a	b	c	d	e	f	a	b	a	b	c	d	a	b	c	
	A	B	C	D	E	F	A	B	A	B	C	D	A	B	C	
Unweighted Total	1994	1788	24	107	20	9	160	327	469	1306	216	264	443	1156	155	21
Weighted Total	1991	1783	24	107	20	9	161	330	467	1297	216	262	450	1147	155	21
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Not Stated	2	2	-	-	-	-	-	-	-	1	-	1	-	1	-	-
	*	*	-	-	-	-	-	-	-	*	-	*	-	*	-	-
<b>Net</b>																
Eye health issues	285	256	2	16	5	2	25	47	58	170	26	47	71	154	19	5
	14%	14%	8%	15%	25%	24%	16%	14%	12%	13%	12%	18%	16%	13%	12%	23%
												Ab				

Columns Tested: A,B,C,D,E,F - A,B - A,B,C,D - A,B,C



### General Optical Council

#### 12. How satisfied or otherwise were you with your overall experience of the opticians?

Base: All who have ever been to the opticians

	Gender		Age					Region									Country					
	Total	Male	Female	18-29	30-44	45-59	60-74	75+	North East	North West	Yorks & Humb.	East Mid lands	West Mid lands	East of Eng land	Lon don	South East	South West	Eng land	Wales	Scot land	NI	UK TOTAL
	a	b	a	b	c	d	e	a	b	c	d	e	f	g	h	i	a	b	c	d	e	
Significance Level: 90%		A	B	A	B	C	D	E	A	B	C	D	E	F	G	H	I	A	B	C	D	E
Significance Level: 95%																						
Unweighted Total	1994	927	1067	355	470	544	449	176	124	280	220	156	153	119	162	286	170	1670	94	143	87	1994
Weighted Total	1991	926	1065	366	483	508	422	211	124	279	219	157	152	118	161	284	170	1663	94	141	92	1991
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very satisfied	1418	610	808	228	322	377	321	170	92	192	161	115	109	82	102	196	120	1168	77	112	60	1418
	71%	66%	76%	62%	67%	74%	76%	80%	75%	69%	74%	73%	71%	69%	63%	69%	71%	70%	82%	79%	65%	71%
		A			AB	AB	AB		G		G	g						ADE	ADE			
Fairly satisfied	475	276	200	113	136	110	81	35	27	73	47	35	39	27	51	73	40	411	13	27	24	475
	24%	30%	19%	31%	28%	22%	19%	16%	22%	26%	21%	22%	25%	23%	32%	26%	23%	25%	14%	19%	26%	24%
		B		CDE	CDE									aCdf				B		B	B	
Not very satisfied	67	26	41	16	15	15	16	5	3	12	9	6	4	8	7	8	6	63	2	2	1	67
	3%	3%	4%	4%	3%	3%	4%	2%	2%	4%	4%	4%	3%	7%	4%	3%	3%	4%	2%	1%	1%	3%
														h								
Not at all satisfied	17	3	14	3	5	5	3	1	1	2	1	1	1	2	-	4	1	13	1	1	2	17
	1%	*	1%	1%	1%	1%	1%	1%	1%	1%	*	1%	1%	2%	-	1%	1%	1%	1%	1%	3%	1%
			A																		ae	
Don't know	12	10	2	5	5	-	1	1	-	-	1	-	-	-	1	3	2	7	1	-	4	12
	1%	1%	*	1%	1%	-	*	1%	-	-	*	-	-	-	1%	1%	1%	*	1%	-	5%	1%
		B		CD	C		c								b	b					ACE	
Not Stated	1	1	-	-	-	1	-	-	-	-	-	-	-	-	-	-	1	1	-	-	-	1
	*	*	-	-	*	-	-	-	-	-	-	-	-	-	-	-	1%	*	-	-	-	*
<b>Nets</b>																						
Satisfied	1893	885	1008	342	457	488	402	204	120	265	208	150	147	108	153	269	160	1580	90	139	85	1893
	95%	96%	95%	93%	95%	96%	95%	97%	97%	95%	95%	96%	97%	92%	95%	95%	94%	95%	96%	98%	92%	95%
					a	a	a		f				f						aDe			
Not satisfied	84	30	54	19	20	19	19	6	4	14	10	7	5	10	7	12	7	76	3	2	3	84
	4%	3%	5%	5%	4%	4%	4%	3%	3%	5%	4%	4%	3%	8%	4%	4%	4%	5%	3%	2%	4%	4%
			A											aeh								

Columns Tested: A,B - A,B,C,D,E - A,B,C,D,E,F,G,H,I - A,B,C,D,E



### General Optical Council

#### 12. How satisfied or otherwise were you with your overall experience of the opticians?

Base: All who have ever been to the opticians

	Employment status								
	Total	Full time paid job	Part time paid job	Self emp.	Student	Unemp (<6m)	Unemp (>6m)	Home maker	Ret ired
Significance Level: 90%		a	b	c	d	e	f	g	h
Significance Level: 95%		A	B	C	D	E	F	G	H
Unweighted Total	1994	972	142	153	43	17	42	82	502
Weighted Total	1991	961	140	149	46	16	42	81	513
	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very satisfied	1418	664	95	102	26	14	22	58	408
	71%	69%	68%	68%	57%	82%	52%	72%	80%
		F	f	F		dF		F	ABCDF
Fairly satisfied	475	251	39	39	20	2	17	15	86
	24%	26%	28%	26%	43%	12%	41%	19%	17%
		H	H	H	AbCEGH		AbcEGH		
Not very satisfied	67	32	5	7	-	1	1	5	12
	3%	3%	4%	5%	-	6%	2%	6%	2%
								h	
Not at all satisfied	17	6	1	1	-	-	2	2	4
	1%	1%	1%	1%	-	-	5%	2%	1%
							AbcH	a	
Don't know	12	7	-	-	-	-	-	1	3
	1%	1%	-	-	-	-	-	1%	1%
Not Stated	1	1	-	-	-	-	-	-	-
	*	*	-	-	-	-	-	-	-
<b>Nets</b>									
Satisfied	1893	915	134	141	46	15	39	73	495
	95%	95%	96%	95%	100%	94%	93%	90%	96%
		g			fG				G
Not satisfied	84	38	6	8	-	1	3	7	16
	4%	4%	4%	5%	-	6%	7%	8%	3%
							d	adH	

Columns Tested: A,B,C,D,E,F,G,H



### General Optical Council

#### 12. How satisfied or otherwise were you with your overall experience of the opticians?

Base: All who have ever been to the opticians

	Total	SEG						Sight					Eye conditions suffer from (personally or family)					Confidence in opticians	
		A	B	C1	C2	D	E	20:20 vision	Short sighted	Long sighted	Partially sighted	Registered blind	Glaucoma	Diabetes	Macular degeneration	Cataracts	Astigmatism	Confident	Not confident
		a	b	c	d	e	f	a	b	c	d	e	a	b	c	d	e	a	b
Significance Level: 90%		A	B	C	D	E	F	A	B	C	D	E	A	B	C	D	E	A	B
Significance Level: 95%		A	B	C	D	E	F	A	B	C	D	E	A	B	C	D	E	A	B
Unweighted Total	1994	249	534	353	374	176	158	436	901	403	86	1	212	348	70	202	231	1883	71
Weighted Total	1991	245	535	352	372	176	160	443	891	400	87	1	209	347	70	205	230	1881	71
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very satisfied	1418	181	370	238	278	125	116	304	650	293	57	1	156	261	52	155	160	1387	11
	71%	74%	69%	68%	75%	71%	73%	69%	73%	73%	66%	100%	75%	75%	74%	75%	70%	74%	15%
				bC														B	
Fairly satisfied	475	58	145	96	75	37	34	113	207	89	24	-	40	71	14	47	59	427	35
	24%	24%	27%	27%	20%	21%	21%	25%	23%	22%	28%	-	19%	21%	20%	23%	26%	23%	50%
			D	D														A	
Not very satisfied	67	3	17	10	14	10	5	14	26	14	5	-	7	12	3	3	9	46	19
	3%	1%	3%	3%	4%	5%	3%	3%	3%	3%	5%	-	3%	3%	4%	2%	4%	2%	27%
				a	A													A	
Not at all satisfied	17	-	2	4	4	2	4	5	8	2	-	-	4	2	-	-	1	11	6
	1%	-	*	1%	1%	1%	3%	1%	1%	*	-	-	2%	1%	-	-	*	1%	9%
				b		AB							d					A	
Don't know	12	2	1	4	1	2	1	7	-	2	1	-	2	2	-	-	1	8	-
	1%	1%	*	1%	*	1%	1%	2%	-	1%	1%	-	1%	1%	-	-	*	*	-
				b				B		B	B								
Not Stated	1	1	-	-	-	-	-	-	1	-	-	-	-	-	1	-	-	1	-
	*	*	-	-	-	-	-	-	*	-	-	-	-	-	1%	-	-	*	-
														aBde					
<b>Nets</b>																			
Satisfied	1893	239	515	334	354	162	150	417	857	382	81	1	196	332	66	202	220	1814	46
	95%	98%	96%	95%	95%	92%	94%	94%	96%	96%	93%	100%	94%	96%	95%	98%	95%	96%	65%
		Ef	E						a							Abce		B	
Not satisfied	84	3	19	14	18	11	9	19	33	16	5	-	11	14	3	3	10	57	25
	4%	1%	4%	4%	5%	7%	6%	4%	4%	4%	5%	-	5%	4%	4%	2%	4%	3%	35%
			a	a	A	Ab	A						D					A	

Columns Tested: A,B,C,D,E,F - A,B,C,D,E - A,B,C,D,E - A,B



### General Optical Council

#### 12. How satisfied or otherwise were you with your overall experience of the opticians?

Base: All who have ever been to the opticians

	Last time visited an optician				Satisfaction with overall experience at opticians		Satisfaction with eye test		Corrective solutions		Satisfaction with purchasing corrective solutions		Confidence in effective regulation		Awareness of GOC		
	Total	2 years ago or less	More than 2 to less than 5 years	5 years or more ago	Never	Satis fied	Dissat isfied	Satis fied	Dissat isfied	Presc ription glass es	Cont act lens es	Satis fied	Dissat isfied	Conf ident	Not confi dent	Aware	Not aware
		a	b	c	d	a	b	a	b	a	b	a	b	a	b	a	b
Significance Level: 90%		A	B	C	D	A	B	A	B	A	B	A	B	A	B	A	B
Significance Level: 95%		A	B	C	D	A	B	A	B	A	B	A	B	A	B	A	B
Unweighted Total	1994	1656	182	156	-	1896	85	1929	42	1306	216	1263	42	1732	119	214	1780
Weighted Total	1991	1653	182	156	-	1893	84	1924	43	1297	216	1255	41	1731	118	219	1772
	100%	100%	100%	100%	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very satisfied	1418	1244	95	79	-	1418	-	1410	-	947	153	939	7	1282	53	116	1302
	71%	75%	52%	51%	-	75%	-	73%	-	73%	71%	75%	16%	74%	45%	53%	73%
		BC				B		B				B		B		A	
Fairly satisfied	475	349	69	58	-	475	-	461	8	298	55	284	13	397	28	93	382
	24%	21%	38%	37%	-	25%	-	24%	19%	23%	26%	23%	31%	23%	24%	42%	22%
			A	A		B									B		
Not very satisfied	67	45	14	8	-	-	67	44	22	39	4	26	15	36	26	7	60
	3%	3%	8%	5%	-	-	80%	2%	52%	3%	2%	2%	36%	2%	22%	3%	3%
			A				A		A				A		A		
Not at all satisfied	17	11	3	3	-	-	17	5	10	9	4	4	6	8	9	2	15
	1%	1%	2%	2%	-	-	20%	*	24%	1%	2%	*	14%	*	8%	1%	1%
			a	a			A		A		a		A		A		
Don't know	12	3	1	8	-	-	-	4	2	3	-	1	1	8	2	1	11
	1%	*	1%	5%	-	-	-	*	4%	*	-	*	2%	*	2%	*	1%
				AB					A				A		a		
Not Stated	1	1	-	-	-	-	-	-	-	1	-	1	-	1	-	-	1
	*	*	-	-	-	-	-	-	-	*	-	*	-	*	-	-	*
<b>Nets</b>																	
Satisfied	1893	1593	164	137	-	1893	-	1872	8	1245	208	1223	20	1679	81	209	1684
	95%	96%	90%	88%	-	100%	-	97%	19%	96%	96%	97%	48%	97%	69%	95%	95%
		BC				B		B				B		B			
Not satisfied	84	56	17	11	-	-	84	48	33	48	8	30	21	43	35	9	75
	4%	3%	9%	7%	-	-	100%	3%	77%	4%	4%	2%	50%	2%	30%	4%	4%
			A	A			A		A			A		A			

Columns Tested: A,B,C,D - A,B - A,B - A,B - A,B - A,B



### General Optical Council

#### 12. How satisfied or otherwise were you with your overall experience of the opticians?

Base: All who have ever been to the opticians

	Ethnicity						Children in household		Products currently used				Product most recently bought			
	Total	White	Mixed/ multiple	Asian or Asian British	Black or Black British	Other	BME	Aged 8 or under	Aged 9-18	Glasses with a prescription	Contact lenses	Reading glasses without a prescription	None of these	Glasses with a prescription	Contact lenses	Reading glasses without a prescription
Significance Level: 90%		a	b	c	d	e	f	a	b	a	b	c	d	a	b	c
Significance Level: 95%		A	B	C	D	E	F	A	B	A	B	C	D	A	B	C
Unweighted Total	1994	1788	24	107	20	9	160	327	469	1306	216	264	443	1156	155	21
Weighted Total	1991	1783	24	107	20	9	161	330	467	1297	216	262	450	1147	155	21
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very satisfied	1418	1294	16	65	12	3	96	205	339	947	153	187	299	837	112	15
	71%	73%	67%	61%	59%	34%	60%	62%	73%	73%	71%	71%	67%	73%	72%	71%
		CEF	e						A	D						
Fairly satisfied	475	404	7	39	7	5	58	110	108	298	55	61	120	263	37	5
	24%	23%	29%	37%	35%	55%	36%	33%	23%	23%	26%	23%	27%	23%	24%	24%
				A			A	B								
Not very satisfied	67	59	1	3	1	-	5	9	15	39	4	12	16	39	2	1
	3%	3%	4%	3%	6%	-	3%	3%	3%	3%	2%	4%	4%	3%	1%	4%
Not at all satisfied	17	15	-	-	-	1	1	3	4	9	4	1	6	6	4	-
	1%	1%	-	-	-	11%	1%	1%	1%	1%	2%	*	1%	1%	3%	-
						ACF					a				A	
Don't know	12	10	-	-	-	-	-	2	1	3	-	1	8	3	-	-
	1%	1%	-	-	-	-	-	1%	*	*	-	*	2%	*	-	-
													AB			
Not Stated	1	1	-	-	-	-	-	-	-	1	-	-	-	1	-	-
	*	*	-	-	-	-	-	-	-	*	-	-	-	*	-	-
<b>Nets</b>																
Satisfied	1893	1698	23	104	19	8	155	316	447	1245	208	248	419	1099	149	20
	95%	95%	96%	97%	94%	89%	96%	96%	96%	96%	96%	95%	93%	96%	96%	96%
										D						
Not satisfied	84	73	1	3	1	1	6	12	19	48	8	12	22	44	6	1
	4%	4%	4%	3%	6%	11%	4%	4%	4%	4%	4%	5%	5%	4%	4%	4%

Columns Tested: A,B,C,D,E,F - A,B - A,B,C,D - A,B,C



## General Optical Council

## 13. What was the main reason why you were satisfied with your overall experience of the opticians? And for which other reasons were you satisfied?

## a) Main reason

Base: All who were satisfied with their overall experience at the opticians

	Gender		Age					Region									Country					
	Total	Male	Female	18-29	30-44	45-59	60-74	75+	North East	North West	Yorks & Humb.	East Mid lands	West Mid lands	East of Eng land	Lon don	South East	South West	Eng land	Wales	Scot land	NI	UK TOTAL
Significance Level: 90%		a	b	a	b	c	d	e	a	b	c	d	e	f	g	h	i	a	b	c	d	e
Significance Level: 95%		A	B	A	B	C	D	E	A	B	C	D	E	F	G	H	I	A	B	C	D	E
Unweighted Total	1896	886	1010	331	445	522	428	170	120	266	209	149	148	109	154	271	160	1586	90	140	80	1896
Weighted Total	1893	885	1008	342	457	488	402	204	120	265	208	150	147	108	153	269	160	1580	90	139	85	1893
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Good quality examination / issue corrected	606	271	336	86	143	157	139	81	35	73	67	52	42	39	52	99	50	510	26	52	19	606
	32%	31%	33%	25%	31%	32%	35%	40%	29%	28%	32%	35%	28%	36%	34%	37%	31%	32%	28%	37%	23%	32%
				a	A	A	ABc							b		Be		d		D		d
Polite / friendly	215	90	125	45	49	51	44	25	14	32	32	15	16	11	12	31	11	174	9	16	16	215
	11%	10%	12%	13%	11%	11%	11%	12%	12%	12%	15%	10%	11%	10%	8%	11%	7%	11%	10%	11%	19%	11%
										i	GI										AbE	
Good overall experience/service / no problems / got what I wanted	157	89	68	33	46	38	23	16	11	29	9	13	15	11	16	21	12	137	4	7	9	157
	8%	10%	7%	10%	10%	8%	6%	8%	9%	11%	4%	9%	10%	10%	10%	8%	8%	9%	5%	5%	11%	8%
		B		D	D				c	C		c	C	C	C						c	
Good communication	119	55	64	21	24	39	27	7	12	18	13	10	10	10	3	13	9	97	11	5	6	119
	6%	6%	6%	6%	5%	8%	7%	3%	10%	7%	6%	7%	7%	9%	2%	5%	5%	6%	12%	3%	7%	6%
						E			GH	G	g	G	G	Gh					ACE			
Good advice on treatment options	113	42	71	14	20	37	28	13	8	21	8	11	8	6	13	12	12	98	5	5	5	113
	6%	5%	7%	4%	4%	8%	7%	6%	7%	8%	4%	7%	5%	5%	8%	4%	8%	6%	5%	4%	6%	6%
			A			AB				ch					ch							
Optician was/seemed qualified	93	42	51	8	29	21	23	12	8	11	15	2	6	3	6	11	9	71	5	12	5	93
	5%	5%	5%	2%	6%	4%	6%	6%	6%	4%	7%	1%	4%	3%	4%	4%	6%	4%	6%	8%	6%	5%
				A		A	A		D		D					D				Ae		
Professional / competent / efficient	90	47	42	20	21	23	17	8	3	17	10	5	3	2	10	16	6	72	8	6	3	90
	5%	5%	4%	6%	5%	5%	4%	4%	3%	6%	5%	3%	2%	2%	7%	6%	4%	5%	9%	5%	4%	5%
										Ef					ef	ef			Ae			
Quick service / quick and easy	85	48	38	30	23	19	11	2	5	9	10	11	8	4	8	16	6	77	3	3	3	85
	4%	5%	4%	9%	5%	4%	3%	1%	4%	3%	5%	7%	5%	4%	5%	6%	4%	5%	3%	2%	4%	4%
		b		BCDE	dE	e					b											
Did not feel rushed	50	19	30	12	14	7	10	7	2	5	4	6	5	3	4	7	6	43	-	3	4	50
	3%	2%	3%	3%	3%	1%	2%	3%	2%	2%	2%	4%	3%	3%	3%	4%		3%	-	2%	4%	3%
				C	c			c													B	
Well looked after / good care / helpful / understanding	48	16	32	12	7	15	12	2	4	6	8	2	1	2	7	4	4	37	5	4	1	48
	3%	2%	3%	3%	2%	3%	3%	1%	3%	2%	4%	1%	1%	2%	5%	1%	3%	2%	6%	3%	1%	3%
			a	b							eh				dEh				AdE			
Reasonable pricing / good value for money	33	21	12	3	10	9	8	2	3	5	5	1	3	1	2	-	4	24	2	4	3	33
	2%	2%	1%	1%	2%	2%	2%	1%	3%	2%	2%	1%	2%	1%	1%	-	3%	2%	3%	3%	4%	2%
		b							H	H	H		H		h		H					

Columns Tested: A,B - A,B,C,D,E - A,B,C,D,E,F,G,H,I - A,B,C,D,E



## General Optical Council

## 13. What was the main reason why you were satisfied with your overall experience of the opticians? And for which other reasons were you satisfied?

## a) Main reason

Base: All who were satisfied with their overall experience at the opticians

	Gender		Age					Region							Country							
	Total	Male	Female	18-29	30-44	45-59	60-74	75+	North East	North West	Yorks & Humb.	East Mid lands	West Mid lands	East of Eng land	Lon don	South East	South West	Eng land	Wales	Scot land	NI	UK TOTAL
		a	b	a	b	c	d	e	a	b	c	d	e	f	g	h	i	a	b	c	d	e
Significance Level: 90%		A	B	A	B	C	D	E	A	B	C	D	E	F	G	H	I	A	B	C	D	E
Significance Level: 95%																						
Unweighted Total	1896	886	1010	331	445	522	428	170	120	266	209	149	148	109	154	271	160	1586	90	140	80	1896
Weighted Total	1893	885	1008	342	457	488	402	204	120	265	208	150	147	108	153	269	160	1580	90	139	85	1893
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Optician was/seemed trustworthy	28 1%	9 1%	18 2%	4 1%	6 1%	10 2%	5 1%	2 1%	1 1%	9 3%	5 2%	1 1%	1 1%	1 1%	1 1%	2 3%	4 3%	25 2%	1 1%	2 2%	- -	28 1%
Routine / straightforward / confirmed what I know	20 1%	11 1%	9 1%	7 2%	4 1%	4 1%	4 1%	1 1%	- -	3 1%	1 *	1 1%	4 3%	2 2%	2 1%	1 *	5 3%	19 1%	1 1%	- -	- -	20 1%
Always see the same person / been going for years / they know me	19 1%	9 1%	10 1%	1 *	1 *	6 1%	6 1%	6 3%	- -	3 1%	1 *	2 1%	- -	2 2%	2 1%	3 1%	2 1%	15 1%	2 2%	1 1%	1 1%	19 1%
Felt views were listened to	18 1%	2 *	16 2%	3 1%	4 1%	8 2%	3 1%	- -	1 1%	2 1%	1 *	- -	3 2%	3 3%	- -	4 1%	2 1%	16 1%	- -	1 1%	1 1%	18 1%
Seen on time / not kept waiting	13 1%	9 1%	4 *	2 1%	2 *	2 *	5 1%	2 1%	1 1%	1 *	3 1%	- -	2 1%	- -	1 1%	3 1%	1 1%	12 1%	1 1%	- -	- -	13 1%
Quality / good quality	11 1%	5 1%	6 1%	1 *	5 1%	3 1%	1 *	1 1%	1 1%	1 *	2 1%	- -	- -	- -	1 1%	3 1%	2 1%	10 1%	- -	1 1%	- -	11 1%
Felt involved in decisions about your care	11 1%	6 1%	5 *	- -	2 *	5 1%	3 1%	1 1%	1 1%	1 *	- -	1 1%	2 1%	- -	- -	3 1%	2 1%	10 1%	- -	1 1%	- -	11 1%
Did not feel pressured into spending	10 1%	3 *	6 1%	- -	1 *	4 1%	4 1%	1 1%	- -	1 *	1 1%	3 2%	- -	- -	- -	3 1%	1 1%	9 1%	1 1%	- -	- -	10 1%
Pleasant environment / comfortable / clean	6 *	4 *	2 *	1 *	2 *	1 *	1 *	1 1%	1 1%	- -	1 *	- -	- -	- -	1 1%	1 *	1 1%	5 *	- -	1 1%	- -	6 *
Good range/choice of treatment options/products	5 *	3 *	2 *	- -	- -	2 *	3 1%	- -	1 1%	- -	- -	- -	1 1%	- -	- -	2 1%	- -	4 *	- -	- -	1 1%	5 *
Local / convenient to get to	4 *	2 *	2 *	- -	- -	1 *	2 *	1 1%	1 1%	- -	1 *	- -	1 1%	- -	- -	- -	- -	3 *	- -	1 1%	- -	4 *
Modern equipment / latest technology	3 *	1 *	2 *	2 1%	- -	1 *	- -	- -	- -	- -	- -	1 1%	1 1%	- -	1 1%	- -	- -	3 *	- -	- -	- -	3 *

Columns Tested: A,B - A,B,C,D,E - A,B,C,D,E,F,G,H,I - A,B,C,D,E

## General Optical Council

## 13. What was the main reason why you were satisfied with your overall experience of the opticians? And for which other reasons were you satisfied?

## a) Main reason

Base: All who were satisfied with their overall experience at the opticians

	Gender		Age					Region									Country					
	Total	Male	Female	18-29	30-44	45-59	60-74	75+	North East	North West	Yorks & Humb.	East Mid lands	West Mid lands	East of Eng land	Lon don	South East	South West	Eng land	Wales	Scot land	NI	UK TOTAL
	a	b		a	b	c	d	e	a	b	c	d	e	f	g	h	i	a	b	c	d	e
	A	B		A	B	C	D	E	A	B	C	D	E	F	G	H	I	A	B	C	D	E
Unweighted Total	1896	886	1010	331	445	522	428	170	120	266	209	149	148	109	154	271	160	1586	90	140	80	1896
Weighted Total	1893	885	1008	342	457	488	402	204	120	265	208	150	147	108	153	269	160	1580	90	139	85	1893
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Children were reassured / put at ease	2	-	2	-	2	-	-	-	-	-	1	1	-	-	-	-	-	2	-	-	-	2
	*	-	*	-	*	-	-	-	-	-	*	1%	-	-	-	-	-	*	-	-	-	*
Everything in one place / one stop shop	1	-	1	-	-	-	1	-	-	1	-	-	-	-	-	-	-	1	-	-	-	1
	*	-	*	-	-	-	*	-	-	*	-	-	-	-	-	-	-	*	-	-	-	*
Other	34	18	16	3	11	6	12	1	1	5	3	-	7	3	2	6	3	29	3	2	-	34
	2%	2%	2%	1%	2%	1%	3%	1%	1%	2%	1%	-	5%	3%	1%	2%	2%	2%	3%	1%	-	2%
							Ace						acDg	D		d						
Don't know	101	64	37	33	27	20	11	9	6	12	8	11	9	5	10	9	8	78	3	12	8	101
	5%	7%	4%	10%	6%	4%	3%	5%	5%	5%	4%	7%	6%	5%	7%	3%	5%	5%	3%	9%	9%	5%
		B		BCDE	D							h										

Columns Tested: A,B - A,B,C,D,E - A,B,C,D,E,F,G,H,I - A,B,C,D,E

## General Optical Council

### 13. What was the main reason why you were satisfied with your overall experience of the opticians? And for which other reasons were you satisfied?

#### a) Main reason

Base: All who were satisfied with their overall experience at the opticians

Total	Employment status								
	Full time paid job	Part time paid job	Self emp.	Student	Unemp (<6m)	Unemp (>6m)	Home maker	Retired	
Significance Level: 90%	a	b	c	d	e	f	g	h	
Significance Level: 95%	A	B	C	D	E	F	G	H	
Unweighted Total	1896	925	136	145	43	16	39	74	483
Weighted Total	1893	915	134	141	46	15	39	73	495
	100%	100%	100%	100%	100%	100%	100%	100%	100%
Good quality examination / issue corrected	606	263	60	47	9	6	17	26	168
	32%	29%	45%	33%	19%	38%	44%	36%	34%
			ACDH	d		AD	d	AD	
Polite / friendly	215	103	10	18	8	2	5	6	55
	11%	11%	7%	13%	18%	13%	13%	8%	11%
				B					
Good overall experience/service / no problems / got what I wanted	157	90	9	8	3	1	3	5	36
	8%	10%	7%	6%	7%	6%	8%	7%	7%
Good communication	119	65	7	9	4	1	1	4	27
	6%	7%	5%	6%	8%	5%	3%	5%	5%
Good advice on treatment options	113	56	5	10	3	-	3	2	33
	6%	6%	4%	7%	7%	-	7%	2%	7%
Optician was/seemed qualified	93	44	5	7	1	-	-	2	32
	5%	5%	4%	5%	2%	6%	-	3%	6%
Professional / competent / efficient	90	49	6	9	3	-	-	4	19
	5%	5%	5%	6%	7%	-	-	5%	4%
Quick service / quick and easy	85	52	7	9	3	-	-	5	10
	4%	6%	5%	6%	7%	-	-	7%	2%
		H	H	H	h		fH		
Did not feel rushed	50	23	4	1	2	-	-	1	17
	3%	3%	3%	1%	4%	-	-	1%	3%
				c				c	
Well looked after / good care / helpful / understanding	48	20	2	4	1	1	2	1	16
	3%	2%	2%	3%	3%	7%	5%	1%	3%
Reasonable pricing / good value for money	33	14	2	4	1	-	1	2	7
	2%	2%	1%	3%	3%	-	3%	3%	1%
Optician was/seemed trustworthy	28	13	3	2	-	2	-	1	6
	1%	1%	2%	1%	-	12%	-	2%	1%

ABCDFGH

Columns Tested: A,B,C,D,E,F,G,H

## General Optical Council

### 13. What was the main reason why you were satisfied with your overall experience of the opticians? And for which other reasons were you satisfied?

#### a) Main reason

Base: All who were satisfied with their overall experience at the opticians

	Total	Employment status							
		Full time paid job	Part time paid job	Self emp.	Student	Unemp (<6m)	Unemp (>6m)	Home maker	Retired
		a	b	c	d	e	f	g	h
		A	B	C	D	E	F	G	H
Unweighted Total	1896	925	136	145	43	16	39	74	483
Weighted Total	1893	915	134	141	46	15	39	73	495
	100%	100%	100%	100%	100%	100%	100%	100%	100%
Routine / straightforward / confirmed what I know	20	11	2	1	1	-	1	1	3
	1%	1%	2%	1%	3%	-	3%	1%	1%
Always see the same person / been going for years / they know me	19	10	-	-	-	-	-	1	8
	1%	1%	-	-	-	-	-	1%	2%
Felt views were listened to	18	11	1	-	-	1	-	2	3
	1%	1%	1%	-	-	6%	-	3%	1%
						abCdH		ch	
Seen on time / not kept waiting	13	5	-	2	-	-	-	-	5
	1%	1%	-	1%	-	-	-	-	1%
Quality / good quality	11	6	-	1	-	-	2	-	2
	1%	1%	-	1%	-	-	5%	-	*
							ABcgH		
Felt involved in decisions about your care	11	3	-	1	-	-	-	2	5
	1%	*	-	1%	-	-	-	3%	1%
								Ab	
Did not feel pressured into spending	10	4	3	-	-	-	-	-	3
	1%	*	2%	-	-	-	-	-	1%
			Ac						
Pleasant environment / comfortable / clean	6	2	1	-	-	-	-	-	2
	*	*	1%	-	-	-	-	-	*
Good range/choice of treatment options/products	5	2	-	-	-	-	-	-	3
	*	*	-	-	-	-	-	-	1%
Local / convenient to get to	4	-	-	-	-	1	-	-	3
	*	-	-	-	-	6%	-	-	1%
						ABCGH			A
Modern equipment / latest technology	3	1	-	1	-	-	1	-	-
	*	*	-	1%	-	-	3%	-	-
				h			AbH		

Columns Tested: A,B,C,D,E,F,G,H

**General Optical Council**

**13. What was the main reason why you were satisfied with your overall experience of the opticians? And for which other reasons were you satisfied?**

**a) Main reason**

Base: All who were satisfied with their overall experience at the opticians

	Employment status								
	Total	Full time paid job	Part time paid job	Self emp.	Student	Unemp (<6m)	Unemp (>6m)	Home maker	Ret ired
	a	b	c	d	e	f	g	h	
	A	B	C	D	E	F	G	H	
Unweighted Total	1896	925	136	145	43	16	39	74	483
Weighted Total	1893	915	134	141	46	15	39	73	495
	100%	100%	100%	100%	100%	100%	100%	100%	100%
Children were reassured / put at ease	2	1	1	-	-	-	-	-	-
	*	*	1%	-	-	-	-	-	-
			h						
Everything in one place / one stop shop	1	-	-	-	-	-	1	-	-
	*	-	-	-	-	-	2%	-	-
						AbcH			
Other	34	15	2	2	-	-	-	4	11
	2%	2%	2%	1%	-	-	-	5%	2%
							Ac		
Don't know	101	53	5	6	6	-	2	5	21
	5%	6%	4%	4%	13%	-	5%	7%	4%
				ABCH					

Columns Tested: A,B,C,D,E,F,G,H



**General Optical Council**

**13. What was the main reason why you were satisfied with your overall experience of the opticians? And for which other reasons were you satisfied?**

**a) Main reason**

Base: All who were satisfied with their overall experience at the opticians

	Total	SEG						Sight					Eye conditions suffer from (personally or family)					Confidence in opticians	
		A	B	C1	C2	D	E	20:20 vision	Short sighted	Long sighted	Partially sighted	Registered blind	Glaucoma	Diabetes	Macular degeneration	Cataracts	Astigmatism	Confident	Not confident
		a	b	c	d	e	f	a	b	c	d	e	a	b	c	d	e	a	b
Significance Level: 90%		A	B	C	D	E	F	A	B	C	D	E	A	B	C	D	E	A	B
Significance Level: 95%		A	B	C	D	E	F	A	B	C	D	E	A	B	C	D	E	A	B
Unweighted Total	1896	243	514	335	355	162	148	410	866	385	80	1	199	332	66	199	220	1816	46
Weighted Total	1893	239	515	334	354	162	150	417	857	382	81	1	196	332	66	202	220	1814	46
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Good quality examination / issue corrected	606	62	170	116	116	49	44	133	273	127	29	-	76	119	24	67	71	582	17
	32%	26%	33%	35%	33%	30%	29%	32%	32%	33%	36%	-	39%	36%	36%	33%	32%	32%	36%
			A	A	a														
Polite / friendly	215	22	53	32	50	25	12	60	78	44	16	-	13	31	8	18	15	207	3
	11%	9%	10%	10%	14%	15%	8%	14%	9%	11%	20%	-	7%	9%	12%	9%	7%	11%	7%
				abcF	abcF			B			BC								
Good overall experience/service / no problems / got what I wanted	157	23	45	29	33	8	12	29	81	28	2	-	13	31	4	13	18	149	5
	8%	10%	9%	9%	9%	5%	8%	7%	9%	7%	3%	-	7%	9%	6%	6%	8%	8%	11%
		e	e		e				D										
Good communication	119	15	24	22	29	10	11	25	52	29	5	-	6	19	3	6	16	113	3
	6%	6%	5%	7%	8%	6%	7%	6%	6%	8%	6%	-	3%	6%	4%	3%	7%	6%	6%
				B													aD		
Good advice on treatment options	113	20	40	18	16	8	6	20	54	24	8	-	18	18	7	13	15	110	1
	6%	8%	8%	5%	4%	5%	4%	5%	6%	6%	10%	-	9%	5%	10%	6%	7%	6%	3%
		df	Df								a								
Optician was/seemed qualified	93	10	41	11	17	3	6	17	46	22	2	-	10	12	4	14	12	90	-
	5%	4%	8%	3%	5%	2%	4%	4%	5%	6%	3%	-	5%	4%	6%	7%	5%	5%	-
			ACdEf													b			
Professional / competent / efficient	90	14	29	17	14	5	6	14	45	18	2	1	11	20	4	6	9	88	1
	5%	6%	6%	5%	4%	3%	4%	3%	5%	5%	3%	100%	6%	6%	6%	3%	4%	5%	2%
			d																
Quick service / quick and easy	85	18	14	15	14	16	5	19	46	16	2	-	6	16	3	8	13	80	4
	4%	7%	3%	4%	4%	10%	3%	4%	5%	4%	3%	-	3%	5%	4%	4%	6%	4%	9%
		Bd			BCDF														
Did not feel rushed	50	5	7	16	10	2	9	9	28	8	-	-	6	12	1	3	7	50	-
	3%	2%	1%	5%	3%	1%	6%	2%	3%	2%	-	-	3%	4%	2%	1%	3%	3%	-
			aBE			ABE													
Well looked after / good care / helpful / understanding	48	6	11	11	6	5	6	6	25	10	3	-	6	9	-	7	10	45	2
	3%	3%	2%	3%	2%	3%	4%	1%	3%	3%	4%	-	3%	3%	-	3%	5%	2%	4%
																c			

Columns Tested: A,B,C,D,E,F - A,B,C,D,E - A,B,C,D,E - A,B



**General Optical Council**

**13. What was the main reason why you were satisfied with your overall experience of the opticians? And for which other reasons were you satisfied?**

**a) Main reason**

Base: All who were satisfied with their overall experience at the opticians

	Total	SEG						Sight					Eye conditions suffer from (personally or family)					Confidence in opticians	
		A	B	C1	C2	D	E	20:20 vision	Short sighted	Long sighted	Partially sighted	Registered blind	Glaucoma	Diabetes	Macular degeneration	Cataracts	Astigmatism	Confident	Not confident
		a	b	c	d	e	f	a	b	c	d	e	a	b	c	d	e	a	b
Significance Level: 90%		A	B	C	D	E	F	A	B	C	D	E	A	B	C	D	E	A	B
Significance Level: 95%		A	B	C	D	E	F	A	B	C	D	E	A	B	C	D	E	A	B
Unweighted Total	1896	243	514	335	355	162	148	410	866	385	80	1	199	332	66	199	220	1816	46
Weighted Total	1893	239	515	334	354	162	150	417	857	382	81	1	196	332	66	202	220	1814	46
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Reasonable pricing / good value for money	33 2%	3 1%	13 3%	5 2%	2 1%	2 1%	5 3%	6 2%	14 2%	6 2%	1 1%	- -	1 1%	3 1%	- -	3 2%	2 1%	31 2%	2 4%
Optician was/seemed trustworthy	28 1%	5 2%	5 1%	2 1%	7 2%	4 2%	4 3%	6 1%	15 2%	6 2%	- -	- -	5 2%	4 1%	1 2%	3 2%	4 2%	27 1%	- -
Routine / straightforward / confirmed what I know	20 1%	2 1%	10 2%	1 *	4 1%	1 1%	- -	10 2%	5 1%	4 1%	- -	- -	1 1%	2 1%	2 3%	1 1%	1 *	20 1%	- -
Always see the same person / been going for years / they know me	19 1%	4 2%	5 1%	3 1%	2 1%	1 1%	2 1%	2 1%	9 1%	5 1%	1 1%	- -	4 2%	1 *	- -	3 2%	4 2%	19 1%	- -
Felt views were listened to	18 1%	3 1%	3 1%	3 1%	3 1%	- -	3 2%	5 1%	5 1%	4 1%	1 1%	- -	4 2%	2 1%	1 1%	2 1%	4 2%	18 1%	- -
Seen on time / not kept waiting	13 1%	2 1%	2 *	2 1%	1 *	2 1%	1 1%	5 1%	4 *	2 1%	- -	- -	1 1%	1 *	- -	3 1%	1 *	13 1%	- -
Quality / good quality	11 1%	4 2%	3 1%	1 *	1 *	- -	1 1%	6 1%	4 *	1 *	- -	- -	1 *	4 1%	1 1%	3 2%	3 1%	9 1%	1 2%
Felt involved in decisions about your care	11 1%	- -	4 1%	- -	3 1%	1 1%	2 1%	2 1%	3 *	1 *	3 4%	- -	1 *	2 1%	- -	1 *	- -	9 *	1 2%
Did not feel pressured into spending	10 1%	1 *	2 *	3 1%	2 1%	1 1%	- -	2 1%	4 *	2 *	- -	- -	1 *	- -	- -	- -	2 1%	9 *	- -
Pleasant environment / comfortable / clean	6 *	1 *	2 *	- -	- -	1 1%	- -	2 *	1 *	1 *	- -	- -	2 1%	- -	- -	1 *	- -	5 *	1 2%

Columns Tested: A,B,C,D,E,F - A,B,C,D,E - A,B,C,D,E - A,B



### General Optical Council

#### 13. What was the main reason why you were satisfied with your overall experience of the opticians? And for which other reasons were you satisfied?

##### a) Main reason

Base: All who were satisfied with their overall experience at the opticians

	SEG						Sight					Eye conditions suffer from (personally or family)					Confidence in opticians		
	Total	A	B	C1	C2	D	E	20:20 vision	Short sighted	Long sighted	Partially sighted	Registered blind	Glaucoma	Diabetes	Macular degeneration	Cataracts	Astigmatism	Confident	Not confident
		a	b	c	d	e	f	a	b	c	d	e	a	b	c	d	e	a	b
Significance Level: 90%		A	B	C	D	E	F	A	B	C	D	E	A	B	C	D	E	A	B
Significance Level: 95%		A	B	C	D	E	F	A	B	C	D	E	A	B	C	D	E	A	B
Unweighted Total	1896	243	514	335	355	162	148	410	866	385	80	1	199	332	66	199	220	1816	46
Weighted Total	1893	239	515	334	354	162	150	417	857	382	81	1	196	332	66	202	220	1814	46
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Good range/choice of treatment options/products	5 *	2 1%	1 *	- -	1 *	- -	- -	- -	3 *	2 *	- -	- -	1 *	- -	- -	2 1%	1 *	5 *	- -
Local / convenient to get to	4 *	1 *	- -	1 *	- -	1 1%	1 1%	- -	2 *	2 1%	- -	- -	- -	2 1%	- -	- -	1 *	4 *	- -
Modern equipment / latest technology	3 *	1 *	1 *	- -	1 *	- -	- -	- -	1 *	2 1%	- -	- -	- -	- -	- -	1 *	1 *	3 *	- -
Children were reassured / put at ease	2 *	- -	- -	1 *	1 *	- -	- -	1 *	- -	1 *	- -	- -	- -	- -	- -	- -	- -	2 *	- -
Everything in one place / one stop shop	1 *	- -	- -	- -	- -	1 1%	- -	- -	- -	- -	- -	- -	- -	1 *	- -	- -	- -	1 *	- -
Other	34 2%	4 2%	4 1%	7 2%	6 2%	6 4%	5 3%	9 2%	16 2%	5 1%	1 1%	- -	2 1%	6 2%	- -	6 3%	1 *	33 2%	- -
Don't know	101 5%	13 5%	26 5%	17 5%	16 4%	11 7%	9 6%	28 7%	44 5%	13 4%	4 5%	- -	9 5%	19 6%	4 6%	17 8%	9 4%	93 5%	5 11%

Columns Tested: A,B,C,D,E,F - A,B,C,D,E - A,B,C,D,E - A,B





### General Optical Council

#### 13. What was the main reason why you were satisfied with your overall experience of the opticians? And for which other reasons were you satisfied?

##### a) Main reason

Base: All who were satisfied with their overall experience at the opticians

	Last time visited an optician					Satisfaction with overall experience at opticians		Satisfaction with eye test		Corrective solutions		Satisfaction with purchasing corrective solutions		Confidence in effective regulation		Awareness of GOC	
	Total	2 years ago or less	More than 2 to less than 5 years	5 years or more ago	Never	Satisfied	Dissatisfied	Satisfied	Dissatisfied	Prescription glasses	Contact lenses	Satisfied	Dissatisfied	Confident	Not confident	Aware	Not aware
Significance Level: 90%		a	b	c	d	a	b	a	b	a	b	a	b	a	b	a	b
Significance Level: 95%		A	B	C	D	A	B	A	B	A	B	A	B	A	B	A	B
Unweighted Total	1896	1595	164	137	-	1896	-	1875	8	1253	208	1231	20	1680	82	204	1692
Weighted Total	1893	1593	164	137	-	1893	-	1872	8	1245	208	1223	20	1679	81	209	1684
	100%	100%	100%	100%	-	100%	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Good quality examination / issue corrected	606 32%	511 32%	56 34%	39 28%	-	606 32%	-	601 32%	2 25%	402 32% B	52 25%	389 32%	9 45%	539 32%	30 37%	67 32%	539 32%
Polite / friendly	215 11%	184 12%	14 8%	17 12%	-	215 11%	-	212 11%	1 13%	128 10%	22 11%	124 10%	2 10%	189 11%	9 11%	15 7%	200 12% a
Good overall experience/service / no problems / got what I wanted	157 8%	136 9%	12 7%	9 7%	-	157 8%	-	155 8%	1 12%	110 9%	20 10%	110 9%	2 10%	140 8%	4 5%	32 15% B	126 7%
Good communication	119 6%	105 7%	7 4%	7 5%	-	119 6%	-	119 6%	-	75 6%	13 6%	72 6%	1 6%	106 6%	5 6%	7 3%	112 7% a
Good advice on treatment options	113 6%	98 6%	5 3%	10 7%	-	113 6%	-	113 6%	-	83 7%	18 9%	82 7%	2 9%	102 6%	7 8%	8 4%	105 6%
Optician was/seemed qualified	93 5%	82 5%	9 5% c	2 1% c	-	93 5%	-	93 5%	-	59 5%	11 5%	61 5%	-	82 5%	1 1%	5 2%	88 5% a
Professional / competent / efficient	90 5%	80 5% b	3 2%	6 5%	-	90 5%	-	89 5%	-	62 5%	11 5%	61 5%	1 5%	79 5%	4 5%	12 6%	77 5%
Quick service / quick and easy	85 4%	66 4%	15 9% AC	4 3%	-	85 4%	-	85 5%	-	59 5%	13 6%	62 5%	-	75 4%	2 2%	14 7% b	71 4%
Did not feel rushed	50 3%	43 3%	2 1%	4 3%	-	50 3%	-	50 3%	-	34 3%	6 3%	33 3%	-	43 3%	4 5%	3 2%	46 3%

Columns Tested: A,B,C,D - A,B - A,B - A,B - A,B - A,B



### General Optical Council

#### 13. What was the main reason why you were satisfied with your overall experience of the opticians? And for which other reasons were you satisfied?

##### a) Main reason

Base: All who were satisfied with their overall experience at the opticians

	Last time visited an optician				Satisfaction with overall experience at opticians		Satisfaction with eye test		Corrective solutions		Satisfaction with purchasing corrective solutions		Confidence in effective regulation		Awareness of GOC		
	Total	2 years ago or less	More than 2 to less than 5 years	5 years or more ago	Never	Satis fied	Dissat isfied	Satis fied	Dissat isfied	Presc ription glass es	Cont act lens es	Satis fied	Dissat isfied	Conf ident	Not confi dent	Aware	Not aware
		a	b	c	d	a	b	a	b	a	b	a	b	a	b	a	b
Significance Level: 90%		A	B	C	D	A	B	A	B	A	B	A	B	A	B	A	B
Significance Level: 95%		A	B	C	D	A	B	A	B	A	B	A	B	A	B	A	B
Unweighted Total	1896	1595	164	137	-	1896	-	1875	8	1253	208	1231	20	1680	82	204	1692
Weighted Total	1893	1593	164	137	-	1893	-	1872	8	1245	208	1223	20	1679	81	209	1684
	100%	100%	100%	100%	-	100%	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Well looked after / good care / helpful / understanding	48 3%	40 3%	6 4%	2 1%	-	48 3%	-	47 3%	-	37 3%	10 5%	39 3%	-	41 2%	3 4%	6 3%	42 3%
Reasonable pricing / good value for money	33 2%	31 2%	2 1%	-	-	33 2%	-	32 2%	-	26 2%	5 2%	25 2%	-	28 2%	2 3%	9 4%	25 1%
		c														B	
Optician was/seemed trustworthy	28 1%	24 1%	2 1%	2 1%	-	28 1%	-	28 1%	-	18 1%	1 *	18 1%	-	28 2%	-	-	28 2%
																a	
Routine / straightforward / confirmed what I know	20 1%	14 1%	3 2%	3 2%	-	20 1%	-	20 1%	-	4 *	1 *	4 *	-	20 1%	-	2 1%	18 1%
Always see the same person / been going for years / they know me	19 1%	18 1%	1 1%	-	-	19 1%	-	19 1%	-	16 1%	2 1%	16 1%	-	17 1%	-	3 1%	16 1%
Felt views were listened to	18 1%	14 1%	2 1%	2 1%	-	18 1%	-	18 1%	-	11 1%	3 1%	10 1%	1 5% a	17 1%	1 1%	-	18 1%
Seen on time / not kept waiting	13 1%	12 1%	1 1%	-	-	13 1%	-	12 1%	-	6 *	1 *	5 *	1 5% A	13 1%	-	-	13 1%
Quality / good quality	11 1%	6 *	1 1%	4 3% A	-	11 1%	-	9 *	1 13% A	5 *	1 *	6 *	-	9 1%	2 2% A	1 *	10 1%
Felt involved in decisions about your care	11 1%	7 *	2 1%	2 1%	-	11 1%	-	11 1%	-	6 *	1 *	6 *	-	10 1%	-	-	11 1%
				a													

Columns Tested: A,B,C,D - A,B - A,B - A,B - A,B - A,B - A,B



### General Optical Council

#### 13. What was the main reason why you were satisfied with your overall experience of the opticians? And for which other reasons were you satisfied?

##### a) Main reason

Base: All who were satisfied with their overall experience at the opticians

	Last time visited an optician				Satisfaction with overall experience at opticians		Satisfaction with eye test		Corrective solutions		Satisfaction with purchasing corrective solutions		Confidence in effective regulation		Awareness of GOC		
	Total	2 years ago or less	More than 2 to less than 5 years	5 years or more ago	Never	Satis fied	Dissat isfied	Satis fied	Dissat isfied	Presc ription glasses	Cont act lens es	Satis fied	Dissat isfied	Conf ident	Not confi dent	Aware	Not aware
Significance Level: 90%		a	b	c	d	a	b	a	b	a	b	a	b	a	b	a	b
Significance Level: 95%		A	B	C	D	A	B	A	B	A	B	A	B	A	B	A	B
Unweighted Total	1896	1595	164	137	-	1896	-	1875	8	1253	208	1231	20	1680	82	204	1692
Weighted Total	1893	1593	164	137	-	1893	-	1872	8	1245	208	1223	20	1679	81	209	1684
	100%	100%	100%	100%	-	100%	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Did not feel pressured into spending	10 1%	9 1%	1 1%	-	-	10 1%	-	10 1%	-	8 1%	-	8 1%	-	10 1%	-	-	10 1%
Pleasant environment / comfortable / clean	6 *	5 *	1 1%	-	-	6 *	-	6 *	-	3 *	-	2 *	1 6% A	3 *	1 1% A	-	6 *
Good range/choice of treatment options/products	5 *	4 *	-	1 1%	-	5 *	-	5 *	-	2 *	-	2 *	-	5 *	-	-	5 *
Local / convenient to get to	4 *	4 *	-	-	-	4 *	-	4 *	-	4 *	1 *	4 *	-	3 *	-	-	4 *
Modern equipment / latest technology	3 *	3 *	-	-	-	3 *	-	3 *	-	2 *	1 *	1 *	-	2 *	-	-	3 *
Children were reassured / put at ease	2 *	2 *	-	-	-	2 *	-	2 *	-	1 *	-	1 *	-	2 *	-	-	2 *
Everything in one place / one stop shop	1 *	1 *	-	-	-	1 *	-	1 *	-	1 *	-	1 *	-	1 *	-	-	1 *
Other	34 2%	22 1%	6 4% A	6 4% A	-	34 2%	-	34 2%	-	22 2%	3 1%	21 2%	-	32 2%	1 1%	2 1%	32 2%
Don't know	101 5%	72 5%	12 7% a	17 12% A	-	101 5%	-	96 5%	3 38% A	61 5%	12 6%	61 5%	-	85 5%	5 6%	22 11% B	79 5%

Columns Tested: A,B,C,D - A,B - A,B - A,B - A,B - A,B



## General Optical Council

### 13. What was the main reason why you were satisfied with your overall experience of the opticians? And for which other reasons were you satisfied?

#### a) Main reason

Base: All who were satisfied with their overall experience at the opticians

	Ethnicity						Children in household		Products currently used				Product most recently bought			
	Total	White	Mixed/ multiple	Asian or Asian British	Black or Black British	Other	BME	Aged 8 or under	Aged 9-18	Glasses with a prescription	Contact lenses	Reading glasses without a prescription	None of these	Glasses with a prescription	Contact lenses	Reading glasses without a prescription
Significance Level: 90%		a	b	c	d	e	f	a	b	a	b	c	d	a	b	c
Significance Level: 95%		A	B	C	D	E	F	A	B	A	B	C	D	A	B	C
Unweighted Total	1896	1702	23	104	19	8	154	313	449	1253	208	250	413	1107	149	20
Weighted Total	1893	1698	23	104	19	8	155	316	447	1245	208	248	419	1099	149	20
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Good quality examination / issue corrected	606 32%	541 32%	7 30%	38 36%	5 26%	2 25%	52 33%	92 29%	134 30%	402 32%	52 25%	74 30%	140 34%	365 33%	36 24%	3 14%
										B			B	Bc		
Polite / friendly	215 11%	191 11%	6 27%	8 8%	1 5%	1 12%	16 11%	26 8%	56 13%	128 10%	22 11%	31 12%	60 14%	109 10%	17 11%	6 30%
			ACdF						a				A			AB
Good overall experience/service / no problems / got what I wanted	157 8%	135 8%	2 8%	15 14%	3 16%	1 12%	21 14%	33 10%	38 8%	110 9%	20 10%	20 8%	27 7%	99 9%	13 9%	3 16%
				A			A									
Good communication	119 6%	109 6%	- -	6 6%	2 10%	- -	8 5%	20 6%	29 7%	75 6%	13 6%	18 7%	31 7%	65 6%	8 5%	3 15%
Good advice on treatment options	113 6%	103 6%	- -	5 5%	3 16%	1 14%	9 6%	21 7%	28 6%	83 7%	18 9%	15 6%	16 4%	69 6%	15 10%	2 9%
				abc	b					D	D				a	
Optician was/seemed qualified	93 5%	90 5%	- -	2 2%	- -	- -	2 1%	13 4%	25 6%	59 5%	11 5%	19 8%	15 4%	51 5%	10 7%	1 6%
		F										aD				
Professional / competent / efficient	90 5%	85 5%	1 4%	2 2%	- -	1 12%	4 3%	17 5%	22 5%	62 5%	11 5%	13 5%	17 4%	53 5%	9 6%	- -
						c										
Quick service / quick and easy	85 4%	74 4%	3 13%	6 6%	1 5%	1 12%	11 7%	17 5%	27 6%	59 5%	13 6%	7 3%	17 4%	52 5%	10 7%	- -
			A								c					
Did not feel rushed	50 3%	44 3%	- -	5 5%	1 5%	- -	6 4%	12 4%	6 1%	34 3%	6 3%	8 3%	8 2%	29 3%	4 3%	1 5%
							B									

Columns Tested: A,B,C,D,E,F - A,B - A,B,C,D - A,B,C

## General Optical Council

### 13. What was the main reason why you were satisfied with your overall experience of the opticians? And for which other reasons were you satisfied?

#### a) Main reason

Base: All who were satisfied with their overall experience at the opticians

	Ethnicity						Children in household		Products currently used				Product most recently bought			
	Total	White	Mixed/ multiple	Asian or Asian British	Black or Black British	Other	BME	Aged 8 or under	Aged 9-18	Glasses with a prescription	Contact lenses	Reading glasses without a prescription	None of these	Glasses with a prescription	Contact lenses	Reading glasses without a prescription
Significance Level: 90%		a	b	c	d	e	f	a	b	a	b	c	d	a	b	c
Significance Level: 95%		A	B	C	D	E	F	A	B	A	B	C	D	A	B	C
Unweighted Total	1896	1702	23	104	19	8	154	313	449	1253	208	250	413	1107	149	20
Weighted Total	1893	1698	23	104	19	8	155	316	447	1245	208	248	419	1099	149	20
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Well looked after / good care / helpful / understanding	48 3%	43 3%	- -	3 3%	- -	1 12%	4 3%	8 3%	7 2%	37 3%	10 5%	6 2%	5 1%	34 3%	5 3%	- -
						a				d	D					
Reasonable pricing / good value for money	33 2%	31 2%	1 4%	- -	- -	- -	1 1%	9 3%	4 1%	26 2%	5 2%	3 1%	7 2%	21 2%	4 3%	- -
			C					B								
Optician was/seemed trustworthy	28 1%	26 2%	1 4%	- -	- -	- -	1 1%	1 *	6 1%	18 1%	1 *	6 2%	4 1%	17 2%	1 1%	- -
			C													
Routine / straightforward / confirmed what I know	20 1%	18 1%	- -	2 2%	- -	- -	2 1%	5 2%	6 1%	4 *	1 *	6 2%	9 2%	3 *	1 1%	- -
												Ab	A			
Always see the same person / been going for years / they know me	19 1%	19 1%	- -	- -	- -	- -	- -	3 1%	5 1%	16 1%	2 1%	2 1%	1 *	14 1%	2 1%	- -
										d						
Felt views were listened to	18 1%	16 1%	1 4%	1 1%	- -	- -	2 1%	5 2%	5 1%	11 1%	3 1%	3 1%	4 1%	9 1%	2 1%	- -
			a													
Seen on time / not kept waiting	13 1%	11 1%	- -	- -	- -	- -	- -	2 1%	2 *	6 *	1 *	3 1%	4 1%	6 1%	- -	- -
Quality / good quality	11 1%	10 1%	- -	1 1%	- -	- -	1 1%	4 1%	1 *	5 *	1 *	1 *	5 1%	5 *	1 1%	- -
								b					a			
Felt involved in decisions about your care	11 1%	11 1%	- -	- -	- -	- -	- -	- -	3 1%	6 *	1 *	2 1%	3 1%	6 1%	- -	- -

Columns Tested: A,B,C,D,E,F - A,B - A,B,C,D - A,B,C

## General Optical Council

### 13. What was the main reason why you were satisfied with your overall experience of the opticians? And for which other reasons were you satisfied?

#### a) Main reason

Base: All who were satisfied with their overall experience at the opticians

	Ethnicity						Children in household		Products currently used				Product most recently bought			
	Total	White	Mixed/ multiple	Asian or Asian British	Black or Black British	Other	BME	Aged 8 or under	Aged 9-18	Glasses with a prescription	Contact lenses	Reading glasses without a prescription	None of these	Glasses with a prescription	Contact lenses	Reading glasses without a prescription
Significance Level: 90%		a	b	c	d	e	f	a	b	a	b	c	d	a	b	c
Significance Level: 95%		A	B	C	D	E	F	A	B	A	B	C	D	A	B	C
Unweighted Total	1896	1702	23	104	19	8	154	313	449	1253	208	250	413	1107	149	20
Weighted Total	1893	1698	23	104	19	8	155	316	447	1245	208	248	419	1099	149	20
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Did not feel pressured into spending	10 1%	9 1%	-	1 1%	-	-	1 1%	1 *	2 *	8 1%	-	1 *	1 *	8 1%	-	-
Pleasant environment / comfortable / clean	6 *	3 *	-	1 1% A	-	-	1 1%	-	-	3 *	-	-	3 1%	3 *	-	-
Good range/choice of treatment options/products	5 *	5 *	-	-	-	-	-	-	1 *	2 *	-	1 *	2 *	2 *	-	-
Local / convenient to get to	4 *	4 *	-	-	-	-	-	-	-	4 *	1 *	-	-	3 *	1 1%	-
Modern equipment / latest technology	3 *	2 *	-	1 1% A	-	-	1 1%	1 *	1 *	2 *	1 *	-	1 *	1 *	-	-
Children were reassured / put at ease	2 *	2 *	-	-	-	-	-	2 1%	1 *	1 *	-	-	1 *	1 *	-	-
Everything in one place / one stop shop	1 *	1 *	-	-	-	-	-	-	-	1 *	-	-	-	1 *	-	-
Other	34 2%	27 2%	1 4%	4 4% a	1 5%	-	6 4% A	8 2%	6 1%	22 2%	3 1%	4 2%	9 2%	19 2%	2 1%	1 6%
Don't know	101 5%	91 5%	-	3 3%	2 11%	-	5 3%	16 5%	31 7%	61 5%	12 6%	9 4%	28 7%	55 5%	8 6%	-

Columns Tested: A,B,C,D,E,F - A,B - A,B,C,D - A,B,C

## General Optical Council

## 13. What was the main reason why you were satisfied with your overall experience of the opticians? And for which other reasons were you satisfied?

## b) Other reasons

Base: All who were satisfied with their overall experience at the opticians

	Gender		Age					Region							Country							
	Total	Male	Female	18-29	30-44	45-59	60-74	75+	North East	North West	Yorks & Humb.	East Mid lands	West Mid lands	East of Eng land	Lon don	South East	South West	Eng land	Wales	Scot land	NI	UK TOTAL
Significance Level: 90%		a	b	a	b	c	d	e	a	b	c	d	e	f	g	h	i	a	b	c	d	e
Significance Level: 95%		A	B	A	B	C	D	E	A	B	C	D	E	F	G	H	I	A	B	C	D	E
Unweighted Total	1896	886	1010	331	445	522	428	170	120	266	209	149	148	109	154	271	160	1586	90	140	80	1896
Weighted Total	1893	885	1008	342	457	488	402	204	120	265	208	150	147	108	153	269	160	1580	90	139	85	1893
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Polite / friendly	259	107	151	60	57	62	61	20	11	38	26	25	17	8	16	38	33	212	16	19	11	259
	14%	12%	15%	18%	12%	13%	15%	10%	9%	14%	12%	17%	11%	7%	10%	14%	21%	13%	18%	14%	13%	14%
			a	BCE		e				F		aF			f	ACEFGH						
Good communication	159	66	94	27	36	45	37	14	12	22	15	6	17	13	10	24	13	132	12	8	8	159
	8%	7%	9%	8%	8%	9%	9%	7%	10%	8%	7%	4%	11%	12%	7%	9%	8%	8%	13%	6%	9%	8%
				D	d				D	d		D	D		d				c			
Good quality examination / issue corrected	135	50	84	17	22	42	37	16	4	19	18	13	10	5	9	19	17	114	11	5	4	135
	7%	6%	8%	5%	5%	9%	9%	8%	3%	7%	8%	9%	7%	5%	6%	7%	11%	7%	13%	4%	5%	7%
			A			AB	AB				a	a				Af			aCde			
Reasonable pricing / good value for money	128	60	68	13	49	39	20	7	7	22	15	13	8	5	15	17	6	107	7	6	8	128
	7%	7%	7%	4%	11%	8%	5%	3%	6%	8%	7%	9%	5%	5%	10%	6%	4%	7%	8%	4%	9%	7%
				ADE		AdE				i		i			l							
Good advice on treatment options	85	29	56	6	26	26	23	4	4	13	8	6	9	4	7	13	10	72	4	5	4	85
	4%	3%	6%	2%	6%	5%	6%	2%	3%	5%	4%	4%	6%	4%	5%	5%	6%	5%	4%	4%	4%	4%
			A		Ae	Ae	Ae															
Optician was/seemed qualified	75	29	47	10	18	24	20	3	3	15	10	4	9	2	5	9	5	61	5	7	2	75
	4%	3%	5%	3%	4%	5%	5%	2%	2%	6%	5%	3%	6%	2%	3%	3%	3%	4%	6%	5%	2%	4%
				e		e	e															
Did not feel rushed	67	16	51	13	13	25	12	3	4	8	4	7	5	2	7	8	8	52	9	4	2	67
	4%	2%	5%	4%	3%	5%	3%	2%	4%	3%	2%	5%	3%	2%	4%	3%	5%	3%	9%	3%	2%	4%
			A			be										c			ACDE			
Quick service / quick and easy	55	27	28	6	19	15	10	6	6	13	5	-	5	3	3	8	3	46	2	5	2	55
	3%	3%	3%	2%	4%	3%	2%	3%	5%	5%	2%	-	3%	3%	2%	3%	2%	3%	2%	3%	2%	3%
				a					D	D	d		D	D	d	D	d					
Felt views were listened to	50	19	32	8	9	21	6	7	4	13	5	6	-	2	4	7	3	44	4	1	2	50
	3%	2%	3%	2%	2%	4%	1%	3%	4%	5%	2%	4%	-	2%	3%	3%	2%	3%	4%	1%	2%	3%
						bD			E	E	e	E		e	E	e			c			
Good overall experience/service / no problems / got what I wanted	49	22	26	4	9	21	10	4	6	8	5	3	2	4	2	7	3	39	3	7	-	49
	3%	3%	3%	1%	2%	4%	3%	2%	5%	3%	2%	2%	1%	4%	1%	3%	2%	2%	3%	5%	-	3%
						Ab														D		
Professional / competent / efficient	47	27	20	6	15	7	9	9	3	5	7	4	1	3	2	5	5	36	1	8	2	47
	2%	3%	2%	2%	3%	1%	2%	4%	3%	2%	3%	3%	1%	3%	1%	2%	3%	2%	1%	6%	3%	2%
				c			aC													AbE		

Columns Tested: A,B - A,B,C,D,E - A,B,C,D,E,F,G,H,I - A,B,C,D,E

**General Optical Council**

**13. What was the main reason why you were satisfied with your overall experience of the opticians? And for which other reasons were you satisfied?**

**b) Other reasons**

Base: All who were satisfied with their overall experience at the opticians

	Gender		Age					Region									Country					
	Total	Male	Female	18-29	30-44	45-59	60-74	75+	North East	North West	Yorks & Humb.	East Mid lands	West Mid lands	East of Eng land	Lon don	South East	South West	Eng land	Wales	Scot land	NI	UK TOTAL
Significance Level: 90%		a	b	a	b	c	d	e	a	b	c	d	e	f	g	h	i	a	b	c	d	e
Significance Level: 95%		A	B	A	B	C	D	E	A	B	C	D	E	F	G	H	I	A	B	C	D	E
Unweighted Total	1896	886	1010	331	445	522	428	170	120	266	209	149	148	109	154	271	160	1586	90	140	80	1896
Weighted Total	1893	885	1008	342	457	488	402	204	120	265	208	150	147	108	153	269	160	1580	90	139	85	1893
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Felt involved in decisions about your care	38	14	23	2	9	17	8	1	2	9	5	2	-	2	3	2	4	28	3	3	3	38
	2%	2%	2%	1%	2%	3%	2%	1%	2%	3%	2%	1%	-	2%	2%	1%	2%	2%	4%	2%	4%	2%
				a	AE	a				EH	e		e	e	e	e						
Optician was/seemed trustworthy	37	15	22	5	7	13	9	2	3	7	6	1	2	1	2	4	4	30	3	4	1	37
	2%	2%	2%	1%	2%	3%	2%	1%	2%	3%	3%	1%	1%	1%	1%	1%	2%	2%	3%	3%	1%	2%
Did not feel pressured into spending	33	11	21	1	6	15	9	2	2	5	4	3	1	2	3	3	1	23	5	2	2	33
	2%	1%	2%	*	1%	3%	2%	1%	2%	2%	2%	2%	1%	2%	2%	1%	1%	1%	6%	2%	2%	2%
				Ab	A														AcE			
Good range/choice of treatment options/ products	29	13	15	6	6	6	7	3	1	4	2	5	1	2	2	3	3	23	1	2	2	29
	2%	1%	2%	2%	1%	1%	2%	2%	1%	2%	1%	3%	1%	2%	1%	1%	2%	1%	1%	1%	3%	2%
							eh															
Well looked after / good care / helpful / understanding	19	6	14	5	7	4	4	-	-	1	3	2	2	1	2	3	3	17	-	2	-	19
	1%	1%	1%	1%	2%	1%	1%	-	-	*	1%	1%	1%	1%	1%	1%	2%	1%	-	2%	-	1%
Seen on time / not kept waiting	17	5	12	4	6	3	2	2	3	5	-	2	1	1	-	2	1	15	-	2	-	17
	1%	1%	1%	1%	1%	1%	*	1%	3%	2%	-	1%	1%	1%	-	1%	1%	1%	-	1%	-	1%
									CG	Cg		c										
Pleasant environment / comfortable / clean	17	12	5	6	7	2	1	1	1	2	-	1	1	3	2	4	1	15	1	1	-	17
	1%	1%	1%	2%	2%	*	*	1%	1%	1%	-	1%	1%	3%	1%	2%	1%	1%	1%	1%	-	1%
		b		CD	CD									C	c	c						
Local / convenient to get to	13	1	12	1	4	3	4	1	-	2	3	2	1	2	-	1	1	12	-	-	1	13
	1%	*	1%	*	1%	1%	1%	1%	-	1%	1%	1%	1%	2%	-	*	1%	1%	-	-	1%	1%
			A																			
Modern equipment / latest technology	8	5	3	1	2	3	2	-	1	1	1	-	1	-	1	1	1	7	-	1	-	8
	*	1%	*	*	*	1%	*	-	1%	*	*	-	1%	-	1%	*	1%	*	-	1%	-	*
Always see the same person / been going for years / they know me	7	2	5	-	-	3	4	-	-	1	-	-	1	-	1	4	-	7	-	-	-	7
	*	*	*	-	-	1%	1%	-	-	*	-	-	1%	-	1%	1%	-	*	-	-	-	*
							aB									c						
Good aftercare	6	-	6	-	2	3	1	-	1	-	2	-	-	-	-	2	-	5	-	1	-	6
	*	-	1%	-	*	1%	*	-	1%	-	1%	-	-	-	-	1%	-	*	-	1%	-	*
			A																			

Columns Tested: A,B - A,B,C,D,E - A,B,C,D,E,F,G,H,I - A,B,C,D,E





## General Optical Council

### 13. What was the main reason why you were satisfied with your overall experience of the opticians? And for which other reasons were you satisfied?

#### b) Other reasons

Base: All who were satisfied with their overall experience at the opticians

	Gender		Age					Region							Country							
	Total	Male	Female	18-29	30-44	45-59	60-74	75+	North East	North West	Yorks & Humb.	East Mid lands	West Mid lands	East of Eng land	Lon don	South East	South West	Eng land	Wales	Scot land	NI	UK TOTAL
	a	b		a	b	c	d	e	a	b	c	d	e	f	g	h	i	a	b	c	d	e
Significance Level: 90%		A	B	A	B	C	D	E	A	B	C	D	E	F	G	H	I	A	B	C	D	E
Significance Level: 95%																						
Unweighted Total	1896	886	1010	331	445	522	428	170	120	266	209	149	148	109	154	271	160	1586	90	140	80	1896
Weighted Total	1893	885	1008	342	457	488	402	204	120	265	208	150	147	108	153	269	160	1580	90	139	85	1893
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Routine / straightforward / confirmed what I know	5	5	-	2	1	1	1	-	-	-	1	-	2	-	2	-	-	5	-	-	-	5
	*	1%	-	1%	*	*	*	-	-	-	*	-	1%	-	1%	-	-	*	-	-	-	*
		B											bh		bh							
Children were reassured / put at ease	3	3	-	-	1	2	-	-	-	-	1	-	2	-	-	-	-	3	-	-	-	3
	*	*	-	-	*	*	-	-	-	-	*	-	1%	-	-	-	-	*	-	-	-	*
		b											bh									
Quality / good quality	1	-	1	-	-	1	-	-	-	1	-	-	-	-	-	-	-	1	-	-	-	1
	*	-	*	-	-	*	-	-	-	*	-	-	-	-	-	-	-	*	-	-	-	*
Other	33	18	16	5	5	10	10	2	2	5	4	3	3	2	2	6	3	29	2	1	1	33
	2%	2%	2%	2%	1%	2%	3%	1%	2%	2%	2%	2%	2%	2%	1%	2%	2%	2%	3%	1%	1%	2%
							b															
No other reasons	907	473	434	176	207	218	186	119	56	127	106	68	70	54	80	124	69	754	38	70	45	907
	48%	53%	43%	52%	45%	45%	46%	58%	47%	48%	51%	46%	48%	50%	52%	46%	43%	48%	42%	50%	53%	48%
		B		bC			BCD								i							
Not Stated	1	1	-	-	1	-	-	-	-	1	-	-	-	-	-	-	-	1	-	-	-	1
	*	*	-	-	*	-	-	-	-	*	-	-	-	-	-	-	-	*	-	-	-	*

Columns Tested: A,B - A,B,C,D,E - A,B,C,D,E,F,G,H,I - A,B,C,D,E

## General Optical Council

### 13. What was the main reason why you were satisfied with your overall experience of the opticians? And for which other reasons were you satisfied?

#### b) Other reasons

Base: All who were satisfied with their overall experience at the opticians

	Total	Employment status							
		Full time paid job	Part time paid job	Self emp.	Student	Unemp (<6m)	Unemp (>6m)	Home maker	Retired
		a	b	c	d	e	f	g	h
		A	B	C	D	E	F	G	H
Unweighted Total	1896	925	136	145	43	16	39	74	483
Weighted Total	1893	915	134	141	46	15	39	73	495
	100%	100%	100%	100%	100%	100%	100%	100%	100%
Polite / friendly	259	122	22	17	8	2	7	13	65
	14%	13%	17%	12%	17%	12%	18%	17%	13%
Good communication	159	85	10	13	1	1	2	1	43
	8%	9%	7%	9%	2%	6%	5%	1%	9%
		G	g	G					G
Good quality examination / issue corrected	135	54	10	8	5	1	3	4	43
	7%	6%	8%	5%	12%	6%	8%	5%	9%
									a
Reasonable pricing / good value for money	128	71	9	9	3	-	3	6	26
	7%	8%	7%	6%	7%	-	7%	8%	5%
		h							
Good advice on treatment options	85	40	8	8	-	-	5	1	21
	4%	4%	6%	6%	-	-	13%	1%	4%
							ADGH		
Optician was/seemed qualified	75	35	9	5	1	-	3	1	22
	4%	4%	7%	3%	2%	-	8%	1%	4%
			g				g		
Did not feel rushed	67	34	4	7	1	-	1	-	19
	4%	4%	3%	5%	3%	-	2%	-	4%
									g
Quick service / quick and easy	55	28	5	7	-	-	-	2	12
	3%	3%	4%	5%	-	-	-	3%	2%
Felt views were listened to	50	25	5	1	1	1	3	2	12
	3%	3%	4%	1%	2%	6%	7%	3%	2%
			c			c	aCh		
Good overall experience/service / no problems / got what I wanted	49	20	4	7	3	-	1	2	11
	3%	2%	3%	5%	7%	-	2%	3%	2%
				ah	ah				
Professional / competent / efficient	47	16	7	3	1	-	2	3	14
	2%	2%	5%	2%	3%	-	5%	4%	3%
			A						

Columns Tested: A,B,C,D,E,F,G,H

## General Optical Council

### 13. What was the main reason why you were satisfied with your overall experience of the opticians? And for which other reasons were you satisfied?

#### b) Other reasons

Base: All who were satisfied with their overall experience at the opticians

	Total	Employment status							
		Full time paid job	Part time paid job	Self emp.	Student	Unemp (<6m)	Unemp (>6m)	Home maker	Retired
		a	b	c	d	e	f	g	h
Significance Level: 90%		A	B	C	D	E	F	G	H
Significance Level: 95%									
Unweighted Total	1896	925	136	145	43	16	39	74	483
Weighted Total	1893	915	134	141	46	15	39	73	495
	100%	100%	100%	100%	100%	100%	100%	100%	100%
Felt involved in decisions about your care	38 2%	18 2%	3 2%	2 1%	-	-	2 5%	1 1%	11 2%
Optician was/seemed trustworthy	37 2%	20 2%	2 1%	2 1%	-	-	2 5%	-	11 2%
Did not feel pressured into spending	33 2%	15 2%	3 2%	4 3%	-	-	1 2%	-	10 2%
Good range/choice of treatment options/products	29 2%	16 2%	2 2%	-	1 2%	-	-	1 1%	8 2%
Well looked after / good care / helpful / understanding	19 1%	13 1%	1 1%	1 1%	-	-	-	2 3%	3 1%
Seen on time / not kept waiting	17 1%	11 1%	-	2 1%	1 2%	-	-	-	3 1%
Pleasant environment / comfortable / clean	17 1%	7 1%	2 2%	-	1 2%	-	1 3%	2 3%	3 1%
Local / convenient to get to	13 1%	7 1%	2 1%	-	-	-	-	-	4 1%
Modern equipment / latest technology	8 *	6 1%	-	-	-	-	-	1 1%	1 *
Always see the same person / been going for years / they know me	7 *	4 *	-	1 1%	-	-	-	-	2 *
Good aftercare	6 *	4 *	-	-	-	-	-	1 1%	1 *

Columns Tested: A,B,C,D,E,F,G,H

**General Optical Council**

**13. What was the main reason why you were satisfied with your overall experience of the opticians? And for which other reasons were you satisfied?**

**b) Other reasons**

Base: All who were satisfied with their overall experience at the opticians

	Employment status								
	Total	Full time paid job	Part time paid job	Self emp.	Student	Unemp (<6m)	Unemp (>6m)	Home maker	Retired
Significance Level: 90%		a	b	c	d	e	f	g	h
Significance Level: 95%		A	B	C	D	E	F	G	H
Unweighted Total	1896	925	136	145	43	16	39	74	483
Weighted Total	1893	915	134	141	46	15	39	73	495
	100%	100%	100%	100%	100%	100%	100%	100%	100%
Routine / straightforward / confirmed what I know	5	2	-	2	-	-	-	1	-
	*	*	-	1%	-	-	-	1%	-
				AH				aH	
Children were reassured / put at ease	3	2	-	1	-	-	-	-	-
	*	*	-	1%	-	-	-	-	-
				h					
Quality / good quality	1	1	-	-	-	-	-	-	-
	*	*	-	-	-	-	-	-	-
Other	33	16	1	3	1	-	-	-	12
	2%	2%	1%	2%	3%	-	-	-	2%
No other reasons	907	444	57	60	20	12	21	36	241
	48%	49%	42%	43%	43%	75%	54%	49%	49%
						ABCDgH			
Not Stated	1	1	-	-	-	-	-	-	-
	*	*	-	-	-	-	-	-	-

Columns Tested: A,B,C,D,E,F,G,H



**General Optical Council**

**13. What was the main reason why you were satisfied with your overall experience of the opticians? And for which other reasons were you satisfied?**

**b) Other reasons**

Base: All who were satisfied with their overall experience at the opticians

	Total	SEG						Sight					Eye conditions suffer from (personally or family)					Confidence in opticians	
		A	B	C1	C2	D	E	20:20 vision	Short sighted	Long sighted	Partially sighted	Registered blind	Glaucoma	Diabetes	Macular degeneration	Cataracts	Astigmatism	Confident	Not confident
		a	b	c	d	e	f	a	b	c	d	e	a	b	c	d	e	a	b
Significance Level: 90%		A	B	C	D	E	F	A	B	C	D	E	A	B	C	D	E	A	B
Significance Level: 95%		A	B	C	D	E	F	A	B	C	D	E	A	B	C	D	E	A	B
Unweighted Total	1896	243	514	335	355	162	148	410	866	385	80	1	199	332	66	199	220	1816	46
Weighted Total	1893	239	515	334	354	162	150	417	857	382	81	1	196	332	66	202	220	1814	46
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Polite / friendly	259	36	50	49	60	24	24	48	129	58	8	-	33	54	8	29	34	253	3
	14%	15%	10%	15%	17%	15%	16%	11%	15%	15%	10%	-	17%	16%	12%	14%	16%	14%	6%
		B		B	B	b	B		a										
Good communication	159	22	49	24	37	12	5	36	68	38	8	-	19	26	5	16	15	153	2
	8%	9%	9%	7%	11%	7%	3%	9%	8%	10%	10%	-	9%	8%	7%	8%	7%	8%	4%
		F	F		F														
Good quality examination / issue corrected	135	15	36	36	22	9	7	27	62	27	9	-	15	22	8	14	21	132	2
	7%	6%	7%	11%	6%	6%	5%	7%	7%	7%	11%	-	8%	7%	12%	7%	10%	7%	4%
				ABDeF															
Reasonable pricing / good value for money	128	10	32	32	26	13	9	17	83	20	5	-	12	17	8	15	17	125	3
	7%	4%	6%	10%	7%	8%	6%	4%	10%	5%	6%	-	6%	5%	12%	7%	8%	7%	6%
				Ab					AC						B				
Good advice on treatment options	85	13	18	22	20	4	3	17	43	18	-	-	8	12	2	10	16	84	-
	4%	5%	4%	7%	6%	2%	2%	4%	5%	5%	-	-	4%	3%	3%	5%	7%	5%	-
		f		BEF	f			d	D	D							B		
Optician was/seemed qualified	75	8	19	17	16	3	4	16	35	16	4	-	8	18	3	7	8	74	-
	4%	4%	4%	5%	5%	2%	3%	4%	4%	4%	5%	-	4%	5%	4%	3%	4%	4%	-
				e															
Did not feel rushed	67	14	15	14	13	4	1	17	28	16	2	-	9	12	-	6	9	66	-
	4%	6%	3%	4%	4%	2%	1%	4%	3%	4%	3%	-	5%	4%	-	3%	4%	4%	-
		bF		F	f												c		
Quick service / quick and easy	55	3	19	14	11	4	2	11	20	14	3	1	6	12	2	11	8	52	2
	3%	1%	4%	4%	3%	3%	1%	3%	2%	4%	4%	100%	3%	4%	3%	5%	4%	3%	4%
		a		A															
Felt views were listened to	50	5	13	14	10	1	4	8	23	12	5	-	8	8	1	6	15	49	-
	3%	2%	3%	4%	3%	1%	3%	2%	3%	3%	7%	-	4%	2%	2%	3%	7%	3%	-
				E							Ab						Bd		
Good overall experience/service / no problems / got what I wanted	49	9	12	10	8	1	3	7	24	11	4	-	7	10	3	7	6	48	-
	3%	4%	2%	3%	2%	1%	2%	2%	3%	3%	5%	-	3%	3%	4%	3%	3%	3%	-
		e		e							a								

Columns Tested: A,B,C,D,E,F - A,B,C,D,E - A,B,C,D,E - A,B



**General Optical Council**

**13. What was the main reason why you were satisfied with your overall experience of the opticians? And for which other reasons were you satisfied?**

**b) Other reasons**

Base: All who were satisfied with their overall experience at the opticians

	SEG							Sight					Eye conditions suffer from (personally or family)					Confidence in opticians	
	Total	A	B	C1	C2	D	E	20:20 vision	Short sighted	Long sighted	Partially sighted	Registered blind	Glaucoma	Diabetes	Macular degeneration	Cataracts	Astigmatism	Confident	Not confident
		a	b	c	d	e	f	a	b	c	d	e	a	b	c	d	e	a	b
Significance Level: 90%		A	B	C	D	E	F	A	B	C	D	E	A	B	C	D	E	A	B
Significance Level: 95%																			
Unweighted Total	1896	243	514	335	355	162	148	410	866	385	80	1	199	332	66	199	220	1816	46
Weighted Total	1893	239	515	334	354	162	150	417	857	382	81	1	196	332	66	202	220	1814	46
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Professional / competent / efficient	47 2%	5 2%	16 3%	7 2%	6 2%	5 3%	5 3%	13 3%	18 2%	12 3%	2 2%	- -	4 2%	15 5%	1 2%	7 4%	8 4%	45 2%	2 4%
Felt involved in decisions about your care	38 2%	3 1%	7 1%	11 3%	10 3%	2 1%	1 1%	9 2%	21 2%	8 2%	- -	- -	3 1%	4 1%	- -	3 2%	6 3%	38 2%	- -
Optician was/seemed trustworthy	37 2%	5 2%	6 1%	12 4%	8 2%	1 1%	1 1%	9 2%	19 2%	7 2%	- -	- -	5 3%	7 2%	2 3%	1 1%	2 1%	36 2%	- -
Did not feel pressured into spending	33 2%	5 2%	4 1%	9 3%	11 3%	2 1%	- -	8 2%	15 2%	7 2%	3 4%	- -	4 2%	3 1%	2 3%	3 1%	3 1%	30 2%	1 2%
Good range/choice of treatment options/products	29 2%	7 3%	8 2%	6 2%	3 1%	4 3%	- -	1 *	16 2%	10 3%	- -	- -	2 1%	4 1%	- -	4 2%	7 3%	29 2%	- -
Well looked after / good care / helpful / understanding	19 1%	5 2%	5 1%	2 1%	2 1%	2 1%	2 1%	3 1%	10 1%	5 1%	- -	- -	5 2%	2 1%	1 2%	2 1%	4 2%	19 1%	- -
Seen on time / not kept waiting	17 1%	1 *	5 1%	6 2%	3 1%	- -	- -	5 1%	5 1%	4 1%	1 1%	- -	2 1%	5 2%	1 2%	5 3%	1 *	17 1%	- -
Pleasant environment / comfortable / clean	17 1%	1 *	6 1%	4 1%	- -	2 1%	2 1%	8 2%	7 1%	2 1%	- -	- -	3 2%	4 1%	1 2%	3 1%	1 *	15 1%	2 4%
Local / convenient to get to	13 1%	3 1%	3 1%	3 1%	2 1%	2 1%	- -	2 *	8 1%	2 *	1 1%	- -	- -	2 1%	1 1%	1 *	4 2%	13 1%	- -
Modern equipment / latest technology	8 *	1 *	5 1%	- -	- -	1 1%	1 1%	- -	5 1%	3 1%	- -	- -	1 *	1 *	- -	- -	1 *	7 *	1 2%
				cd							a								a

Columns Tested: A,B,C,D,E,F - A,B,C,D,E - A,B,C,D,E - A,B



**General Optical Council**

**13. What was the main reason why you were satisfied with your overall experience of the opticians? And for which other reasons were you satisfied?**

**b) Other reasons**

Base: All who were satisfied with their overall experience at the opticians

	SEG							Sight					Eye conditions suffer from (personally or family)					Confidence in opticians	
	Total	A	B	C1	C2	D	E	20:20 vision	Short sighted	Long sighted	Partially sighted	Registered blind	Glaucoma	Diabetes	Macular degeneration	Cataracts	Astigmatism	Confident	Not confident
		a	b	c	d	e	f	a	b	c	d	e	a	b	c	d	e	a	b
Significance Level: 90%		A	B	C	D	E	F	A	B	C	D	E	A	B	C	D	E	A	B
Significance Level: 95%		A	B	C	D	E	F	A	B	C	D	E	A	B	C	D	E	A	B
Unweighted Total	1896	243	514	335	355	162	148	410	866	385	80	1	199	332	66	199	220	1816	46
Weighted Total	1893	239	515	334	354	162	150	417	857	382	81	1	196	332	66	202	220	1814	46
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Always see the same person / been going for years / they know me	7	3	1	1	2	-	-	1	5	1	-	-	2	1	-	2	1	7	-
	*	1%	*	*	1%	-	-	*	1%	*	-	-	1%	*	-	1%	*	*	-
		b																	
Good aftercare	6	1	2	2	-	-	1	2	3	1	-	-	-	1	-	1	1	6	-
	*	*	*	1%	-	-	1%	*	*	*	-	-	-	*	-	*	*	*	-
Routine / straightforward / confirmed what I know	5	2	-	2	-	-	-	3	1	1	-	-	-	-	-	1	-	5	-
	*	1%	-	1%	-	-	-	1%	*	*	-	-	-	-	-	*	-	*	-
		Bd		b				b											
Children were reassured / put at ease	3	1	1	1	-	-	-	1	-	1	-	-	-	-	-	-	-	3	-
	*	*	*	*	-	-	-	*	-	*	-	-	-	-	-	-	-	*	-
Quality / good quality	1	-	1	-	-	-	-	-	-	1	-	-	-	-	-	-	-	1	-
	*	-	*	-	-	-	-	-	-	*	-	-	-	-	-	-	-	*	-
Other	33	6	6	10	9	1	2	9	11	9	4	-	4	7	1	2	6	32	1
	2%	2%	1%	3%	2%	1%	1%	2%	1%	2%	5%	-	2%	2%	2%	1%	3%	2%	2%
				be							B								
No other reasons	907	106	267	133	162	85	84	218	392	161	35	1	80	158	30	82	84	857	30
	48%	44%	52%	40%	46%	52%	56%	52%	46%	42%	43%	100%	41%	48%	45%	41%	38%	47%	66%
			aCd			C	ACD	BC						E					A
Not Stated	1	-	-	-	-	1	-	-	-	1	-	-	-	-	-	-	-	1	-
	*	-	-	-	-	1%	-	-	-	*	-	-	-	-	-	-	-	*	-
						b													

Columns Tested: A,B,C,D,E,F - A,B,C,D,E - A,B,C,D,E - A,B



## General Optical Council

### 13. What was the main reason why you were satisfied with your overall experience of the opticians? And for which other reasons were you satisfied?

#### b) Other reasons

Base: All who were satisfied with their overall experience at the opticians

	Last time visited an optician				Satisfaction with overall experience at opticians		Satisfaction with eye test		Corrective solutions		Satisfaction with purchasing corrective solutions		Confidence in effective regulation		Awareness of GOC		
	Total	2 years ago or less	More than 2 to less than 5 years	5 years or more ago	Never	Satisfied	Dissatisfied	Satisfied	Dissatisfied	Prescription glasses	Contact lenses	Satisfied	Dissatisfied	Confident	Not confident	Aware	Not aware
Significance Level: 90%		a	b	c	d	a	b	a	b	a	b	a	b	a	b	a	b
Significance Level: 95%		A	B	C	D	A	B	A	B	A	B	A	B	A	B	A	B
Unweighted Total	1896	1595	164	137	-	1896	-	1875	8	1253	208	1231	20	1680	82	204	1692
Weighted Total	1893	1593	164	137	-	1893	-	1872	8	1245	208	1223	20	1679	81	209	1684
	100%	100%	100%	100%	-	100%	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Polite / friendly	259 14%	228 14%	17 10%	14 10%	-	259 14%	-	258 14%	-	177 14%	25 12%	169 14%	4 21%	229 14%	14 17%	26 13%	233 14%
Good communication	159 8%	139 9%	8 5%	13 9%	-	159 8%	-	159 9%	-	97 8%	17 8%	96 8%	2 10%	137 8%	12 15%	2 1%	157 9%
		b												A			A
Good quality examination / issue corrected	135 7%	118 7%	7 4%	10 7%	-	135 7%	-	135 7%	-	100 8%	12 6%	100 8%	-	118 7%	10 12%	4 2%	131 8%
														a			A
Reasonable pricing / good value for money	128 7%	114 7%	11 7%	3 2%	-	128 7%	-	126 7%	-	101 8%	20 10%	100 8%	-	122 7%	2 2%	19 9%	108 6%
		C	c											b			
Good advice on treatment options	85 4%	79 5%	1 1%	5 4%	-	85 4%	-	85 5%	-	69 6%	16 8%	69 6%	-	71 4%	7 9%	3 1%	82 5%
		B	b											a			A
Optician was/seemed qualified	75 4%	67 4%	2 1%	7 5%	-	75 4%	-	75 4%	-	46 4%	10 5%	40 3%	3 15%	68 4%	6 7%	3 1%	72 4%
		b	b										A				a
Did not feel rushed	67 4%	56 4%	4 3%	7 5%	-	67 4%	-	67 4%	-	45 4%	12 6%	41 3%	-	56 3%	4 5%	1 *	66 4%
																	A
Quick service / quick and easy	55 3%	43 3%	7 4%	5 4%	-	55 3%	-	54 3%	-	37 3%	7 3%	36 3%	-	50 3%	2 3%	8 4%	47 3%
Felt views were listened to	50 3%	45 3%	1 1%	4 3%	-	50 3%	-	50 3%	-	37 3%	11 5%	36 3%	-	48 3%	1 1%	-	50 3%
		b															A

Columns Tested: A,B,C,D - A,B - A,B - A,B - A,B - A,B



### General Optical Council

#### 13. What was the main reason why you were satisfied with your overall experience of the opticians? And for which other reasons were you satisfied?

##### b) Other reasons

Base: All who were satisfied with their overall experience at the opticians

	Last time visited an optician					Satisfaction with overall experience at opticians		Satisfaction with eye test		Corrective solutions		Satisfaction with purchasing corrective solutions		Confidence in effective regulation		Awareness of GOC	
	Total	2 years ago or less	More than 2 to less than 5 years	5 years or more ago	Never	Satis fied	Dissat isfied	Satis fied	Dissat isfied	Presc ription glasses	Cont act lenses	Satis fied	Dissat isfied	Conf ident	Not confi dent	Aware	Not aware
		a	b	c	d	a	b	a	b	a	b	a	b	a	b	a	b
Significance Level: 90%		A	B	C	D	A	B	A	B	A	B	A	B	A	B	A	B
Significance Level: 95%		A	B	C	D	A	B	A	B	A	B	A	B	A	B	A	B
Unweighted Total	1896	1595	164	137	-	1896	-	1875	8	1253	208	1231	20	1680	82	204	1692
Weighted Total	1893	1593	164	137	-	1893	-	1872	8	1245	208	1223	20	1679	81	209	1684
	100%	100%	100%	100%	-	100%	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Good overall experience/service / no problems / got what I wanted	49 3%	42 3%	4 2%	3 2%	-	49 3%	-	49 3%	-	38 3%	6 3%	38 3%	1 5%	45 3%	1 1%	10 5%	38 2%
																B	
Professional / competent / efficient	47 2%	36 2%	3 2%	8 6%	-	47 2%	-	47 3%	-	25 2%	6 3%	25 2%	-	42 2%	-	8 4%	39 2%
				Ab													
Felt involved in decisions about your care	38 2%	35 2%	-	3 2%	-	38 2%	-	38 2%	-	27 2%	7 3%	26 2%	-	35 2%	1 1%	-	38 2%
				b													A
Optician was/seemed trustworthy	37 2%	30 2%	2 1%	5 3%	-	37 2%	-	37 2%	-	22 2%	7 3%	20 2%	1 6%	33 2%	2 2%	1 *	36 2%
Did not feel pressured into spending	33 2%	28 2%	1 1%	4 3%	-	33 2%	-	33 2%	-	24 2%	5 2%	23 2%	-	29 2%	4 5%	1 1%	32 2%
															A		
Good range/choice of treatment options/products	29 2%	24 1%	5 3%	-	-	29 2%	-	28 1%	-	25 2%	6 3%	25 2%	-	24 1%	2 2%	8 4%	20 1%
			C													B	
Well looked after / good care / helpful / understanding	19 1%	17 1%	1 1%	1 1%	-	19 1%	-	19 1%	-	13 1%	3 1%	13 1%	1 4%	17 1%	-	1 *	18 1%
Seen on time / not kept waiting	17 1%	15 1%	1 1%	1 1%	-	17 1%	-	17 1%	-	7 1%	-	7 1%	-	15 1%	-	-	17 1%
Pleasant environment / comfortable / clean	17 1%	10 1%	6 4%	1 1%	-	17 1%	-	17 1%	-	9 1%	1 *	9 1%	-	14 1%	2 2%	2 1%	15 1%
			Ac														

Columns Tested: A,B,C,D - A,B - A,B - A,B - A,B - A,B - A,B



### General Optical Council

#### 13. What was the main reason why you were satisfied with your overall experience of the opticians? And for which other reasons were you satisfied?

##### b) Other reasons

Base: All who were satisfied with their overall experience at the opticians

	Last time visited an optician				Satisfaction with overall experience at opticians		Satisfaction with eye test		Corrective solutions		Satisfaction with purchasing corrective solutions		Confidence in effective regulation		Awareness of GOC		
	Total	2 years ago or less	More than 2 to less than 5 years	5 years or more ago	Never	Satis fied	Dissat isfied	Satis fied	Dissat isfied	Presc ription glasses	Cont act lenses	Satis fied	Dissat isfied	Conf ident	Not confi dent	Aware	Not aware
		a	b	c	d	a	b	a	b	a	b	a	b	a	b	a	b
Significance Level: 90%		A	B	C	D	A	B	A	B	A	B	A	B	A	B	A	B
Significance Level: 95%		A	B	C	D	A	B	A	B	A	B	A	B	A	B	A	B
Unweighted Total	1896	1595	164	137	-	1896	-	1875	8	1253	208	1231	20	1680	82	204	1692
Weighted Total	1893	1593	164	137	-	1893	-	1872	8	1245	208	1223	20	1679	81	209	1684
	100%	100%	100%	100%	-	100%	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Local / convenient to get to	13 1%	13 1%	-	-	-	13 1%	-	13 1%	-	10 1%	2 1%	10 1%	-	12 1%	1 1%	1 *	12 1%
Modern equipment / latest technology	8 *	7 *	1 1%	-	-	8 *	-	8 *	-	7 1%	3 1%	7 1%	-	8 *	-	1 *	7 *
Always see the same person / been going for years / they know me	7 *	7 *	-	-	-	7 *	-	7 *	-	7 1%	-	7 1%	-	5 *	-	-	7 *
Good aftercare	6 *	6 *	-	-	-	6 *	-	6 *	-	5 *	1 *	5 *	-	6 *	-	-	6 *
Routine / straightforward / confirmed what I know	5 *	4 *	-	1 1%	-	5 *	-	5 *	-	1 *	-	1 *	-	4 *	-	-	5 *
Children were reassured / put at ease	3 *	3 *	-	-	-	3 *	-	2 *	-	2 *	-	2 *	-	2 *	-	1 *	2 *
Quality / good quality	1 *	1 *	-	-	-	1 *	-	1 *	-	1 *	-	1 *	-	1 *	-	-	1 *
Other	33 2%	28 2%	3 2%	2 1%	-	33 2%	-	33 2%	-	21 2%	5 2%	23 2%	-	29 2%	2 3%	5 3%	28 2%
No other reasons	907 48%	737 46%	92 56%	78 57%	-	907 48%	-	889 47%	8 100%	570 46%	96 46%	560 46%	12 60%	809 48%	34 42%	117 56%	790 47%
Not Stated	1 *	-	1 1%	-	-	1 *	-	1 *	-	-	-	-	-	1 *	-	1 *	-
			A	A				A								B	

Columns Tested: A,B,C,D - A,B - A,B - A,B - A,B - A,B



## General Optical Council

### 13. What was the main reason why you were satisfied with your overall experience of the opticians? And for which other reasons were you satisfied?

#### b) Other reasons

Base: All who were satisfied with their overall experience at the opticians

	Ethnicity						Children in household		Products currently used				Product most recently bought			
	Total	White	Mixed/ multiple	Asian or Asian British	Black or Black British	Other	BME	Aged 8 or under	Aged 9-18	Glasses with a prescription	Contact lenses	Reading glasses without a prescription	None of these	Glasses with a prescription	Contact lenses	Reading glasses without a prescription
Significance Level: 90%		a	b	c	d	e	f	a	b	a	b	c	d	a	b	c
Significance Level: 95%		A	B	C	D	E	F	A	B	A	B	C	D	A	B	C
Unweighted Total	1896	1702	23	104	19	8	154	313	449	1253	208	250	413	1107	149	20
Weighted Total	1893	1698	23	104	19	8	155	316	447	1245	208	248	419	1099	149	20
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Polite / friendly	259	229	2	16	4	3	25	44	71	177	25	38	51	156	18	5
	14%	13%	9%	15%	21%	37%	16%	14%	16%	14%	12%	15%	12%	14%	12%	25%
						ab										b
Good communication	159	146	1	7	2	1	11	28	55	97	17	22	41	85	13	2
	8%	9%	4%	7%	11%	14%	7%	9%	12%	8%	8%	9%	10%	8%	9%	9%
Good quality examination / issue corrected	135	119	3	9	-	-	12	18	25	100	12	15	23	91	9	1
	7%	7%	12%	9%	-	-	8%	6%	6%	8%	6%	6%	6%	8%	6%	5%
										d						
Reasonable pricing / good value for money	128	114	-	8	1	1	10	22	31	101	20	15	16	87	13	2
	7%	7%	-	8%	5%	12%	7%	7%	7%	8%	10%	6%	4%	8%	9%	10%
						b				D	D					
Good advice on treatment options	85	76	-	8	-	-	8	14	27	69	16	9	9	57	12	2
	4%	4%	-	8%	-	-	5%	4%	6%	6%	8%	3%	2%	5%	8%	10%
										D	CD					
Optician was/seemed qualified	75	67	-	5	-	2	7	13	25	46	10	11	22	37	6	3
	4%	4%	-	5%	-	25%	5%	4%	5%	4%	5%	5%	5%	3%	4%	16%
						ABCD										AB
Did not feel rushed	67	58	-	7	-	-	7	9	23	45	12	10	16	35	7	2
	4%	3%	-	7%	-	-	4%	3%	5%	4%	6%	4%	4%	3%	5%	9%
				a												
Quick service / quick and easy	55	51	-	3	-	-	3	14	11	37	7	5	14	31	5	1
	3%	3%	-	3%	-	-	2%	5%	2%	3%	3%	2%	3%	3%	3%	6%
Felt views were listened to	50	46	-	2	1	1	4	8	15	37	11	7	8	29	7	2
	3%	3%	-	2%	5%	14%	3%	2%	3%	3%	5%	3%	2%	3%	5%	11%
						abc					D					A

Columns Tested: A,B,C,D,E,F - A,B - A,B,C,D - A,B,C

## General Optical Council

### 13. What was the main reason why you were satisfied with your overall experience of the opticians? And for which other reasons were you satisfied?

#### b) Other reasons

Base: All who were satisfied with their overall experience at the opticians

	Ethnicity						Children in household		Products currently used				Product most recently bought			
	Total	White	Mixed/ multiple	Asian or Asian British	Black or Black British	Other	BME	Aged 8 or under	Aged 9-18	Glasses with a prescription	Contact lenses	Reading glasses without a prescription	None of these	Glasses with a prescription	Contact lenses	Reading glasses without a prescription
Significance Level: 90%		a	b	c	d	e	f	a	b	a	b	c	d	a	b	c
Significance Level: 95%		A	B	C	D	E	F	A	B	A	B	C	D	A	B	C
Unweighted Total	1896	1702	23	104	19	8	154	313	449	1253	208	250	413	1107	149	20
Weighted Total	1893	1698	23	104	19	8	155	316	447	1245	208	248	419	1099	149	20
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Good overall experience/service / no problems / got what I wanted	49 3%	44 3%	- -	4 4%	- -	- -	4 3%	7 2%	13 3%	38 3%	6 3%	3 1%	8 2%	36 3%	3 2%	1 5%
Professional / competent / efficient	47 2%	44 3%	1 4%	- -	- -	- -	1 1%	6 2%	7 1%	25 2%	6 3%	6 2%	16 4%	21 2%	4 3%	- -
Felt involved in decisions about your care	38 2%	31 2%	- -	4 4%	1 5%	- -	5 3%	6 2%	17 4%	27 2%	7 3%	8 3%	6 1%	22 2%	4 3%	1 5%
Optician was/seemed trustworthy	37 2%	32 2%	- -	3 3%	- -	1 13% Ab	4 3%	4 1%	13 3%	22 2%	7 3%	4 2%	13 3%	16 1%	5 3%	1 5%
Did not feel pressured into spending	33 2%	30 2%	- -	3 3%	- -	- -	3 2%	5 2%	9 2%	24 2%	5 2%	5 2%	7 2%	21 2%	2 1%	1 5%
Good range/choice of treatment options/products	29 2%	26 2%	1 4%	1 1%	1 5%	- -	3 2%	3 1%	6 1%	25 2%	6 3%	3 1%	2 1%	22 2%	3 2%	- -
Well looked after / good care / helpful / understanding	19 1%	19 1%	- -	- -	- -	- -	- -	4 1%	8 2%	13 1%	3 1%	2 1%	4 1%	11 1%	2 1%	- -
Seen on time / not kept waiting	17 1%	16 1%	- -	1 1%	- -	- -	1 1%	3 1%	5 1%	7 1%	- -	3 1%	7 2%	7 1%	- -	- -
Pleasant environment / comfortable / clean	17 1%	15 1%	- -	1 1%	- -	- -	1 1%	4 1%	4 1%	9 1%	1 *	1 *	8 2%	8 1%	1 1%	- -
													Ac			

Columns Tested: A,B,C,D,E,F - A,B - A,B,C,D - A,B,C

## General Optical Council

## 13. What was the main reason why you were satisfied with your overall experience of the opticians? And for which other reasons were you satisfied?

## b) Other reasons

Base: All who were satisfied with their overall experience at the opticians

	Ethnicity						Children in household		Products currently used				Product most recently bought			
	Total	White	Mixed/ multiple	Asian or Asian British	Black or Black British	Other	BME	Aged 8 or under	Aged 9-18	Glasses with a prescription	Contact lenses	Reading glasses without a prescription	None of these	Glasses with a prescription	Contact lenses	Reading glasses without a prescription
Significance Level: 90%		a	b	c	d	e	f	a	b	a	b	c	d	a	b	c
Significance Level: 95%		A	B	C	D	E	F	A	B	A	B	C	D	A	B	C
Unweighted Total	1896	1702	23	104	19	8	154	313	449	1253	208	250	413	1107	149	20
Weighted Total	1893	1698	23	104	19	8	155	316	447	1245	208	248	419	1099	149	20
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Local / convenient to get to	13	12	-	1	-	-	1	2	1	10	2	-	3	10	-	-
	1%	1%	-	1%	-	-	1%	1%	*	1%	1%	-	1%	1%	-	-
Modern equipment / latest technology	8	6	-	2	-	-	2	2	-	7	3	1	-	4	3	-
	*	*	-	2%	-	-	1%	1%	-	1%	1%	*	-	*	2%	-
				A			a	b			D			A		
Always see the same person / been going for years / they know me	7	7	-	-	-	-	-	-	1	7	-	-	-	7	-	-
	*	*	-	-	-	-	-	-	*	1%	-	-	-	1%	-	-
Good aftercare	6	5	-	1	-	-	1	2	3	5	1	1	1	5	-	-
	*	*	-	1%	-	-	1%	1%	1%	*	*	*	*	*	-	-
Routine / straightforward / confirmed what I know	5	4	-	1	-	-	1	-	2	1	-	1	3	1	-	-
	*	*	-	1%	-	-	1%	-	*	*	-	*	1%	*	-	-
				A									A			
Children were reassured / put at ease	3	3	-	-	-	-	-	-	2	2	-	-	1	2	-	-
	*	*	-	-	-	-	-	-	*	*	-	-	*	*	-	-
Quality / good quality	1	1	-	-	-	-	-	-	-	1	-	-	-	1	-	-
	*	*	-	-	-	-	-	-	-	*	-	-	-	*	-	-
Other	33	28	-	5	-	-	5	5	7	21	5	3	7	19	4	1
	2%	2%	-	5%	-	-	3%	2%	2%	2%	2%	1%	2%	2%	3%	5%
				A												
No other reasons	907	810	15	46	11	2	74	160	198	570	96	125	214	505	70	8
	48%	48%	66%	44%	58%	24%	48%	51%	44%	46%	46%	50%	51%	46%	47%	40%
			ace					b					a			
Not Stated	1	1	-	-	-	-	-	-	-	-	-	1	-	-	-	-
	*	*	-	-	-	-	-	-	-	-	-	*	-	-	-	-
												A				

Columns Tested: A,B,C,D,E,F - A,B - A,B,C,D - A,B,C

## General Optical Council

## 13. What was the main reason why you were satisfied with your overall experience of the opticians? And for which other reasons were you satisfied?

## a/b) Main/other reasons

Base: All who were satisfied with their overall experience at the opticians

	Gender		Age					Region							Country							
	Total	Male	Female	18-29	30-44	45-59	60-74	75+	North East	North West	Yorks & Humb.	East Mid lands	West Mid lands	East of Eng land	Lon don	South East	South West	Eng land	Wales	Scot land	NI	UK TOTAL
Significance Level: 90%		a	b	a	b	c	d	e	a	b	c	d	e	f	g	h	i	a	b	c	d	e
Significance Level: 95%		A	B	A	B	C	D	E	A	B	C	D	E	F	G	H	I	A	B	C	D	E
Unweighted Total	1896	886	1010	331	445	522	428	170	120	266	209	149	148	109	154	271	160	1586	90	140	80	1896
Weighted Total	1893	885	1008	342	457	488	402	204	120	265	208	150	147	108	153	269	160	1580	90	139	85	1893
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Good quality examination / issue corrected	722	311	412	100	165	197	169	91	38	90	84	62	49	43	60	116	66	608	35	57	23	722
	38%	35%	41%	29%	36%	40%	42%	45%	31%	34%	40%	42%	33%	40%	39%	43%	41%	38%	38%	41%	27%	38%
			A		a	A	Ab	AB				a			ABE	a		D		D		d
Polite / friendly	472	196	276	105	105	113	104	45	25	70	58	41	33	18	28	68	44	384	26	35	27	472
	25%	22%	27%	31%	23%	23%	26%	22%	21%	27%	28%	27%	22%	16%	18%	25%	27%	24%	28%	25%	32%	25%
			A	BCE						FG	FG	Fg			fg	Fg						
Good communication	271	119	153	46	60	81	64	21	24	40	28	16	27	22	13	34	22	225	20	13	13	271
	14%	13%	15%	13%	13%	17%	16%	10%	20%	15%	13%	11%	18%	20%	9%	13%	13%	14%	22%	9%	16%	14%
					E		e		DGh	g			dG	DGh				c	ACE			c
Good overall experience/service / no problems / got what I wanted	202	109	93	37	52	58	34	21	17	37	14	16	16	14	18	27	15	173	7	12	9	202
	11%	12%	9%	11%	11%	12%	8%	10%	14%	14%	7%	11%	11%	13%	12%	10%	9%	11%	8%	9%	11%	11%
			B			d			C	C				c	c							
Good advice on treatment options	197	72	125	20	46	63	51	17	12	34	16	17	17	10	20	25	22	171	8	10	9	197
	10%	8%	12%	6%	10%	13%	13%	8%	10%	13%	8%	11%	11%	9%	13%	9%	14%	11%	9%	7%	10%	10%
			A		A	A	A			c				c	c							
Optician was/seemed qualified	168	70	97	18	47	44	42	16	11	26	25	6	15	5	11	20	14	132	11	19	7	168
	9%	8%	10%	5%	10%	9%	10%	8%	9%	10%	12%	4%	10%	5%	7%	7%	9%	8%	12%	14%	8%	9%
					A	A	A		d	D	DFh		D			d				Ae		
Reasonable pricing / good value for money	161	81	80	16	60	48	28	9	10	27	20	14	11	6	17	17	10	131	9	9	11	161
	8%	9%	8%	5%	13%	10%	7%	4%	8%	10%	10%	9%	7%	6%	11%	6%	6%	8%	10%	7%	13%	8%
					ADE	AdE									h							
Quick service / quick and easy	135	70	65	36	40	30	21	8	10	21	13	11	12	7	11	24	9	118	5	7	5	135
	7%	8%	6%	10%	9%	6%	5%	4%	8%	8%	6%	7%	8%	6%	7%	9%	6%	7%	5%	5%	6%	7%
				CDE	DE																	
Professional / competent / efficient	135	72	62	26	36	30	27	16	6	22	16	9	4	5	11	21	11	105	9	14	5	135
	7%	8%	6%	8%	8%	6%	7%	8%	5%	8%	8%	6%	3%	5%	7%	8%	7%	7%	10%	10%	6%	7%
			b							E	e			e	E					a		
Did not feel rushed	116	35	81	25	28	32	22	10	6	13	8	13	10	5	11	15	14	95	9	8	6	116
	6%	4%	8%	7%	6%	7%	5%	5%	5%	5%	4%	9%	7%	5%	7%	6%	9%	6%	9%	6%	7%	6%
			A								C					bC						
Felt views were listened to	68	21	47	11	13	28	8	7	5	15	6	6	3	5	4	11	5	60	4	2	3	68
	4%	2%	5%	3%	3%	6%	2%	3%	4%	6%	3%	4%	2%	5%	3%	4%	3%	4%	4%	1%	4%	4%
			A			aBD					e											

Columns Tested: A,B - A,B,C,D,E - A,B,C,D,E,F,G,H,I - A,B,C,D,E

**General Optical Council**

**13. What was the main reason why you were satisfied with your overall experience of the opticians? And for which other reasons were you satisfied?**

**a/b) Main/other reasons**

Base: All who were satisfied with their overall experience at the opticians

	Gender		Age					Region									Country					
	Total	Male	Female	18-29	30-44	45-59	60-74	75+	North East	North West	Yorks & Humb.	East Mid lands	West Mid lands	East of Eng land	Lon don	South East	South West	Eng land	Wales	Scot land	NI	UK TOTAL
		a	b	a	b	c	d	e	a	b	c	d	e	f	g	h	i	a	b	c	d	e
Significance Level: 90%		A	B	A	B	C	D	E	A	B	C	D	E	F	G	H	I	A	B	C	D	E
Significance Level: 95%																						
Unweighted Total	1896	886	1010	331	445	522	428	170	120	266	209	149	148	109	154	271	160	1586	90	140	80	1896
Weighted Total	1893	885	1008	342	457	488	402	204	120	265	208	150	147	108	153	269	160	1580	90	139	85	1893
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Well looked after / good care / helpful / understanding	67 4%	22 2%	45 4%	17 5%	13 3%	19 4%	16 4%	2 1%	4 3%	7 3%	11 5%	4 3%	3 2%	3 3%	8 5%	7 3%	7 4%	53 3%	5 6%	7 5%	1 1%	67 4%
			A	E	e	e													d			
Optician was/seemed trustworthy	64 3%	24 3%	40 4%	9 3%	13 3%	23 5%	14 4%	5 2%	4 3%	16 6%	11 5%	2 1%	3 2%	2 2%	3 2%	6 2%	8 5%	54 3%	3 4%	6 4%	1 1%	64 3%
										DegH	Dh											
Felt involved in decisions about your care	48 3%	20 2%	28 3%	2 1%	11 3%	21 4%	11 3%	2 1%	3 2%	10 4%	5 2%	3 2%	2 1%	2 2%	3 2%	5 2%	6 4%	38 2%	3 4%	4 3%	3 4%	48 3%
					A	AE	A															
Did not feel pressured into spending	42 2%	14 2%	28 3%	1 *	7 2%	19 4%	12 3%	3 1%	2 2%	6 2%	5 2%	6 4%	1 1%	2 2%	3 2%	6 2%	2 1%	32 2%	6 7%	2 2%	2 2%	42 2%
			a		a	AB	A					e							ACE			
Good range/choice of treatment options/ products	33 2%	16 2%	17 2%	6 2%	6 1%	8 2%	10 2%	3 2%	2 2%	4 2%	2 1%	5 3%	2 1%	2 2%	2 1%	5 2%	3 2%	27 2%	1 1%	2 1%	3 4%	33 2%
Seen on time / not kept waiting	30 2%	14 2%	16 2%	6 2%	8 2%	5 1%	6 2%	5 2%	4 4%	6 2%	3 1%	2 1%	3 2%	1 1%	1 1%	5 2%	2 1%	27 2%	1 1%	2 1%	- -	30 2%
Always see the same person / been going for years / they know me	26 1%	11 1%	15 1%	1 *	1 *	9 2%	9 2%	6 3%	- -	4 1%	1 *	2 1%	1 1%	2 2%	3 2%	7 3%	2 1%	22 1%	2 2%	1 1%	1 1%	26 1%
					aB	AB	AB									ac						
Routine / straightforward / confirmed what I know	25 1%	16 2%	9 1%	9 3%	5 1%	5 1%	5 1%	1 1%	- -	3 1%	2 1%	1 1%	6 4%	2 2%	4 3%	1 *	5 3%	24 2%	1 1%	- -	- -	25 1%
				bce								ABcdH			aH		aH					
Pleasant environment / comfortable / clean	22 1%	15 2%	7 1%	6 2%	9 2%	3 1%	2 *	2 1%	2 2%	2 1%	1 *	1 1%	1 1%	3 3%	2 1%	5 2%	2 1%	19 1%	1 1%	2 2%	- -	22 1%
				cd	CD									c								
Local / convenient to get to	17 1%	3 *	14 1%	1 *	4 1%	4 1%	6 1%	2 1%	1 1%	2 1%	4 2%	2 1%	2 1%	2 2%	- -	1 *	1 1%	15 1%	- -	1 1%	1 1%	17 1%
Quality / good quality	12 1%	5 1%	7 1%	1 *	5 1%	4 1%	1 *	1 1%	1 1%	2 1%	2 1%	- -	- -	- -	1 1%	3 1%	2 1%	11 1%	- -	1 1%	- -	12 1%

Columns Tested: A,B - A,B,C,D,E - A,B,C,D,E,F,G,H,I - A,B,C,D,E



## General Optical Council

### 13. What was the main reason why you were satisfied with your overall experience of the opticians? And for which other reasons were you satisfied?

#### a/b) Main/other reasons

Base: All who were satisfied with their overall experience at the opticians

	Gender		Age					Region							Country							
	Total	Male	Female	18-29	30-44	45-59	60-74	75+	North East	North West	Yorks & Humb.	East Midlands	West Midlands	East of England	London	South East	South West	England	Wales	Scotland	NI	UK TOTAL
Significance Level: 90%		a	b	a	b	c	d	e	a	b	c	d	e	f	g	h	i	a	b	c	d	e
Significance Level: 95%		A	B	A	B	C	D	E	A	B	C	D	E	F	G	H	I	A	B	C	D	E
Unweighted Total	1896	886	1010	331	445	522	428	170	120	266	209	149	148	109	154	271	160	1586	90	140	80	1896
Weighted Total	1893	885	1008	342	457	488	402	204	120	265	208	150	147	108	153	269	160	1580	90	139	85	1893
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Modern equipment / latest technology	11 1%	6 1%	5 *	3 1%	2 *	4 1%	2 *	-	1 1%	1 *	1 *	1 1%	2 1%	-	2 1%	1 *	1 1%	10 1%	-	1 1%	-	11 1%
Good aftercare	6 *	- -	6 1%	- -	2 *	3 1%	1 *	-	1 1%	- -	2 1%	- -	- -	- -	- -	2 1%	-	5 *	-	1 1%	-	6 *
Children were reassured / put at ease	5 *	3 *	2 *	- -	3 1%	2 *	- -	-	- -	- -	2 1%	1 1%	2 1%	- -	- -	- -	-	5 *	-	-	-	5 *
Everything in one place / one stop shop	1 *	- -	1 *	- -	- -	- -	1 *	-	- -	1 *	- -	- -	- -	- -	- -	- -	-	1 *	-	-	-	1 *
Other	66 4%	35 4%	31 3%	8 2%	16 4%	17 3%	22 5%	3 2%	3 2%	10 4%	7 3%	3 2%	9 6%	5 5%	4 3%	12 5%	6 4%	58 4%	5 5%	3 2%	1 1%	66 4%
Don't know / not stated	81 4%	53 6%	28 3%	28 8%	22 5%	16 3%	8 2%	7 4%	5 4%	10 4%	6 3%	9 6%	6 4%	5 5%	10 7%	5 2%	6 4%	62 4%	2 2%	11 8%	6 7%	81 4%
		B		bCDE	D		AE				H	d		cH				AbE				

Columns Tested: A,B - A,B,C,D,E - A,B,C,D,E,F,G,H,I - A,B,C,D,E



## General Optical Council

### 13. What was the main reason why you were satisfied with your overall experience of the opticians? And for which other reasons were you satisfied?

#### a/b) Main/other reasons

Base: All who were satisfied with their overall experience at the opticians

	Total	Employment status							
		Full time paid job	Part time paid job	Self emp.	Student	Unemp (<6m)	Unemp (>6m)	Home maker	Retired
		a	b	c	d	e	f	g	h
		A	B	C	D	E	F	G	H
Unweighted Total	1896	925	136	145	43	16	39	74	483
Weighted Total	1893	915	134	141	46	15	39	73	495
	100%	100%	100%	100%	100%	100%	100%	100%	100%
Good quality examination / issue corrected	722	313	69	53	14	7	20	30	200
	38%	34%	52%	37%	31%	45%	51%	41%	40%
			ACDH				Ad		A
Polite / friendly	472	225	32	35	16	4	12	19	119
	25%	25%	24%	25%	35%	25%	31%	25%	24%
Good communication	271	145	16	20	5	2	3	5	69
	14%	16%	12%	15%	10%	11%	8%	7%	14%
		G		g					g
Good overall experience/service / no problems / got what I wanted	202	107	13	14	6	1	4	7	47
	11%	12%	10%	10%	13%	6%	10%	9%	9%
Good advice on treatment options	197	95	13	19	3	-	8	3	54
	10%	10%	9%	13%	7%	-	20%	4%	11%
		g		G			abdeGh		g
Optician was/seemed qualified	168	78	14	12	2	1	3	3	54
	9%	9%	10%	8%	4%	6%	8%	4%	11%
									g
Reasonable pricing / good value for money	161	85	11	12	4	-	4	8	33
	8%	9%	8%	9%	10%	-	10%	10%	7%
		h							
Quick service / quick and easy	135	76	11	15	3	-	-	7	22
	7%	8%	8%	11%	7%	-	-	10%	4%
		fH	fh	FH				Fh	
Professional / competent / efficient	135	65	13	11	4	-	2	6	32
	7%	7%	10%	8%	9%	-	5%	8%	6%
Did not feel rushed	116	58	8	8	3	-	1	1	36
	6%	6%	6%	6%	7%	-	2%	1%	7%
		g		g					g
Felt views were listened to	68	36	6	1	1	2	3	4	15
	4%	4%	4%	1%	2%	13%	7%	5%	3%
		C	c			aCH	C	C	

Columns Tested: A,B,C,D,E,F,G,H

## General Optical Council

### 13. What was the main reason why you were satisfied with your overall experience of the opticians? And for which other reasons were you satisfied?

#### a/b) Main/other reasons

Base: All who were satisfied with their overall experience at the opticians

	Total	Employment status							
		Full time paid job	Part time paid job	Self emp.	Student	Unemp (<6m)	Unemp (>6m)	Home maker	Retired
Significance Level: 90%		a	b	c	d	e	f	g	h
Significance Level: 95%		A	B	C	D	E	F	G	H
Unweighted Total	1896	925	136	145	43	16	39	74	483
Weighted Total	1893	915	134	141	46	15	39	73	495
	100%	100%	100%	100%	100%	100%	100%	100%	100%
Well looked after / good care / helpful / understanding	67 4%	33 4%	3 2%	5 4%	1 3%	1 7%	2 5%	2 3%	19 4%
Optician was/seemed trustworthy	64 3%	33 4%	5 4%	4 3%	-	-	2 12%	1 5%	16 3%
						acDGh			
Felt involved in decisions about your care	48 3%	21 2%	3 2%	3 2%	-	-	2 5%	3 4%	16 3%
Did not feel pressured into spending	42 2%	18 2%	6 4%	4 3%	-	-	1 2%	-	13 3%
			ag						
Good range/choice of treatment options/products	33 2%	18 2%	2 2%	-	1 2%	-	-	1 1%	11 2%
		c			c				c
Seen on time / not kept waiting	30 2%	16 2%	-	4 3%	1 2%	-	-	-	8 2%
				b	b				
Always see the same person / been going for years / they know me	26 1%	14 1%	-	1 1%	-	-	-	1 1%	10 2%
									b
Routine / straightforward / confirmed what I know	25 1%	13 1%	2 2%	3 2%	1 3%	-	1 3%	2 3%	3 1%
								h	
Pleasant environment / comfortable / clean	22 1%	9 1%	2 2%	-	1 2%	-	1 3%	2 3%	5 1%
					c		c	C	
Local / convenient to get to	17 1%	7 1%	2 1%	-	-	1 6%	-	-	7 1%
						ACG			

Columns Tested: A,B,C,D,E,F,G,H

## General Optical Council

### 13. What was the main reason why you were satisfied with your overall experience of the opticians? And for which other reasons were you satisfied?

#### a/b) Main/other reasons

Base: All who were satisfied with their overall experience at the opticians

	Total	Employment status							
		Full time paid job	Part time paid job	Self emp.	Student	Unemp (<6m)	Unemp (>6m)	Home maker	Retired
		a	b	c	d	e	f	g	h
		A	B	C	D	E	F	G	H
Unweighted Total	1896	925	136	145	43	16	39	74	483
Weighted Total	1893	915	134	141	46	15	39	73	495
	100%	100%	100%	100%	100%	100%	100%	100%	100%
Quality / good quality	12	7	-	1	-	-	2	-	2
	1%	1%	-	1%	-	-	5%	-	*
							ABcgH		
Modern equipment / latest technology	11	7	-	1	-	-	1	1	1
	1%	1%	-	1%	-	-	3%	1%	*
							bH		
Good aftercare	6	4	-	-	-	-	-	1	1
	*	*	-	-	-	-	-	1%	*
Children were reassured / put at ease	5	3	1	1	-	-	-	-	-
	*	*	1%	1%	-	-	-	-	-
			h	h					
Everything in one place / one stop shop	1	-	-	-	-	-	1	-	-
	*	-	-	-	-	-	2%	-	-
							AbcH		
Other	66	31	3	5	1	-	-	4	21
	4%	3%	2%	4%	3%	-	-	5%	4%
Don't know / not stated	81	45	4	3	5	-	2	4	14
	4%	5%	3%	2%	11%	-	5%	6%	3%
		h			aBCH				

Columns Tested: A,B,C,D,E,F,G,H

**General Optical Council**

**13. What was the main reason why you were satisfied with your overall experience of the opticians? And for which other reasons were you satisfied?**

**a/b) Main/other reasons**

Base: All who were satisfied with their overall experience at the opticians

	SEG							Sight					Eye conditions suffer from (personally or family)					Confidence in opticians	
	Total	A	B	C1	C2	D	E	20:20 vision	Short sighted	Long sighted	Partially sighted	Registered blind	Glaucoma	Diabetes	Macular degeneration	Cataracts	Astigmatism	Confident	Not confident
		a	b	c	d	e	f	a	b	c	d	e	a	b	c	d	e	a	b
Significance Level: 90%		A	B	C	D	E	F	A	B	C	D	E	A	B	C	D	E	A	B
Significance Level: 95%		A	B	C	D	E	F	A	B	C	D	E	A	B	C	D	E	A	B
Unweighted Total	1896	243	514	335	355	162	148	410	866	385	80	1	199	332	66	199	220	1816	46
Weighted Total	1893	239	515	334	354	162	150	417	857	382	81	1	196	332	66	202	220	1814	46
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Good quality examination / issue corrected	722	73	201	148	135	56	51	160	324	150	36	-	88	136	29	76	88	696	18
	38%	30%	39%	44%	38%	35%	34%	38%	38%	39%	44%	-	45%	41%	43%	38%	40%	38%	39%
			A	AEF	A														
Polite / friendly	472	58	103	80	109	49	36	108	208	100	24	-	45	84	16	45	49	458	6
	25%	24%	20%	24%	31%	30%	24%	26%	24%	26%	30%	-	23%	25%	24%	22%	22%	25%	13%
				aBC	B													b	
Good communication	271	32	72	46	64	22	16	59	118	65	13	-	25	43	8	22	31	260	5
	14%	14%	14%	14%	18%	13%	11%	14%	14%	17%	16%	-	13%	13%	12%	11%	14%	14%	11%
				F															
Good overall experience/service / no problems / got what I wanted	202	31	55	38	41	9	15	34	103	38	6	-	18	40	6	20	24	193	5
	11%	13%	11%	11%	12%	5%	10%	8%	12%	10%	7%	-	9%	12%	9%	10%	11%	11%	11%
		E	E	E	E				A										
Good advice on treatment options	197	33	58	39	36	12	9	37	96	42	8	-	25	29	9	23	31	193	1
	10%	14%	11%	12%	10%	7%	6%	9%	11%	11%	10%	-	13%	9%	13%	11%	14%	11%	3%
		EF	f	F													b	b	
Optician was/seemed qualified	168	18	60	28	33	6	10	33	81	39	6	-	18	30	7	21	20	165	-
	9%	8%	12%	8%	9%	4%	7%	8%	9%	10%	8%	-	9%	9%	10%	11%	9%	9%	-
			aEf	e	E													B	
Reasonable pricing / good value for money	161	13	45	38	28	15	14	23	97	27	6	-	13	20	8	18	19	156	5
	8%	5%	9%	11%	8%	9%	9%	6%	11%	7%	7%	-	7%	6%	12%	9%	9%	9%	11%
			a	A					AC						b				
Quick service / quick and easy	135	21	31	27	24	19	7	28	64	29	5	1	11	26	5	18	21	128	5
	7%	9%	6%	8%	7%	12%	5%	7%	8%	8%	6%	100%	6%	8%	7%	9%	10%	7%	11%
				BdF															
Professional / competent / efficient	135	19	44	25	20	10	10	27	63	28	4	1	14	36	5	13	17	131	3
	7%	8%	9%	7%	6%	6%	7%	6%	7%	7%	5%	100%	7%	11%	7%	6%	8%	7%	6%
														d					
Did not feel rushed	116	19	22	30	23	6	10	26	55	24	2	-	15	24	1	9	16	116	-
	6%	8%	4%	9%	7%	4%	7%	6%	6%	6%	3%	-	8%	7%	2%	4%	7%	6%	-
		Be		BE									c	c			c	b	

Columns Tested: A,B,C,D,E,F - A,B,C,D,E - A,B,C,D,E - A,B



**General Optical Council**

**13. What was the main reason why you were satisfied with your overall experience of the opticians? And for which other reasons were you satisfied?**

**a/b) Main/other reasons**

Base: All who were satisfied with their overall experience at the opticians

	SEG							Sight					Eye conditions suffer from (personally or family)					Confidence in opticians	
	Total	A	B	C1	C2	D	E	20:20 vision	Short sighted	Long sighted	Partially sighted	Registered blind	Glaucoma	Diabetes	Macular degeneration	Cataracts	Astigmatism	Confident	Not confident
		a	b	c	d	e	f	a	b	c	d	e	a	b	c	d	e	a	b
Significance Level: 90%		A	B	C	D	E	F	A	B	C	D	E	A	B	C	D	E	A	B
Significance Level: 95%																			
Unweighted Total	1896	243	514	335	355	162	148	410	866	385	80	1	199	332	66	199	220	1816	46
Weighted Total	1893	239	515	334	354	162	150	417	857	382	81	1	196	332	66	202	220	1814	46
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Felt views were listened to	68 4%	8 3%	16 3%	17 5%	13 4%	1 1%	7 5%	13 3%	28 3%	16 4%	6 8%	- -	12 6%	10 3%	2 3%	8 4%	19 9%	67 4%	- -
		e	e	E	E	E	E						b				Bd		
Well looked after / good care / helpful / understanding	67 4%	11 4%	16 3%	13 4%	8 2%	7 4%	7 5%	9 2%	36 4%	15 4%	3 4%	- -	10 5%	10 3%	1 2%	9 4%	13 6%	64 4%	2 4%
									a								b		
Optician was/seemed trustworthy	64 3%	10 4%	11 2%	14 4%	15 4%	5 3%	5 3%	15 4%	33 4%	13 3%	- -	- -	10 5%	11 3%	3 4%	4 2%	6 3%	63 3%	- -
		b		b	b			d	d	d									
Felt involved in decisions about your care	48 3%	3 1%	11 2%	11 3%	13 4%	3 2%	3 2%	11 3%	24 3%	9 2%	3 4%	- -	4 2%	6 2%	- -	4 2%	6 3%	46 3%	1 2%
					a														
Did not feel pressured into spending	42 2%	6 2%	6 1%	12 4%	13 4%	3 2%	- -	10 2%	19 2%	9 2%	3 4%	- -	5 2%	3 1%	2 3%	3 1%	5 2%	39 2%	1 2%
		f		BF	BF														
Good range/choice of treatment options/products	33 2%	9 4%	9 2%	6 2%	4 1%	4 3%	- -	1 *	19 2%	12 3%	- -	- -	3 1%	4 1%	- -	6 3%	8 4%	33 2%	- -
		DF		f	f			A	A								b		
Seen on time / not kept waiting	30 2%	3 1%	7 1%	8 2%	4 1%	2 1%	1 1%	10 2%	9 1%	6 2%	1 1%	- -	3 2%	6 2%	1 2%	8 4%	2 1%	30 2%	- -
								b								E			
Always see the same person / been going for years / they know me	26 1%	7 3%	6 1%	4 1%	4 1%	1 1%	2 1%	3 1%	14 2%	6 2%	1 1%	- -	6 3%	2 1%	- -	5 3%	5 2%	26 1%	- -
		b											B			b			
Routine / straightforward / confirmed what I know	25 1%	4 2%	10 2%	3 1%	4 1%	1 1%	- -	13 3%	6 1%	5 1%	- -	- -	1 1%	2 1%	2 3%	2 1%	1 *	25 1%	- -
			f					Bc							be				
Pleasant environment / comfortable / clean	22 1%	2 1%	8 2%	4 1%	- -	3 2%	2 1%	9 2%	8 1%	3 1%	- -	- -	4 2%	4 1%	1 2%	3 1%	1 *	20 1%	2 4%
		d	D	D		D	D	b											A

Columns Tested: A,B,C,D,E,F - A,B,C,D,E - A,B,C,D,E - A,B



**General Optical Council**

**13. What was the main reason why you were satisfied with your overall experience of the opticians? And for which other reasons were you satisfied?**

**a/b) Main/other reasons**

Base: All who were satisfied with their overall experience at the opticians

	SEG						Sight					Eye conditions suffer from (personally or family)					Confidence in opticians		
	Total	A	B	C1	C2	D	E	20:20 vision	Short sighted	Long sighted	Partially sighted	Registered blind	Glaucoma	Diabetes	Macular degeneration	Cataracts	Astigmatism	Confident	Not confident
		a	b	c	d	e	f	a	b	c	d	e	a	b	c	d	e	a	b
Significance Level: 90%		A	B	C	D	E	F	A	B	C	D	E	A	B	C	D	E	A	B
Significance Level: 95%																			
Unweighted Total	1896	243	514	335	355	162	148	410	866	385	80	1	199	332	66	199	220	1816	46
Weighted Total	1893	239	515	334	354	162	150	417	857	382	81	1	196	332	66	202	220	1814	46
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Local / convenient to get to	17 1%	4 2%	3 1%	4 1%	2 1%	3 2%	1 1%	2 *	10 1%	4 1%	1 1%	- -	- -	4 1%	1 1%	1 *	5 2%	17 1%	- -
Quality / good quality	12 1%	4 2%	4 1%	1 *	1 *	- -	1 1%	6 1%	4 *	2 1%	- -	- -	1 *	4 1%	1 1%	3 2%	3 1%	10 1%	1 2%
Modern equipment / latest technology	11 1%	2 1%	6 1%	- -	1 *	1 1%	1 1%	- -	6 1%	5 1%	- -	- -	1 *	1 *	- -	1 *	2 1%	10 1%	1 2%
Good aftercare	6 *	1 *	2 *	2 1%	- -	- -	1 1%	2 *	3 *	1 *	- -	- -	- -	1 *	- -	1 *	1 *	6 *	- -
Children were reassured / put at ease	5 *	1 *	1 *	2 1%	1 *	- -	- -	2 *	- -	2 1%	- -	- -	- -	- -	- -	- -	- -	5 *	- -
Everything in one place / one stop shop	1 *	- -	- -	- -	- -	1 1%	- -	- -	- -	- -	- -	- -	- -	1 *	- -	- -	- -	1 *	- -
Other	66 4%	10 4%	10 2%	17 5%	14 4%	6 4%	7 5%	17 4%	27 3%	13 4%	5 6%	- -	6 3%	12 4%	1 2%	8 4%	7 3%	64 4%	1 2%
Don't know / not stated	81 4%	8 3%	23 4%	12 4%	16 4%	8 5%	7 5%	25 6%	30 3%	11 3%	4 5%	- -	5 3%	13 4%	2 3%	11 5%	7 3%	73 4%	5 11%
								BC											A

Columns Tested: A,B,C,D,E,F - A,B,C,D,E - A,B,C,D,E - A,B



### General Optical Council

#### 13. What was the main reason why you were satisfied with your overall experience of the opticians? And for which other reasons were you satisfied?

##### a/b) Main/other reasons

Base: All who were satisfied with their overall experience at the opticians

	Last time visited an optician					Satisfaction with overall experience at opticians		Satisfaction with eye test		Corrective solutions		Satisfaction with purchasing corrective solutions		Confidence in effective regulation		Awareness of GOC	
	Total	2 years ago or less	More than 2 to less than 5 years	5 years or more ago	Never	Satis fied	Dissat isfied	Satis fied	Dissat isfied	Presc ription glass es	Cont act lens es	Satis fied	Dissat isfied	Conf ident	Not confi dent	Aware	Not aware
		a	b	c	d	a	b	a	b	a	b	a	b	a	b	a	b
Significance Level: 90%		A	B	C	D	A	B	A	B	A	B	A	B	A	B	A	B
Significance Level: 95%		A	B	C	D	A	B	A	B	A	B	A	B	A	B	A	B
Unweighted Total	1896	1595	164	137	-	1896	-	1875	8	1253	208	1231	20	1680	82	204	1692
Weighted Total	1893	1593	164	137	-	1893	-	1872	8	1245	208	1223	20	1679	81	209	1684
	100%	100%	100%	100%	-	100%	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Good quality examination / issue corrected	722 38%	613 38%	61 37%	48 35%	-	722 38%	-	717 38%	2 25%	484 39% B	63 30%	471 39%	9 45%	641 38%	38 47%	71 34%	651 39%
Polite / friendly	472 25%	410 26% b	31 19%	31 23%	-	472 25%	-	468 25%	1 13%	303 24%	47 23%	291 24%	6 30%	416 25%	23 28%	41 19%	431 26% a
Good communication	271 14%	238 15% B	15 9%	19 14%	-	271 14%	-	271 15%	-	170 14%	30 14%	165 14%	3 16%	237 14%	16 20%	9 4%	262 16% A
Good overall experience/service / no problems / got what I wanted	202 11%	174 11%	16 10%	12 9%	-	202 11%	-	200 11%	1 12%	145 12%	25 12%	145 12%	3 15%	181 11%	5 6%	41 20% B	161 10%
Good advice on treatment options	197 10%	176 11% B	6 4%	15 11% B	-	197 10%	-	197 11%	-	152 12%	33 16%	150 12%	2 9%	172 10%	14 17% a	11 5%	186 11% A
Optician was/seemed qualified	168 9%	148 9%	11 7%	9 6%	-	168 9%	-	168 9%	-	105 8%	21 10%	101 8%	3 15%	150 9%	7 8%	8 4%	160 9% A
Reasonable pricing / good value for money	161 8%	145 9% C	13 8% C	3 2%	-	161 8%	-	159 8%	-	127 10%	25 12%	125 10%	-	151 9%	4 5%	28 13% B	133 8%
Quick service / quick and easy	135 7%	105 7%	21 13% Ac	9 7%	-	135 7%	-	134 7%	-	93 7%	19 9%	95 8%	-	121 7%	4 5%	21 10% b	114 7%
Professional / competent / efficient	135 7%	115 7% B	5 3%	14 11% B	-	135 7%	-	133 7%	-	86 7%	17 8%	85 7%	1 5%	118 7%	4 5%	20 10%	114 7%

Columns Tested: A,B,C,D - A,B - A,B - A,B - A,B - A,B



### General Optical Council

#### 13. What was the main reason why you were satisfied with your overall experience of the opticians? And for which other reasons were you satisfied?

##### a/b) Main/other reasons

Base: All who were satisfied with their overall experience at the opticians

	Last time visited an optician				Satisfaction with overall experience at opticians		Satisfaction with eye test		Corrective solutions		Satisfaction with purchasing corrective solutions		Confidence in effective regulation		Awareness of GOC		
	Total	2 years ago or less	More than 2 to less than 5 years	5 years or more ago	Never	Satis fied	Dissat isfied	Satis fied	Dissat isfied	Presc ription glass es	Cont act lens es	Satis fied	Dissat isfied	Conf ident	Not confi dent	Aware	Not aware
		a	b	c	d	a	b	a	b	a	b	a	b	a	b	a	b
Significance Level: 90%		A	B	C	D	A	B	A	B	A	B	A	B	A	B	A	B
Significance Level: 95%		A	B	C	D	A	B	A	B	A	B	A	B	A	B	A	B
Unweighted Total	1896	1595	164	137	-	1896	-	1875	8	1253	208	1231	20	1680	82	204	1692
Weighted Total	1893	1593	164	137	-	1893	-	1872	8	1245	208	1223	20	1679	81	209	1684
	100%	100%	100%	100%	-	100%	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Did not feel rushed	116 6%	99 6%	6 4%	11 8%	-	116 6%	-	116 6%	-	79 6%	18 9%	74 6%	-	99 6%	8 10%	4 2%	112 7%
																	A
Felt views were listened to	68 4%	59 4%	3 2%	6 4%	-	68 4%	-	68 4%	-	48 4%	14 7%	46 4%	1 5%	65 4%	2 2%	-	68 4%
											a						A
Well looked after / good care / helpful / understanding	67 4%	56 4%	7 4%	3 2%	-	67 4%	-	66 4%	-	50 4%	13 6%	51 4%	1 4%	58 3%	3 4%	7 3%	60 4%
Optician was/seemed trustworthy	64 3%	54 3%	4 3%	7 5%	-	64 3%	-	64 3%	-	40 3%	8 4%	38 3%	1 6%	60 4%	2 2%	1 *	63 4%
																	A
Felt involved in decisions about your care	48 3%	41 3%	2 1%	5 4%	-	48 3%	-	48 3%	-	32 3%	8 4%	32 3%	-	44 3%	1 1%	-	48 3%
																	A
Did not feel pressured into spending	42 2%	37 2%	2 1%	4 3%	-	42 2%	-	42 2%	-	31 3%	5 2%	30 2%	-	39 2%	4 5%	1 1%	41 2%
																	a
Good range/choice of treatment options/products	33 2%	27 2%	5 3%	1 1%	-	33 2%	-	32 2%	-	27 2%	6 3%	27 2%	-	28 2%	2 2%	8 4%	25 1%
																B	
Seen on time / not kept waiting	30 2%	27 2%	2 1%	1 1%	-	30 2%	-	29 2%	-	13 1%	1 *	12 1%	1 5%	28 2%	-	-	30 2%
																	a
Always see the same person / been going for years / they know me	26 1%	25 2%	1 1%	-	-	26 1%	-	26 1%	-	23 2%	2 1%	23 2%	-	22 1%	-	3 1%	23 1%

Columns Tested: A,B,C,D - A,B - A,B - A,B - A,B - A,B





### General Optical Council

#### 13. What was the main reason why you were satisfied with your overall experience of the opticians? And for which other reasons were you satisfied?

##### a/b) Main/other reasons

Base: All who were satisfied with their overall experience at the opticians

	Last time visited an optician					Satisfaction with overall experience at opticians		Satisfaction with eye test		Corrective solutions		Satisfaction with purchasing corrective solutions		Confidence in effective regulation		Awareness of GOC	
	Total	2 years ago or less	More than 2 to less than 5 years	5 years or more ago	Never	Satis fied	Dissat isfied	Satis fied	Dissat isfied	Presc ription glasses	Cont act lenses	Satis fied	Dissat isfied	Conf ident	Not confi dent	Aware	Not aware
		a	b	c	d	a	b	a	b	a	b	a	b	a	b	a	b
Significance Level: 90%		A	B	C	D	A	B	A	B	A	B	A	B	A	B	A	B
Significance Level: 95%		A	B	C	D	A	B	A	B	A	B	A	B	A	B	A	B
Unweighted Total	1896	1595	164	137	-	1896	-	1875	8	1253	208	1231	20	1680	82	204	1692
Weighted Total	1893	1593	164	137	-	1893	-	1872	8	1245	208	1223	20	1679	81	209	1684
	100%	100%	100%	100%	-	100%	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Routine / straightforward / confirmed what I know	25	18	3	4	-	25	-	25	-	5	1	5	-	24	-	2	23
	1%	1%	2%	3%	-	1%	-	1%	-	*	*	*	-	1%	-	1%	1%
				a													
Pleasant environment / comfortable / clean	22	15	6	1	-	22	-	22	-	12	1	11	1	17	2	2	20
	1%	1%	4%	1%	-	1%	-	1%	-	1%	*	1%	6%	1%	2%	1%	1%
			Ac										A				
Local / convenient to get to	17	17	-	-	-	17	-	17	-	14	3	14	-	15	1	1	16
	1%	1%	-	-	-	1%	-	1%	-	1%	1%	1%	-	1%	1%	*	1%
Quality / good quality	12	7	1	4	-	12	-	10	1	6	1	7	-	10	2	1	11
	1%	*	1%	3%	-	1%	-	1%	13%	*	*	1%	-	1%	2%	*	1%
			A						A						a		
Modern equipment / latest technology	11	10	1	-	-	11	-	11	-	9	4	8	-	10	-	1	10
	1%	1%	1%	-	-	1%	-	1%	-	1%	2%	1%	-	1%	-	*	1%
Good aftercare	6	6	-	-	-	6	-	6	-	5	1	5	-	6	-	-	6
	*	*	-	-	-	*	-	*	-	*	*	*	-	*	-	-	*
Children were reassured / put at ease	5	5	-	-	-	5	-	4	-	3	-	3	-	4	-	1	4
	*	*	-	-	-	*	-	*	-	*	-	*	-	*	-	*	*
Everything in one place / one stop shop	1	1	-	-	-	1	-	1	-	1	-	1	-	1	-	-	1
	*	*	-	-	-	*	-	*	-	*	-	*	-	*	-	-	*
Other	66	51	9	7	-	66	-	66	-	43	8	44	-	60	3	7	59
	4%	3%	5%	5%	-	4%	-	4%	-	3%	4%	4%	-	4%	4%	3%	4%
Don't know / not stated	81	57	9	15	-	81	-	76	3	45	11	45	-	69	4	21	59
	4%	4%	5%	11%	-	4%	-	4%	38%	4%	5%	4%	-	4%	5%	10%	4%
				Ab					A							B	

Columns Tested: A,B,C,D - A,B - A,B - A,B - A,B - A,B - A,B



## General Optical Council

### 13. What was the main reason why you were satisfied with your overall experience of the opticians? And for which other reasons were you satisfied?

#### a/b) Main/other reasons

Base: All who were satisfied with their overall experience at the opticians

	Ethnicity						Children in household		Products currently used				Product most recently bought			
	Total	White	Mixed/ multiple	Asian or Asian British	Black or Black British	Other	BME	Aged 8 or under	Aged 9-18	Glasses with a prescription	Contact lenses	Reading glasses without a prescription	None of these	Glasses with a prescription	Contact lenses	Reading glasses without a prescription
Significance Level: 90%		a	b	c	d	e	f	a	b	a	b	c	d	a	b	c
Significance Level: 95%		A	B	C	D	E	F	A	B	A	B	C	D	A	B	C
Unweighted Total	1896	1702	23	104	19	8	154	313	449	1253	208	250	413	1107	149	20
Weighted Total	1893	1698	23	104	19	8	155	316	447	1245	208	248	419	1099	149	20
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Good quality examination / issue corrected	722	643	10	46	5	2	63	108	158	484	63	89	163	439	44	4
	38%	38%	43%	44%	26%	25%	41%	34%	35%	39%	30%	36%	39%	40%	29%	19%
										B		B		Bc		
Polite / friendly	472	418	8	24	5	4	41	70	126	303	47	69	111	263	35	11
	25%	25%	36%	23%	26%	49%	27%	22%	28%	24%	23%	28%	26%	24%	23%	55%
								a								AB
Good communication	271	249	1	12	4	1	18	46	81	170	30	39	68	148	21	5
	14%	15%	4%	12%	21%	14%	12%	15%	18%	14%	14%	16%	16%	13%	14%	24%
Good overall experience/service / no problems / got what I wanted	202	175	2	18	3	1	24	38	48	145	25	22	34	132	16	4
	11%	10%	8%	17%	16%	12%	15%	12%	11%	12%	12%	9%	8%	12%	11%	20%
				A			A			D						
Good advice on treatment options	197	178	-	13	3	1	17	34	55	152	33	23	25	126	26	4
	10%	10%	-	13%	16%	14%	11%	11%	12%	12%	16%	9%	6%	11%	18%	19%
				b	b	b	b			D	CD				A	
Optician was/seemed qualified	168	157	-	7	-	2	9	26	50	105	21	30	37	88	16	4
	9%	9%	-	7%	-	25%	6%	8%	11%	8%	10%	12%	9%	8%	11%	21%
						BcDF						a				A
Reasonable pricing / good value for money	161	146	1	8	1	1	11	31	35	127	25	18	22	108	17	2
	8%	9%	4%	8%	5%	12%	7%	10%	8%	10%	12%	7%	5%	10%	12%	10%
										D	cD					
Quick service / quick and easy	135	120	3	9	1	1	14	30	36	93	19	12	29	81	14	1
	7%	7%	13%	9%	5%	12%	9%	10%	8%	7%	9%	5%	7%	7%	9%	6%
											c					
Professional / competent / efficient	135	127	2	2	-	1	5	23	29	86	17	17	33	73	13	-
	7%	7%	9%	2%	-	12%	3%	7%	6%	7%	8%	7%	8%	7%	9%	-
		Cf	c			c										

Columns Tested: A,B,C,D,E,F - A,B - A,B,C,D - A,B,C

## General Optical Council

### 13. What was the main reason why you were satisfied with your overall experience of the opticians? And for which other reasons were you satisfied?

#### a/b) Main/other reasons

Base: All who were satisfied with their overall experience at the opticians

	Ethnicity						Children in household		Products currently used				Product most recently bought			
	Total	White	Mixed/ multiple	Asian or Asian British	Black or Black British	Other	BME	Aged 8 or under	Aged 9-18	Glasses with a prescription	Contact lenses	Reading glasses without a prescription	None of these	Glasses with a prescription	Contact lenses	Reading glasses without a prescription
Significance Level: 90%		a	b	c	d	e	f	a	b	a	b	c	d	a	b	c
Significance Level: 95%		A	B	C	D	E	F	A	B	A	B	C	D	A	B	C
Unweighted Total	1896	1702	23	104	19	8	154	313	449	1253	208	250	413	1107	149	20
Weighted Total	1893	1698	23	104	19	8	155	316	447	1245	208	248	419	1099	149	20
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Did not feel rushed	116	102	-	12	1	-	13	22	29	79	18	18	24	64	11	3
	6%	6%	-	11%	5%	-	8%	7%	7%	6%	9%	7%	6%	6%	7%	15%
				Ab												
Felt views were listened to	68	62	1	3	1	1	6	13	20	48	14	10	12	38	9	2
	4%	4%	4%	3%	5%	14%	4%	4%	4%	4%	7%	4%	3%	3%	6%	11%
											aD					a
Well looked after / good care / helpful / understanding	67	61	-	3	-	1	4	12	15	50	13	8	9	45	7	-
	4%	4%	-	3%	-	12%	3%	4%	3%	4%	6%	3%	2%	4%	5%	-
										d	D					
Optician was/seemed trustworthy	64	58	1	3	-	1	5	5	19	40	8	10	17	33	6	1
	3%	3%	4%	3%	-	13%	3%	2%	4%	3%	4%	4%	4%	3%	4%	5%
									A							
Felt involved in decisions about your care	48	42	-	4	1	-	5	6	20	32	8	10	9	28	4	1
	3%	2%	-	4%	5%	-	3%	2%	4%	3%	4%	4%	2%	3%	3%	5%
									a							
Did not feel pressured into spending	42	38	-	4	-	-	4	6	11	31	5	6	7	28	2	1
	2%	2%	-	4%	-	-	3%	2%	2%	3%	2%	2%	2%	3%	1%	5%
Good range/choice of treatment options/products	33	30	1	1	1	-	3	3	7	27	6	4	4	24	3	-
	2%	2%	4%	1%	5%	-	2%	1%	2%	2%	3%	2%	1%	2%	2%	-
											d					
Seen on time / not kept waiting	30	27	-	1	-	-	1	5	7	13	1	6	11	13	-	-
	2%	2%	-	1%	-	-	1%	2%	2%	1%	*	2%	3%	1%	-	-
												ab	Ab			
Always see the same person / been going for years / they know me	26	26	-	-	-	-	-	3	6	23	2	2	1	21	2	-
	1%	2%	-	-	-	-	-	1%	1%	2%	1%	1%	*	2%	1%	-
										D						

Columns Tested: A,B,C,D,E,F - A,B - A,B,C,D - A,B,C

## General Optical Council

### 13. What was the main reason why you were satisfied with your overall experience of the opticians? And for which other reasons were you satisfied?

#### a/b) Main/other reasons

Base: All who were satisfied with their overall experience at the opticians

	Ethnicity						Children in household		Products currently used				Product most recently bought			
	Total	White	Mixed/ multiple	Asian or Asian British	Black or Black British	Other	BME	Aged 8 or under	Aged 9-18	Glasses with a prescription	Contact lenses	Reading glasses without a prescription	None of these	Glasses with a prescription	Contact lenses	Reading glasses without a prescription
	a	b	c	d	e	f	a	b	a	b	c	d	a	b	c	
Significance Level: 90%	A	B	C	D	E	F	A	B	A	B	C	D	A	B	C	
Significance Level: 95%																
Unweighted Total	1896	1702	23	104	19	8	154	313	449	1253	208	250	413	1107	149	20
Weighted Total	1893	1698	23	104	19	8	155	316	447	1245	208	248	419	1099	149	20
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Routine / straightforward / confirmed what I know	25 1%	22 1%	- -	3 3%	- -	- -	3 2%	5 2%	8 2%	5 *	1 *	7 3%	12 3%	4 *	1 1%	- -
												Ab	Ab			
Pleasant environment / comfortable / clean	22 1%	18 1%	- -	2 2%	- -	- -	2 1%	4 1%	4 1%	12 1%	1 *	1 *	10 2%	11 1%	1 1%	- -
													AbC			
Local / convenient to get to	17 1%	16 1%	- -	1 1%	- -	- -	1 1%	2 1%	1 *	14 1%	3 1%	- -	3 1%	13 1%	1 1%	- -
										c	c					
Quality / good quality	12 1%	11 1%	- -	1 1%	- -	- -	1 1%	4 1%	1 *	6 *	1 *	1 *	5 1%	6 1%	1 1%	- -
								b					a			
Modern equipment / latest technology	11 1%	8 *	- -	3 3%	- -	- -	3 2%	3 1%	1 *	9 1%	4 2%	1 *	1 *	5 *	3 2%	- -
				A			A				D			A		
Good aftercare	6 *	5 *	- -	1 1%	- -	- -	1 1%	2 1%	3 1%	5 *	1 *	1 *	1 *	5 *	- -	- -
Children were reassured / put at ease	5 *	5 *	- -	- -	- -	- -	- -	2 1%	3 1%	3 *	- -	- -	2 *	3 *	- -	- -
Everything in one place / one stop shop	1 *	1 *	- -	- -	- -	- -	- -	- -	- -	1 *	- -	- -	- -	1 *	- -	- -
Other	66 4%	54 3%	1 4%	9 9%	1 5%	- -	11 7%	12 4%	12 3%	43 3%	8 4%	7 3%	15 4%	38 3%	6 4%	2 11%
				A			A									a
Don't know / not stated	81 4%	71 4%	- -	3 3%	2 11%	- -	5 3%	13 4%	25 5%	45 4%	11 5%	9 4%	24 6%	40 4%	7 4%	- -
													a			

Columns Tested: A,B,C,D,E,F - A,B - A,B,C,D - A,B,C

## General Optical Council

## 14. What was the main reason why you were not satisfied with your overall experience of the opticians? And for which other reasons were you not satisfied?

## a) Main reason

Base: All who were not satisfied with their overall experience at the opticians

	Gender		Age					Region									Country					
	Total	Male	Female	18-29	30-44	45-59	60-74	75+	North East	North West	Yorks & Humb.	East Mid lands	West Mid lands	East of Eng land	Lon don	South East	South West	Eng land	Wales	Scot land	NI	UK TOTAL
		a	b	a	b	c	d	e	a	b	c	d	e	f	g	h	i	a	b	c	d	e
Significance Level: 90%		A	B	A	B	C	D	E	A	B	C	D	E	F	G	H	I	A	B	C	D	E
Significance Level: 95%																						
Unweighted Total	85	30	55	19	20	21	20	5	4	14	10	7	5	10	7	12	7	76	3	3	3	85
Weighted Total	84	30	54	19	20	19	19	6	4	14	10	7	5	10	7	12	7	76	3	2	3	84
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Rude / unfriendly	9	3	6	3	3	1	1	1	1	-	2	-	-	1	-	4	1	9	-	-	-	9
	11%	10%	11%	15%	15%	5%	5%	20%	25%	-	21%	-	-	10%	-	34%	16%	12%	-	-	-	11%
									b		b				B							
Poor quality product / didn't work / didn't correct problem	9	3	6	-	1	3	5	-	-	2	1	-	1	2	-	1	-	7	2	1	-	9
	11%	9%	12%	-	5%	18%	24%	-	-	13%	10%	-	19%	20%	-	8%	-	9%	58%	33%	-	11%
					a	Ab													AE			
Bad / no advice on treatment options	8	2	6	3	2	1	2	-	-	2	-	-	-	1	-	1	2	6	1	-	1	8
	10%	7%	12%	17%	10%	5%	11%	-	-	14%	-	-	-	10%	-	9%	27%	8%	42%	-	40%	10%
																			ae		a	
Felt pressured into spending	8	3	5	1	1	3	3	-	1	1	2	1	-	-	1	2	-	8	-	-	-	8
	9%	10%	9%	5%	5%	15%	15%	-	24%	7%	20%	15%	-	-	13%	16%	-	10%	-	-	-	9%
Felt rushed	7	2	5	3	-	1	2	1	-	3	1	1	-	-	-	1	1	7	-	-	-	7
	8%	7%	9%	15%	-	5%	10%	20%	-	22%	10%	14%	-	-	-	8%	13%	9%	-	-	-	8%
				b		b																
Issue not resolved	7	2	5	3	1	1	2	-	-	1	-	-	1	1	-	2	-	5	-	-	2	7
	8%	7%	9%	15%	5%	5%	10%	-	-	7%	-	-	21%	10%	-	16%	-	6%	-	-	60%	8%
																					AE	
Expensive / high pricing	6	2	4	-	2	3	-	1	-	1	2	1	1	1	-	-	-	6	-	-	-	6
	7%	7%	7%	-	10%	15%	-	20%	-	8%	20%	15%	20%	10%	-	-	-	8%	-	-	-	7%
					ad	ad																
Did not feel views were listened to	6	2	4	-	1	3	2	-	-	1	1	1	-	2	-	-	-	5	-	1	-	6
	7%	7%	7%	-	5%	14%	10%	-	-	7%	10%	14%	-	19%	-	-	-	6%	-	33%	-	7%
					a															ae		
Bad communication	5	2	3	2	2	-	1	-	1	-	-	1	-	-	2	-	1	5	-	-	-	5
	6%	7%	6%	10%	10%	-	5%	-	25%	-	-	15%	-	-	29%	-	13%	7%	-	-	-	6%
									bh						Bcfn							
Difficult to get an appointment	4	2	2	-	2	1	-	1	1	-	-	1	-	-	-	1	1	4	-	-	-	4
	5%	7%	4%	-	10%	5%	-	20%	26%	-	-	14%	-	-	16%	-	14%	5%	-	-	-	5%
								ad	bh													
Service poor/bad overall	3	1	2	-	1	2	-	-	-	2	-	-	-	-	-	-	-	2	-	1	-	3
	3%	3%	4%	-	5%	9%	-	-	-	14%	-	-	-	-	-	-	-	3%	-	34%	-	3%
																				AE		

Columns Tested: A,B - A,B,C,D,E - A,B,C,D,E,F,G,H,I - A,B,C,D,E

## General Optical Council

### 14. What was the main reason why you were not satisfied with your overall experience of the opticians? And for which other reasons were you not satisfied?

#### a) Main reason

Base: All who were not satisfied with their overall experience at the opticians

	Gender		Age					Region									Country					
	Total	Male	Female	18-29	30-44	45-59	60-74	75+	North East	North West	Yorks & Humb.	East Mid lands	West Mid lands	East of Eng land	Lon don	South East	South West	Eng land	Wales	Scot land	NI	UK TOTAL
Significance Level: 90%		a	b	a	b	c	d	e	a	b	c	d	e	f	g	h	i	a	b	c	d	e
Significance Level: 95%		A	B	A	B	C	D	E	A	B	C	D	E	F	G	H	I	A	B	C	D	E
Unweighted Total	85	30	55	19	20	21	20	5	4	14	10	7	5	10	7	12	7	76	3	3	3	85
Weighted Total	84	30	54	19	20	19	19	6	4	14	10	7	5	10	7	12	7	76	3	2	3	84
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Did not feel involved in decisions about your care	2	1	1	-	1	-	1	-	-	-	-	-	1	1	-	-	-	2	-	-	-	2
	2%	3%	2%	-	5%	-	5%	-	-	-	-	-	21%	10%	-	-	-	3%	-	-	-	2%
													b									
Optician was not/did not seem qualified	1	1	-	-	-	-	-	1	-	-	-	-	-	-	-	-	1	1	-	-	-	1
	1%	4%	-	-	-	-	-	20%	-	-	-	-	-	-	-	-	16%	2%	-	-	-	1%
								abCd														
Limited range	1	1	-	-	-	1	-	-	-	-	-	-	-	-	1	-	-	1	-	-	-	1
	1%	3%	-	-	-	5%	-	-	-	-	-	-	-	-	13%	-	-	1%	-	-	-	1%
Other	1	-	1	-	-	-	1	-	-	-	-	-	1	-	-	-	-	1	-	-	-	1
	1%	-	2%	-	-	-	5%	-	-	-	-	-	19%	-	-	-	-	1%	-	-	-	1%
Don't know	7	3	4	4	3	-	-	-	-	1	1	1	-	1	2	1	-	7	-	-	-	7
	8%	10%	7%	21%	15%	-	-	-	-	7%	10%	15%	-	10%	28%	8%	-	9%	-	-	-	8%
				CD	cd																	

Columns Tested: A,B - A,B,C,D,E - A,B,C,D,E - A,B,C,D,E,F,G,H,I - A,B,C,D,E

## General Optical Council

### 14. What was the main reason why you were not satisfied with your overall experience of the opticians? And for which other reasons were you not satisfied?

#### a) Main reason

Base: All who were not satisfied with their overall experience at the opticians

	Total	Employment status							
		Full time paid job	Part time paid job	Self emp.	Student	Unemp (<6m)	Unemp (>6m)	Home maker	Retired
		a	b	c	d	e	f	g	h
		A	B	C	D	E	F	G	H
Unweighted Total	85	39	6	8	-	1	3	7	16
Weighted Total	84	38	6	8	-	1	3	7	16
	100%	100%	100%	100%	-	100%	100%	100%	100%
Rude / unfriendly	9	3	1	-	-	-	1	2	2
	11%	8%	17%	-	-	-	33%	29%	13%
Poor quality product / didn't work / didn't correct problem	9	4	-	-	-	-	-	-	4
	11%	12%	-	-	-	-	-	-	23%
Bad / no advice on treatment options	8	4	1	1	-	-	-	1	-
	10%	11%	18%	12%	-	-	-	15%	-
			h						
Felt pressured into spending	8	5	1	-	-	-	-	1	1
	9%	13%	17%	-	-	-	-	14%	6%
Felt rushed	7	4	-	1	-	-	-	-	1
	8%	10%	-	12%	-	-	-	-	7%
Issue not resolved	7	5	-	-	-	-	-	1	1
	8%	13%	-	-	-	-	-	15%	6%
Expensive / high pricing	6	3	-	-	-	-	-	1	2
	7%	8%	-	-	-	-	-	14%	14%
Did not feel views were listened to	6	3	-	-	-	-	-	1	2
	7%	8%	-	-	-	-	-	12%	12%
Bad communication	5	2	-	-	-	1	1	-	-
	6%	5%	-	-	-	100%	34%	-	-
							aH		
Difficult to get an appointment	4	1	-	2	-	-	-	-	-
	5%	3%	-	25%	-	-	-	-	-
				AH					
Service poor/bad overall	3	1	1	1	-	-	-	-	-
	3%	3%	14%	12%	-	-	-	-	-
Did not feel involved in decisions about your care	2	-	-	1	-	-	-	-	1
	2%	-	-	13%	-	-	-	-	6%
				A					

Columns Tested: A,B,C,D,E,F,G,H

## General Optical Council

### 14. What was the main reason why you were not satisfied with your overall experience of the opticians? And for which other reasons were you not satisfied?

#### a) Main reason

Base: All who were not satisfied with their overall experience at the opticians

	Employment status								
	Total	Full time paid job	Part time paid job	Self emp.	Student	Unemp (<6m)	Unemp (>6m)	Home maker	Retired
Significance Level: 90%		a	b	c	d	e	f	g	h
Significance Level: 95%		A	B	C	D	E	F	G	H
Unweighted Total	85	39	6	8	-	1	3	7	16
Weighted Total	84	38	6	8	-	1	3	7	16
	100%	100%	100%	100%	-	100%	100%	100%	100%
Optician was not/did not seem qualified	1	-	-	-	-	-	-	-	1
	1%	-	-	-	-	-	-	-	7%
									a
Limited range	1	1	-	-	-	-	-	-	-
	1%	3%	-	-	-	-	-	-	-
Other	1	-	-	-	-	-	-	-	1
	1%	-	-	-	-	-	-	-	6%
Don't know	7	2	2	2	-	-	1	-	-
	8%	5%	34%	26%	-	-	34%	-	-
			AH	aH			aH		

Columns Tested: A,B,C,D,E,F,G,H



### General Optical Council

#### 14. What was the main reason why you were not satisfied with your overall experience of the opticians? And for which other reasons were you not satisfied?

##### a) Main reason

Base: All who were not satisfied with their overall experience at the opticians

	SEG						Sight					Eye conditions suffer from (personally or family)					Confidence in opticians		
	Total	A	B	C1	C2	D	E	20:20 vision	Short sighted	Long sighted	Partially sighted	Registered blind	Glaucoma	Diabetes	Macular degeneration	Cataracts	Astigmatism	Confident	Not confident
		a	b	c	d	e	f	a	b	c	d	e	a	b	c	d	e	a	b
Significance Level: 90%		A	B	C	D	E	F	A	B	C	D	E	A	B	C	D	E	A	B
Significance Level: 95%																			
Unweighted Total	85	3	19	14	18	12	9	19	34	16	5	-	11	14	3	3	10	58	25
Weighted Total	84	3	19	14	18	11	9	19	33	16	5	-	11	14	3	3	10	57	25
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	100%	100%	100%	100%	100%	100%	100%
Rude / unfriendly	9	-	1	3	1	2	2	2	4	3	-	-	2	2	-	-	-	6	3
	11%	-	6%	22%	5%	17%	23%	11%	12%	20%	-	-	19%	14%	-	-	-	11%	12%
Poor quality product / didn't work / didn't correct problem	9	-	-	3	4	1	1	2	3	1	2	-	1	1	2	1	3	7	2
	11%	-	-	20%	20%	7%	11%	9%	10%	6%	40%	-	8%	7%	66%	30%	28%	13%	7%
				B	B						abc				AB				
Bad / no advice on treatment options	8	-	3	2	1	-	-	2	4	-	-	-	-	2	-	-	-	5	3
	10%	-	15%	15%	6%	-	-	11%	12%	-	-	-	-	14%	-	-	-	10%	12%
Felt pressured into spending	8	-	4	1	1	-	2	1	2	2	1	-	3	1	1	-	2	4	4
	9%	-	20%	7%	6%	-	22%	5%	6%	12%	20%	-	26%	7%	34%	-	20%	7%	15%
Felt rushed	7	-	2	-	3	-	-	-	2	3	-	-	1	2	-	-	1	7	-
	8%	-	10%	-	17%	-	-	-	6%	18%	-	-	11%	14%	-	-	10%	12%	-
										a								b	
Issue not resolved	7	-	5	-	1	-	-	1	4	1	-	-	-	-	-	-	1	5	2
	8%	-	26%	-	5%	-	-	6%	12%	6%	-	-	-	-	-	-	10%	8%	8%
				Cde															
Expensive / high pricing	6	1	-	-	1	1	1	1	2	2	-	-	2	1	-	1	1	5	1
	7%	37%	-	-	5%	9%	11%	5%	6%	13%	-	-	18%	7%	-	37%	11%	9%	5%
		BC																	
Did not feel views were listened to	6	-	1	2	-	3	-	2	2	1	1	-	-	-	-	-	1	4	2
	7%	-	5%	14%	-	24%	-	10%	5%	6%	20%	-	-	-	-	-	11%	7%	7%
					D														
Bad communication	5	1	-	1	-	-	2	1	2	-	1	-	-	2	-	-	-	2	1
	6%	32%	-	7%	-	-	22%	5%	6%	-	20%	-	-	14%	-	-	-	3%	4%
		BDe					BD				c								
Difficult to get an appointment	4	-	1	-	-	2	-	1	1	1	-	-	1	1	-	1	-	3	1
	5%	-	5%	-	-	17%	-	5%	3%	6%	-	-	9%	8%	-	33%	-	5%	5%
					d										e				
Service poor/bad overall	3	-	-	1	2	-	-	-	3	-	-	-	1	-	-	-	1	2	1
	3%	-	-	6%	11%	-	-	-	8%	-	-	-	9%	-	-	-	11%	3%	3%

Columns Tested: A,B,C,D,E,F - A,B,C,D,E - A,B,C,D,E - A,B



**General Optical Council**

**14. What was the main reason why you were not satisfied with your overall experience of the opticians? And for which other reasons were you not satisfied?**

**a) Main reason**

Base: All who were not satisfied with their overall experience at the opticians

	SEG						Sight					Eye conditions suffer from (personally or family)					Confidence in opticians		
	Total	A	B	C1	C2	D	E	20:20 vision	Short sighted	Long sighted	Partially sighted	Registered blind	Glaucoma	Diabetes	Macular degeneration	Cataracts	Astigmatism	Confident	Not confident
		a	b	c	d	e	f	a	b	c	d	e	a	b	c	d	e	a	b
Significance Level: 90%		A	B	C	D	E	F	A	B	C	D	E	A	B	C	D	E	A	B
Significance Level: 95%																			
Unweighted Total	85	3	19	14	18	12	9	19	34	16	5	-	11	14	3	3	10	58	25
Weighted Total	84	3	19	14	18	11	9	19	33	16	5	-	11	14	3	3	10	57	25
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	100%	100%	100%	100%	100%	100%	100%
Did not feel involved in decisions about your care	2	-	-	-	1	1	-	1	-	1	-	-	-	-	-	-	-	1	1
	2%	-	-	-	6%	8%	-	5%	-	6%	-	-	-	-	-	-	-	2%	4%
Optician was not/did not seem qualified	1	-	1	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-	1
	1%	-	6%	-	-	-	-	-	3%	-	-	-	-	-	-	-	-	-	5%
Limited range	1	-	-	-	-	1	-	-	1	-	-	-	-	-	-	-	-	1	-
	1%	-	-	-	-	8%	-	-	3%	-	-	-	-	-	-	-	-	2%	-
Other	1	1	-	-	-	-	-	-	-	1	-	-	-	1	-	-	-	1	-
	1%	30%	-	-	-	-	-	-	-	6%	-	-	-	7%	-	-	-	2%	-
		BcDe																	
Don't know	7	-	1	1	3	1	1	5	2	-	-	-	-	1	-	-	-	4	3
	8%	-	5%	7%	17%	9%	12%	27%	6%	-	-	-	-	7%	-	-	-	7%	12%
								BC											

Columns Tested: A,B,C,D,E,F - A,B,C,D,E - A,B,C,D,E - A,B



### General Optical Council

#### 14. What was the main reason why you were not satisfied with your overall experience of the opticians? And for which other reasons were you not satisfied?

##### a) Main reason

Base: All who were not satisfied with their overall experience at the opticians

	Last time visited an optician					Satisfaction with overall experience at opticians		Satisfaction with eye test		Corrective solutions		Satisfaction with purchasing corrective solutions		Confidence in effective regulation		Awareness of GOC	
	Total	2 years ago or less	More than 2 to less than 5 years	5 years or more ago	Never	Satisfied	Dissatisfied	Satisfied	Dissatisfied	Prescription glasses	Contact lenses	Satisfied	Dissatisfied	Confident	Not confident	Aware	Not aware
Significance Level: 90%		a	b	c	d	a	b	a	b	a	b	a	b	a	b	a	b
Significance Level: 95%		A	B	C	D	A	B	A	B	A	B	A	B	A	B	A	B
Unweighted Total	85	57	17	11	-	-	85	50	32	49	8	30	21	44	35	9	76
Weighted Total	84	56	17	11	-	-	84	48	33	48	8	30	21	43	35	9	75
	100%	100%	100%	100%	-	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Rude / unfriendly	9	5	3	1	-	-	9	3	5	6	1	4	2	8	1	2	7
	11%	9%	18%	9%	-	-	11%	6%	15%	13%	13%	14%	10%	19%	3%	22%	9%
Poor quality product / didn't work / didn't correct problem	9	8	1	-	-	-	9	7	2	8	-	4	4	5	3	-	9
	11%	14%	6%	-	-	-	11%	15%	5%	16%	-	13%	18%	12%	8%	-	12%
Bad / no advice on treatment options	8	3	3	2	-	-	8	3	5	2	1	2	1	2	5	1	7
	10%	6%	17%	19%	-	-	10%	6%	17%	4%	13%	7%	5%	5%	16%	11%	10%
Felt pressured into spending	8	5	1	2	-	-	8	6	2	3	1	2	2	2	4	-	8
	9%	8%	6%	18%	-	-	9%	12%	6%	6%	12%	6%	9%	4%	11%	-	10%
Felt rushed	7	6	-	1	-	-	7	1	6	6	-	6	-	4	2	-	7
	8%	11%	-	9%	-	-	8%	2%	18%	12%	-	20%	-	9%	5%	-	9%
Issue not resolved	7	5	1	1	-	-	7	6	1	3	-	2	1	5	2	1	6
	8%	9%	6%	9%	-	-	8%	12%	3%	6%	-	6%	5%	11%	6%	12%	8%
Expensive / high pricing	6	4	2	-	-	-	6	3	3	5	-	1	4	3	3	1	5
	7%	7%	11%	-	-	-	7%	6%	10%	10%	-	3%	20%	7%	9%	11%	7%
Did not feel views were listened to	6	4	1	1	-	-	6	4	2	4	-	3	1	2	4	-	6
	7%	7%	6%	8%	-	-	7%	8%	6%	8%	-	10%	5%	4%	11%	-	8%
Bad communication	5	3	2	-	-	-	5	4	-	3	-	1	1	2	2	-	5
	6%	5%	12%	-	-	-	6%	8%	-	6%	-	3%	5%	4%	6%	-	7%
Difficult to get an appointment	4	2	-	2	-	-	4	4	-	1	1	1	-	4	-	-	4
	5%	4%	-	18%	-	-	5%	9%	-	2%	13%	3%	-	10%	-	-	6%

Columns Tested: A,B,C,D - A,B - A,B - A,B - A,B - A,B - A,B



### General Optical Council

#### 14. What was the main reason why you were not satisfied with your overall experience of the opticians? And for which other reasons were you not satisfied?

##### a) Main reason

Base: All who were not satisfied with their overall experience at the opticians

	Last time visited an optician				Satisfaction with overall experience at opticians		Satisfaction with eye test		Corrective solutions		Satisfaction with purchasing corrective solutions		Confidence in effective regulation		Awareness of GOC		
	Total	2 years ago or less	More than 2 to less than 5 years	5 years or more ago	Never	Satisfied	Dissatisfied	Satisfied	Dissatisfied	Prescription glasses	Contact lenses	Satisfied	Dissatisfied	Confident	Not confident	Aware	Not aware
Significance Level: 90%		a	b	c	d	a	b	a	b	a	b	a	b	a	b	a	b
Significance Level: 95%		A	B	C	D	A	B	A	B	A	B	A	B	A	B	A	B
Unweighted Total	85	57	17	11	-	-	85	50	32	49	8	30	21	44	35	9	76
Weighted Total	84	56	17	11	-	-	84	48	33	48	8	30	21	43	35	9	75
	100%	100%	100%	100%	-	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Service poor/bad overall	3	2	1	-	-	-	3	2	1	3	1	1	2	2	1	-	3
	3%	3%	6%	-	-	-	3%	4%	3%	6%	12%	3%	9%	5%	2%	-	4%
Did not feel involved in decisions about your care	2	1	-	1	-	-	2	1	1	1	-	-	1	-	2	-	2
	2%	2%	-	10%	-	-	2%	2%	3%	2%	-	-	5%	-	6%	-	3%
Optician was not/did not seem qualified	1	-	1	-	-	-	1	-	1	1	-	-	1	-	1	-	1
	1%	-	7%	-	-	-	1%	-	4%	2%	-	-	6%	-	3%	-	2%
Limited range	1	1	-	-	-	-	1	1	-	-	-	-	-	-	1	-	1
	1%	2%	-	-	-	-	1%	2%	-	-	-	-	-	3%	-	-	1%
Other	1	1	-	-	-	-	1	1	-	1	-	1	-	1	-	-	1
	1%	2%	-	-	-	-	1%	2%	-	2%	-	3%	-	2%	-	-	1%
Don't know	7	6	1	-	-	-	7	3	3	2	3	2	1	3	4	4	3
	8%	11%	6%	-	-	-	8%	6%	9%	4%	38%	7%	5%	7%	12%	44%	4%
											A					B	

Columns Tested: A,B,C,D - A,B - A,B - A,B - A,B - A,B - A,B



## General Optical Council

## 14. What was the main reason why you were not satisfied with your overall experience of the opticians? And for which other reasons were you not satisfied?

## a) Main reason

Base: All who were not satisfied with their overall experience at the opticians

	Ethnicity						Children in household		Products currently used				Product most recently bought			
	Total	White	Mixed/ multiple	Asian or Asian British	Black or Black British	Other	BME	Aged 8 or under	Aged 9-18	Glasses with a prescription	Contact lenses	Reading glasses without a prescription	None of these	Glasses with a prescription	Contact lenses	Reading glasses without a prescription
	a	b	c	d	e	f	a	b	a	b	c	d	a	b	c	
	A	B	C	D	E	F	A	B	A	B	C	D	A	B	C	
Significance Level: 90%																
Significance Level: 95%																
Unweighted Total	85	75	1	3	1	1	6	12	19	49	8	13	22	45	6	1
Weighted Total	84	73	1	3	1	1	6	12	19	48	8	12	22	44	6	1
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Rude / unfriendly	9	8	-	-	-	1	1	2	2	6	1	1	2	5	1	-
	11%	11%	-	-	-	100%	16%	17%	10%	13%	13%	8%	9%	12%	17%	-
Poor quality product / didn't work / didn't correct problem	9	9	-	-	-	-	-	-	1	8	-	1	1	8	-	-
	11%	12%	-	-	-	-	-	-	5%	16%	-	6%	3%	17%	-	-
Bad / no advice on treatment options	8	7	-	-	-	-	-	1	1	2	1	1	4	2	1	-
	10%	10%	-	-	-	-	-	8%	5%	4%	13%	8%	19%	5%	17%	-
Felt pressured into spending	8	8	-	-	-	-	-	1	-	3	1	1	3	3	1	-
	9%	11%	-	-	-	-	-	8%	-	6%	12%	8%	13%	6%	16%	-
Felt rushed	7	6	-	-	-	-	-	-	2	6	-	-	1	6	-	-
	8%	8%	-	-	-	-	-	-	10%	12%	-	-	5%	14%	-	-
Issue not resolved	7	6	1	-	-	-	1	2	2	3	-	2	2	3	-	-
	8%	8%	100%	-	-	-	16%	17%	11%	6%	-	16%	9%	7%	-	-
Expensive / high pricing	6	6	-	-	-	-	-	-	3	5	-	1	-	5	-	-
	7%	8%	-	-	-	-	-	-	16%	10%	-	8%	-	11%	-	-
Did not feel views were listened to	6	6	-	-	-	-	-	1	1	4	-	1	1	4	-	-
	7%	8%	-	-	-	-	-	8%	5%	8%	-	8%	4%	9%	-	-
Bad communication	5	3	-	-	-	-	-	1	1	3	-	1	2	2	-	1
	6%	4%	-	-	-	-	-	8%	5%	6%	-	8%	9%	5%	-	100%
Difficult to get an appointment	4	3	-	-	1	-	1	-	1	1	1	1	2	1	-	-
	5%	4%	-	-	100%	-	19%	-	5%	2%	13%	8%	10%	2%	-	-
Service poor/bad overall	3	3	-	-	-	-	-	-	1	3	1	-	-	2	1	-
	3%	4%	-	-	-	-	-	-	5%	6%	12%	-	-	4%	16%	-

Columns Tested: A,B,C,D,E,F - A,B - A,B,C,D - A,B,C

### General Optical Council

#### 14. What was the main reason why you were not satisfied with your overall experience of the opticians? And for which other reasons were you not satisfied?

##### a) Main reason

Base: All who were not satisfied with their overall experience at the opticians

	Ethnicity						Children in household		Products currently used				Product most recently bought			
	Total	White	Mixed/ multiple	Asian or Asian British	Black or Black British	Other	BME	Aged 8 or under	Aged 9-18	Glasses with a prescription	Contact lenses	Reading glasses without a prescription	None of these	Glasses with a prescription	Contact lenses	Reading glasses without a prescription
	a	b	c	d	e	f	a	b	a	b	c	d	a	b	c	
	A	B	C	D	E	F	A	B	A	B	C	D	A	B	C	
Unweighted Total	85	75	1	3	1	1	6	12	19	49	8	13	22	45	6	1
Weighted Total	84	73	1	3	1	1	6	12	19	48	8	12	22	44	6	1
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Did not feel involved in decisions about your care	2	2	-	-	-	-	-	-	-	1	-	-	1	1	-	-
	2%	3%	-	-	-	-	-	-	-	2%	-	-	5%	2%	-	-
Optician was not/did not seem qualified	1	1	-	-	-	-	-	-	-	1	-	-	-	1	-	-
	1%	2%	-	-	-	-	-	-	-	2%	-	-	-	3%	-	-
Limited range	1	1	-	-	-	-	-	-	1	-	-	1	-	-	-	-
	1%	1%	-	-	-	-	-	-	5%	-	-	8%	-	-	-	-
												a				
Other	1	1	-	-	-	-	-	-	-	1	-	-	-	1	-	-
	1%	1%	-	-	-	-	-	-	-	2%	-	-	-	2%	-	-
Don't know	7	4	-	3	-	-	3	4	3	2	3	2	3	1	2	-
	8%	6%	-	100%	-	-	49%	33%	16%	4%	38%	16%	14%	2%	34%	-
				A			A				A			A		

Columns Tested: A,B,C,D,E,F - A,B - A,B,C,D - A,B,C

## General Optical Council

## 14. What was the main reason why you were not satisfied with your overall experience of the opticians? And for which other reasons were you not satisfied?

## b) Other reasons

Base: All who were not satisfied with their overall experience at the opticians

	Gender		Age					Region							Country							
	Total	Male	Female	18-29	30-44	45-59	60-74	75+	North East	North West	Yorks & Humb.	East Mid lands	West Mid lands	East of Eng land	Lon don	South East	South West	Eng land	Wales	Scot land	NI	UK TOTAL
	a	b		a	b	c	d	e	a	b	c	d	e	f	g	h	i	a	b	c	d	e
Significance Level: 90%		A	B	A	B	C	D	E	A	B	C	D	E	F	G	H	I	A	B	C	D	E
Significance Level: 95%																						
Unweighted Total	85	30	55	19	20	21	20	5	4	14	10	7	5	10	7	12	7	76	3	3	3	85
Weighted Total	84	30	54	19	20	19	19	6	4	14	10	7	5	10	7	12	7	76	3	2	3	84
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Rude / unfriendly	6	2	4	2	1	1	1	1	-	-	1	-	1	2	-	1	1	6	-	-	-	6
	7%	7%	8%	10%	5%	5%	5%	20%	-	-	10%	-	20%	20%	-	8%	16%	8%	-	-	-	7%
Bad / no advice on treatment options	5	-	5	2	-	-	2	1	1	2	1	1	-	-	-	-	-	5	-	-	-	5
	6%	-	9%	10%	-	-	10%	20%	25%	15%	10%	14%	-	-	-	-	-	7%	-	-	-	6%
			a					bC	h													
Product not ready on time / delays / took too long	4	2	2	-	4	-	-	-	-	2	-	-	-	1	1	-	-	4	-	-	-	4
	5%	7%	4%	-	20%	-	-	-	-	14%	-	-	-	10%	14%	-	-	5%	-	-	-	5%
					ACD																	
Issue not resolved	4	3	1	1	1	-	2	-	-	1	-	1	-	-	-	1	1	4	-	-	-	4
	5%	10%	2%	5%	5%	-	10%	-	-	7%	-	15%	-	-	-	8%	13%	5%	-	-	-	5%
Poor quality product / didn't work / didn't correct problem	4	2	2	-	1	3	-	-	-	-	-	-	-	-	2	1	-	3	1	-	-	4
	4%	6%	4%	-	5%	14%	-	-	-	-	-	-	-	-	28%	8%	-	4%	29%	-	-	4%
					d										bcf				ae			
Bad communication	2	-	2	2	-	-	-	-	-	-	2	-	-	-	-	-	-	2	-	-	-	2
	2%	-	4%	10%	-	-	-	-	-	-	21%	-	-	-	-	-	-	3%	-	-	-	2%
											b											
Did not feel involved in decisions about your care	2	1	1	-	1	1	-	-	-	1	-	-	-	-	-	1	-	2	-	-	-	2
	2%	3%	2%	-	5%	5%	-	-	-	7%	-	-	-	-	-	9%	-	3%	-	-	-	2%
Optician was not/did not seem qualified	2	-	2	-	-	1	1	-	-	-	-	1	-	1	-	-	-	2	-	-	-	2
	2%	-	3%	-	-	5%	5%	-	-	-	-	14%	-	10%	-	-	-	3%	-	-	-	2%
Service poor/bad overall	2	1	1	-	1	1	-	-	-	-	-	1	-	-	-	-	-	1	1	-	-	2
	2%	3%	1%	-	5%	4%	-	-	-	-	-	15%	-	-	-	-	-	1%	30%	-	-	2%
																			AE			
Felt pressured into spending	2	1	1	-	-	2	-	-	-	-	1	-	-	-	-	-	-	1	-	1	-	2
	2%	3%	2%	-	-	9%	-	-	-	-	10%	-	-	-	-	-	-	1%	-	33%	-	2%
																				AE		
Optician was not / did not seem trustworthy	1	-	1	-	-	1	-	-	-	-	1	-	-	-	-	-	-	1	-	-	-	1
	1%	-	2%	-	-	5%	-	-	-	-	10%	-	-	-	-	-	-	1%	-	-	-	1%

Columns Tested: A,B - A,B,C,D,E - A,B,C,D,E,F,G,H,I - A,B,C,D,E

## General Optical Council

### 14. What was the main reason why you were not satisfied with your overall experience of the opticians? And for which other reasons were you not satisfied?

#### b) Other reasons

Base: All who were not satisfied with their overall experience at the opticians

	Gender		Age					Region									Country					
	Total	Male	Female	18-29	30-44	45-59	60-74	75+	North East	North West	Yorks & Humb.	East Mid lands	West Mid lands	East of Eng land	Lon don	South East	South West	Eng land	Wales	Scot land	NI	UK TOTAL
	a	b	a	b	c	d	e	a	b	c	d	e	f	g	h	i	a	b	c	d	e	
Significance Level: 90%		A	B	A	B	C	D	E	A	B	C	D	E	F	G	H	I	A	B	C	D	E
Significance Level: 95%																						
Unweighted Total	85	30	55	19	20	21	20	5	4	14	10	7	5	10	7	12	7	76	3	3	3	85
Weighted Total	84	30	54	19	20	19	19	6	4	14	10	7	5	10	7	12	7	76	3	2	3	84
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Expensive / high pricing	1	-	1	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1
	1%	-	2%	-	-	-	4%	-	-	-	-	-	-	-	-	-	-	-	-	33%	-	1%
																			AE			
Other	1	1	-	-	-	-	-	1	-	-	-	-	-	-	-	1	1	-	-	-	-	1
	1%	4%	-	-	-	-	-	20%	-	-	-	-	-	-	-	16%	2%	-	-	-	-	1%
								abCd														
None / no more	49	17	32	12	11	10	12	2	3	8	4	3	4	6	4	8	4	43	1	1	3	49
	58%	57%	59%	64%	55%	53%	66%	40%	75%	57%	40%	43%	80%	60%	58%	66%	54%	58%	42%	34%	100%	58%

Columns Tested: A,B - A,B,C,D,E - A,B,C,D,E,F,G,H,I - A,B,C,D,E



## General Optical Council

### 14. What was the main reason why you were not satisfied with your overall experience of the opticians? And for which other reasons were you not satisfied?

#### b) Other reasons

Base: All who were not satisfied with their overall experience at the opticians

	Employment status								
	Total	Full time paid job	Part time paid job	Self emp.	Student	Unemp (<6m)	Unemp (>6m)	Home maker	Retired
	a	b	c	d	e	f	g	h	
	A	B	C	D	E	F	G	H	
Unweighted Total	85	39	6	8	-	1	3	7	16
Weighted Total	84	38	6	8	-	1	3	7	16
	100%	100%	100%	100%	-	100%	100%	100%	100%
Rude / unfriendly	6	2	-	-	-	-	1	2	
	7%	5%	-	-	-	-	14%	13%	
Bad / no advice on treatment options	5	1	-	-	-	1	-	3	
	6%	3%	-	-	-	33%	-	19%	
						A		A	
Product not ready on time / delays / took too long	4	3	-	-	-	1	-	-	
	5%	8%	-	-	-	34%	-	-	
						H			
Issue not resolved	4	2	-	-	1	-	-	1	
	5%	5%	-	-	100%	-	-	6%	
Poor quality product / didn't work / didn't correct problem	4	4	-	-	-	-	-	-	
	4%	10%	-	-	-	-	-	-	
Bad communication	2	1	1	-	-	-	-	-	
	2%	3%	17%	-	-	-	-	-	
Did not feel involved in decisions about your care	2	1	-	1	-	-	-	-	
	2%	3%	-	12%	-	-	-	-	
Optician was not/did not seem qualified	2	1	-	-	-	-	-	1	
	2%	3%	-	-	-	-	-	6%	
Service poor/bad overall	2	1	1	-	-	-	-	-	
	2%	2%	17%	-	-	-	-	-	
			a						
Felt pressured into spending	2	1	-	-	-	-	1	-	
	2%	3%	-	-	-	-	12%	-	
Optician was not / did not seem trustworthy	1	1	-	-	-	-	-	-	
	1%	3%	-	-	-	-	-	-	
Expensive / high pricing	1	-	-	-	-	-	-	1	
	1%	-	-	-	-	-	-	5%	

Columns Tested: A,B,C,D,E,F,G,H

## General Optical Council

### 14. What was the main reason why you were not satisfied with your overall experience of the opticians? And for which other reasons were you not satisfied?

#### b) Other reasons

Base: All who were not satisfied with their overall experience at the opticians

	Employment status								
	Total	Full time paid job	Part time paid job	Self emp.	Student	Unemp (<6m)	Unemp (>6m)	Home maker	Retired
Significance Level: 90%		a	b	c	d	e	f	g	h
Significance Level: 95%		A	B	C	D	E	F	G	H
Unweighted Total	85	39	6	8	-	1	3	7	16
Weighted Total	84	38	6	8	-	1	3	7	16
	100%	100%	100%	100%	-	100%	100%	100%	100%
Other	1	-	-	-	-	-	-	-	1
	1%	-	-	-	-	-	-	-	7%
									a
None / no more	49	21	4	7	-	-	1	5	7
	58%	54%	66%	88%	-	-	34%	74%	43%
				aH					

Columns Tested: A,B,C,D,E,F,G,H

**General Optical Council**

**14. What was the main reason why you were not satisfied with your overall experience of the opticians? And for which other reasons were you not satisfied?**

**b) Other reasons**

Base: All who were not satisfied with their overall experience at the opticians

	Total	SEG						Sight					Eye conditions suffer from (personally or family)					Confidence in opticians	
		A	B	C1	C2	D	E	20:20 vision	Short sighted	Long sighted	Partially sighted	Registered blind	Glaucoma	Diabetes	Macular degeneration	Cataracts	Astigmatism	Confident	Not confident
Significance Level: 90%		a	b	c	d	e	f	a	b	c	d	e	a	b	c	d	e	a	b
Significance Level: 95%		A	B	C	D	E	F	A	B	C	D	E	A	B	C	D	E	A	B
Unweighted Total	85	3	19	14	18	12	9	19	34	16	5	-	11	14	3	3	10	58	25
Weighted Total	84	3	19	14	18	11	9	19	33	16	5	-	11	14	3	3	10	57	25
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	100%	100%	100%	100%	100%	100%	100%
Rude / unfriendly	6	-	1	1	1	-	1	-	-	5	-	-	-	2	-	-	-	4	2
	7%	-	6%	7%	5%	-	11%	-	-	32%	-	-	-	14%	-	-	-	7%	8%
										AB									
Bad / no advice on treatment options	5	-	1	1	2	-	1	2	1	1	-	-	2	-	-	-	-	4	1
	6%	-	5%	7%	12%	-	11%	10%	3%	6%	-	-	20%	-	-	-	-	7%	4%
													b						
Product not ready on time / delays / took too long	4	-	1	-	1	1	1	2	2	-	-	-	-	1	-	-	2	2	1
	5%	-	5%	-	6%	9%	12%	11%	6%	-	-	-	-	8%	-	-	21%	4%	4%
Issue not resolved	4	-	1	-	-	-	1	-	1	1	1	-	1	1	-	-	2	2	2
	5%	-	5%	-	-	-	11%	-	3%	6%	20%	-	9%	7%	-	-	21%	3%	8%
											a								
Poor quality product / didn't work / didn't correct problem	4	-	-	2	1	1	-	1	2	-	-	-	1	-	-	-	-	2	2
	4%	-	-	15%	4%	8%	-	4%	6%	-	-	-	9%	-	-	-	-	3%	8%
				b															
Bad communication	2	-	-	1	-	1	-	-	2	-	-	-	-	-	-	-	-	1	1
	2%	-	-	7%	-	9%	-	-	6%	-	-	-	-	-	-	-	-	2%	4%
Did not feel involved in decisions about your care	2	-	-	1	1	-	-	1	1	-	-	-	1	-	-	-	-	2	-
	2%	-	-	7%	5%	-	-	5%	3%	-	-	-	9%	-	-	-	-	3%	-
Optician was not/did not seem qualified	2	-	-	-	1	1	-	-	-	2	-	-	-	1	-	-	1	2	-
	2%	-	-	-	5%	8%	-	-	-	12%	-	-	-	7%	-	-	10%	3%	-
										B									
Service poor/bad overall	2	-	-	1	1	-	-	1	1	-	-	-	-	-	-	-	-	1	1
	2%	-	-	6%	6%	-	-	5%	2%	-	-	-	-	-	-	-	-	1%	4%
Felt pressured into spending	2	-	-	-	-	2	-	-	1	-	1	-	-	-	-	-	-	1	1
	2%	-	-	-	-	16%	-	-	2%	-	20%	-	-	-	-	-	-	2%	3%
						bd					abc								

Columns Tested: A,B,C,D,E,F - A,B,C,D,E - A,B,C,D,E - A,B



**General Optical Council**

**14. What was the main reason why you were not satisfied with your overall experience of the opticians? And for which other reasons were you not satisfied?**

**b) Other reasons**

Base: All who were not satisfied with their overall experience at the opticians

	SEG						Sight					Eye conditions suffer from (personally or family)					Confidence in opticians		
	Total	A	B	C1	C2	D	E	20:20 vision	Short sighted	Long sighted	Partially sighted	Registered blind	Glaucoma	Diabetes	Macular degeneration	Cataracts	Astigmatism	Confident	Not confident
		a	b	c	d	e	f	a	b	c	d	e	a	b	c	d	e	a	b
Significance Level: 90%		A	B	C	D	E	F	A	B	C	D	E	A	B	C	D	E	A	B
Significance Level: 95%																			
Unweighted Total	85	3	19	14	18	12	9	19	34	16	5	-	11	14	3	3	10	58	25
Weighted Total	84	3	19	14	18	11	9	19	33	16	5	-	11	14	3	3	10	57	25
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	100%	100%	100%	100%	100%	100%	100%
Optician was not / did not seem trustworthy	1	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	1	-
	1%	-	-	-	-	-	-	-	-	-	-	-	9%	-	-	-	-	2%	-
Expensive / high pricing	1	-	-	-	-	1	-	-	1	-	-	-	1	-	-	-	1	-	1
	1%	-	-	-	-	7%	-	-	2%	-	-	-	8%	-	-	-	9%	-	3%
Other	1	-	1	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-	1
	1%	-	6%	-	-	-	-	-	3%	-	-	-	-	-	-	-	-	-	5%
None / no more	49	3	14	7	10	5	5	12	21	7	3	-	4	9	3	3	4	36	12
	58%	100%	72%	51%	56%	43%	56%	64%	62%	44%	60%	-	36%	64%	100%	100%	39%	63%	49%
		e												ae	ae				

Columns Tested: A,B,C,D,E,F - A,B,C,D,E - A,B,C,D,E - A,B



## General Optical Council

## 14. What was the main reason why you were not satisfied with your overall experience of the opticians? And for which other reasons were you not satisfied?

## b) Other reasons

Base: All who were not satisfied with their overall experience at the opticians

	Last time visited an optician				Satisfaction with overall experience at opticians		Satisfaction with eye test		Corrective solutions		Satisfaction with purchasing corrective solutions		Confidence in effective regulation		Awareness of GOC		
	Total	2 years ago or less	More than 2 to less than 5 years	5 years or more ago	Never	Satisfied	Dissatisfied	Satisfied	Dissatisfied	Prescription glasses	Contact lenses	Satisfied	Dissatisfied	Confident	Not confident	Aware	Not aware
Significance Level: 90%		a	b	c	d	a	b	a	b	a	b	a	b	a	b	a	b
Significance Level: 95%		A	B	C	D	A	B	A	B	A	B	A	B	A	B	A	B
Unweighted Total	85	57	17	11	-	-	85	50	32	49	8	30	21	44	35	9	76
Weighted Total	84	56	17	11	-	-	84	48	33	48	8	30	21	43	35	9	75
	100%	100%	100%	100%	-	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Rude / unfriendly	6	3	3	-	-	-	6	4	2	5	-	1	4	5	1	-	6
	7%	5%	18%	-	-	-	7%	9%	6%	11%	-	3%	20%	12%	3%	-	8%
			a										a				
Bad / no advice on treatment options	5	3	1	1	-	-	5	3	1	3	-	2	1	4	1	-	5
	6%	5%	6%	9%	-	-	6%	6%	4%	6%	-	7%	5%	9%	3%	-	7%
Product not ready on time / delays / took too long	4	1	3	-	-	-	4	2	2	2	-	2	-	1	3	1	3
	5%	2%	18%	-	-	-	5%	4%	6%	4%	-	7%	-	2%	9%	11%	4%
			A														
Issue not resolved	4	4	-	-	-	-	4	2	1	3	-	-	2	3	1	-	4
	5%	7%	-	-	-	-	5%	4%	3%	6%	-	-	9%	7%	3%	-	5%
			a										a				
Poor quality product / didn't work / didn't correct problem	4	3	-	1	-	-	4	3	1	1	-	-	1	1	3	-	4
	4%	5%	-	9%	-	-	4%	6%	3%	2%	-	-	5%	2%	8%	-	5%
Bad communication	2	2	-	-	-	-	2	-	2	2	-	2	-	2	-	1	1
	2%	4%	-	-	-	-	2%	-	6%	4%	-	7%	-	5%	-	11%	1%
			a						a							b	
Did not feel involved in decisions about your care	2	2	-	-	-	-	2	1	1	2	1	1	1	2	-	1	1
	2%	4%	-	-	-	-	2%	2%	3%	4%	12%	3%	5%	5%	-	11%	1%
			b						b							b	
Optician was not/did not seem qualified	2	2	-	-	-	-	2	1	1	2	-	1	1	-	2	-	2
	2%	3%	-	-	-	-	2%	2%	3%	4%	-	3%	5%	-	5%	-	3%
Service poor/bad overall	2	1	-	1	-	-	2	1	1	-	-	-	-	1	1	-	2
	2%	1%	-	10%	-	-	2%	2%	3%	-	-	-	-	2%	3%	-	2%
Felt pressured into spending	2	1	-	1	-	-	2	2	-	-	-	-	-	1	1	-	2
	2%	2%	-	8%	-	-	2%	4%	-	-	-	-	-	2%	2%	-	2%

Columns Tested: A,B,C,D - A,B - A,B - A,B - A,B - A,B - A,B

**General Optical Council**

**14. What was the main reason why you were not satisfied with your overall experience of the opticians? And for which other reasons were you not satisfied?**

**b) Other reasons**

Base: All who were not satisfied with their overall experience at the opticians

	Last time visited an optician				Satisfaction with overall experience at opticians		Satisfaction with eye test		Corrective solutions		Satisfaction with purchasing corrective solutions		Confidence in effective regulation		Awareness of GOC		
	Total	2 years ago or less	More than 2 to less than 5 years	5 years or more ago	Never	Satis fied	Dissat isfied	Satis fied	Dissat isfied	Presc ription glasses	Cont act lenses	Satis fied	Dissat isfied	Conf ident	Not confi dent	Aware	Not aware
		a	b	c	d	a	b	a	b	a	b	a	b	a	b	a	b
Significance Level: 90%		A	B	C	D	A	B	A	B	A	B	A	B	A	B	A	B
Significance Level: 95%		A	B	C	D	A	B	A	B	A	B	A	B	A	B	A	B
Unweighted Total	85	57	17	11	-	-	85	50	32	49	8	30	21	44	35	9	76
Weighted Total	84	56	17	11	-	-	84	48	33	48	8	30	21	43	35	9	75
	100%	100%	100%	100%	-	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Optician was not / did not seem trustworthy	1	-	1	-	-	-	1	1	-	1	-	1	-	1	-	-	1
	1%	-	6%	-	-	-	1%	2%	-	2%	-	3%	-	2%	-	-	1%
			a														
Expensive / high pricing	1	1	-	-	-	-	1	-	1	1	-	-	1	-	1	-	1
	1%	1%	-	-	-	-	1%	-	3%	2%	-	-	4%	-	2%	-	1%
Other	1	-	1	-	-	-	1	-	1	1	-	-	1	-	1	-	1
	1%	-	7%	-	-	-	1%	-	4%	2%	-	-	6%	-	3%	-	2%
			a														
None / no more	49	34	8	7	-	-	49	29	19	25	7	20	9	23	20	6	43
	58%	61%	46%	65%	-	-	58%	60%	57%	53%	88%	66%	42%	52%	58%	67%	57%
										a							

Columns Tested: A,B,C,D - A,B - A,B - A,B - A,B - A,B - A,B



## General Optical Council

## 14. What was the main reason why you were not satisfied with your overall experience of the opticians? And for which other reasons were you not satisfied?

## b) Other reasons

Base: All who were not satisfied with their overall experience at the opticians

	Total	Ethnicity					Children in household		Products currently used				Product most recently bought			
		White	Mixed/ multiple	Asian or Asian British	Black or Black British	Other	BME	Aged 8 or under	Aged 9-18	Glasses with a prescription	Contact lenses	Reading glasses without a prescription	None of these	Glasses with a prescription	Contact lenses	Reading glasses without a prescription
		a	b	c	d	e	f	a	b	a	b	c	d	a	b	c
Significance Level: 90%		A	B	C	D	E	F	A	B	A	B	C	D	A	B	C
Significance Level: 95%																
Unweighted Total	85	75	1	3	1	1	6	12	19	49	8	13	22	45	6	1
Weighted Total	84	73	1	3	1	1	6	12	19	48	8	12	22	44	6	1
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Rude / unfriendly	6	5	-	-	-	-	-	-	2	5	-	-	1	5	-	-
	7%	7%	-	-	-	-	-	-	11%	11%	-	-	5%	11%	-	-
Bad / no advice on treatment options	5	5	-	-	-	-	-	1	1	3	-	-	2	3	-	-
	6%	7%	-	-	-	-	-	8%	5%	6%	-	-	9%	7%	-	-
Product not ready on time / delays / took too long	4	3	-	-	-	-	-	2	4	2	-	1	1	2	-	-
	5%	4%	-	-	-	-	-	17%	21%	4%	-	8%	5%	5%	-	-
Issue not resolved	4	4	-	-	-	-	-	-	1	3	-	2	-	2	-	1
	5%	5%	-	-	-	-	-	-	5%	6%	-	16%	-	4%	-	100%
												d				
Poor quality product / didn't work / didn't correct problem	4	4	-	-	-	-	-	-	1	1	-	3	-	1	-	-
	4%	5%	-	-	-	-	-	-	5%	2%	-	21%	-	2%	-	-
												AD				
Bad communication	2	2	-	-	-	-	-	1	1	2	-	-	-	2	-	-
	2%	3%	-	-	-	-	-	8%	5%	4%	-	-	-	5%	-	-
Did not feel involved in decisions about your care	2	2	-	-	-	-	-	-	-	2	1	-	-	1	1	-
	2%	3%	-	-	-	-	-	-	-	4%	12%	-	-	2%	16%	-
Optician was not/did not seem qualified	2	2	-	-	-	-	-	-	1	2	-	-	-	2	-	-
	2%	3%	-	-	-	-	-	-	5%	4%	-	-	-	4%	-	-
Service poor/bad overall	2	2	-	-	-	-	-	-	-	-	-	-	2	-	-	-
	2%	2%	-	-	-	-	-	-	-	-	-	-	8%	-	-	-
													A			
Felt pressured into spending	2	2	-	-	-	-	-	-	-	-	-	1	1	-	-	-
	2%	2%	-	-	-	-	-	-	-	-	-	8%	4%	-	-	-
												a				

Columns Tested: A,B,C,D,E,F - A,B - A,B,C,D - A,B,C

## General Optical Council

### 14. What was the main reason why you were not satisfied with your overall experience of the opticians? And for which other reasons were you not satisfied?

#### b) Other reasons

Base: All who were not satisfied with their overall experience at the opticians

	Ethnicity						Children in household		Products currently used				Product most recently bought			
	Total	White	Mixed/ multiple	Asian or Asian British	Black or Black British	Other	BME	Aged 8 or under	Aged 9-18	Glasses with a prescription	Contact lenses	Reading glasses without a prescription	None of these	Glasses with a prescription	Contact lenses	Reading glasses without a prescription
	a	b	c	d	e	f	a	b	a	b	c	d	a	b	c	
	A	B	C	D	E	F	A	B	A	B	C	D	A	B	C	
Significance Level: 90%																
Significance Level: 95%																
Unweighted Total	85	75	1	3	1	1	6	12	19	49	8	13	22	45	6	1
Weighted Total	84	73	1	3	1	1	6	12	19	48	8	12	22	44	6	1
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Optician was not / did not seem trustworthy	1	1	-	-	-	-	-	-	-	1	-	-	-	1	-	-
	1%	1%	-	-	-	-	-	-	-	2%	-	-	-	2%	-	-
Expensive / high pricing	1	1	-	-	-	-	-	-	-	1	-	-	-	1	-	-
	1%	1%	-	-	-	-	-	-	-	2%	-	-	-	2%	-	-
Other	1	1	-	-	-	-	-	-	-	1	-	-	-	1	-	-
	1%	2%	-	-	-	-	-	-	-	2%	-	-	-	3%	-	-
None / no more	49	40	1	3	1	1	6	8	8	25	7	6	16	23	5	-
	58%	55%	100%	100%	100%	100%	100%	66%	42%	53%	88%	47%	70%	53%	84%	-
							A				ac					

Columns Tested: A,B,C,D,E,F - A,B - A,B,C,D - A,B,C



### General Optical Council

15. Thinking about your experience the last time you went to the optician, to what extent, if at all, did you experience each of the following?  
Please give your answer on a scale of 0-10, where 0=not at all and 10=to a great extent.

**Summary table**

Base: All who have ever been to the opticians

Total	Not at all 0	1	2	3	4	5	6	7	8	9	To a great extent 10	Don't know	Not Stated	Nets				
														To no extent (0-3)	Neutral (4-6)	To an extent (7-10)	Mean score	
Significance Level: 90%	a	b	c	d	e	f	g	h	i	j	k	l	m	a	b	c	d	
Significance Level: 95%	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C	D	
The optician communicated well with you	1991 100%	22 1%	5 *	15 1%	15 1%	15 1%	38 2%	38 2%	119 6%	300 15%	332 17%	1072 54%	18 1%	2 *	57 3%	91 5%	1822 92%	8.88
You didn't feel rushed	1991 100%	153 8%	22 1%	29 1%	18 1%	19 1%	62 3%	52 3%	110 6%	288 14%	284 14%	933 47%	19 1%	2 *	222 11%	132 7%	1616 81%	8.02
You were satisfied with the quality of advice	1991 100%	29 1%	2 *	9 *	12 1%	16 1%	50 3%	51 3%	116 6%	331 17%	335 17%	1023 51%	16 1%	2 *	52 3%	117 6%	1804 91%	8.81
You were satisfied with the quality of treatment	1991 100%	28 1%	4 *	12 1%	12 1%	20 1%	40 2%	39 2%	118 6%	286 14%	357 18%	1048 53%	25 1%	2 *	56 3%	98 5%	1809 91%	8.85
You felt your views were listened to	1991 100%	36 2%	5 *	16 1%	18 1%	14 1%	61 3%	53 3%	140 7%	379 19%	261 13%	965 48%	40 2%	2 *	75 4%	129 6%	1745 88%	8.61
You were involved in decisions about your care	1991 100%	34 2%	7 *	16 1%	24 1%	26 1%	107 5%	62 3%	144 7%	333 17%	283 14%	904 45%	49 2%	2 *	81 4%	196 10%	1663 84%	8.44
You were not pressured to spend money	1991 100%	212 11%	17 1%	36 2%	32 2%	35 2%	109 5%	64 3%	147 7%	220 11%	221 11%	873 44%	22 1%	2 *	298 15%	208 10%	1461 73%	7.51

Columns Tested: A,B,C,D



### General Optical Council

15. Thinking about your experience the last time you went to the optician, to what extent, if at all, did you experience each of the following?  
Please give your answer on a scale of 0-10, where 0=not at all and 10=to a great extent.

#### The optician communicated well with you

Base: All who have ever been to the opticians

		Gender		Age					Region								Country						
		Total	Male	Female	18-29	30-44	45-59	60-74	75+	North East	North West	Yorks & Humb.	East Mid lands	West Mid lands	East of Eng land	Lon don	South East	South West	Eng land	Wales	Scot land	NI	UK TOTAL
		a	b	a	b	c	d	e	a	b	c	d	e	f	g	h	i	a	b	c	d	e	
Significance Level: 90%		A	B	A	B	C	D	E	A	B	C	D	E	F	G	H	I	A	B	C	D	E	
Significance Level: 95%																							
Unweighted Total	1994	927	1067	355	470	544	449	176	124	280	220	156	153	119	162	286	170	1670	94	143	87	1994	
Weighted Total	1991	926	1065	366	483	508	422	211	124	279	219	157	152	118	161	284	170	1663	94	141	92	1991	
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Not at all	(0.0)	22	8	14	7	3	3	7	1	-	3	-	-	1	3	4	-	12	-	8	3	22	
		1%	1%	1%	2%	1%	1%	3%	1%	-	1%	-	-	1%	2%	1%	-	1%	-	5%	3%	1%	
					c			BCD			b				Bdei	B			ABE	A			
	(1.0)	5	2	3	1	2	-	-	-	1	1	-	-	-	1	2	-	5	-	-	-	5	
		*	*	*	*	*	-	-	-	*	*	-	-	-	1%	1%	-	*	-	-	-	*	
	(2.0)	15	5	10	4	6	2	1	-	6	1	1	-	1	-	3	-	13	-	-	2	15	
		1%	1%	1%	1%	1%	*	1%	-	2%	*	1%	-	1%	-	*	2%	1%	-	-	2%	1%	
										aegh						eg					c		
	(3.0)	15	9	6	2	4	3	4	-	6	-	2	1	1	-	3	1	14	-	1	-	15	
		1%	1%	1%	1%	1%	1%	1%	-	2%	-	1%	1%	1%	-	1%	1%	1%	-	1%	-	1%	
										aCg													
	(4.0)	15	9	6	2	6	2	4	-	2	1	1	3	3	1	1	-	12	-	3	-	15	
		1%	1%	1%	1%	1%	*	1%	-	1%	*	1%	2%	3%	1%	*	-	1%	-	2%	-	1%	
													hi	acHI						ae			
	(5.0)	38	20	19	10	8	11	8	2	4	4	1	2	3	5	12	1	33	3	1	1	38	
		2%	2%	2%	3%	2%	2%	1%	2%	1%	2%	1%	1%	2%	3%	4%	1%	2%	3%	1%	1%	2%	
					e											bDI							
	(6.0)	38	20	18	11	10	8	7	3	5	5	5	3	2	3	5	3	34	-	2	2	38	
		2%	2%	2%	3%	2%	1%	2%	2%	2%	2%	3%	2%	2%	2%	2%	2%	2%	-	1%	2%	2%	
	(7.0)	119	74	45	36	32	26	17	6	18	14	12	6	6	13	15	10	100	5	3	10	119	
		6%	8%	4%	10%	7%	5%	4%	5%	7%	6%	8%	4%	5%	8%	5%	6%	6%	6%	2%	11%	6%	
					bCDE												c			aCe	c		
	(8.0)	300	159	141	60	83	74	58	15	37	41	26	24	25	25	48	26	266	11	15	8	300	
		15%	17%	13%	16%	17%	15%	14%	12%	13%	19%	17%	16%	21%	15%	17%	15%	16%	12%	11%	9%	15%	
											b			aB				cd			d		
	(9.0)	332	162	170	46	91	93	72	22	43	38	27	30	19	34	45	26	283	11	26	12	332	
		17%	17%	16%	13%	19%	18%	17%	18%	16%	17%	17%	20%	16%	21%	16%	15%	17%	12%	19%	13%	17%	
					A	A	a																
To a great extent	(10.0)	1072	444	627	179	233	282	248	75	153	110	80	82	58	76	146	96	878	64	79	52	1072	
		54%	48%	59%	49%	48%	56%	59%	61%	55%	50%	51%	54%	49%	47%	51%	57%	53%	68%	56%	56%	54%	
									cfGh							g		AcE					

Columns Tested: A,B - A,B,C,D,E - A,B,C,D,E,F,G,H,I - A,B,C,D,E



**General Optical Council**

**15. Thinking about your experience the last time you went to the optician, to what extent, if at all, did you experience each of the following?  
Please give your answer on a scale of 0-10, where 0=not at all and 10=to a great extent.**

**The optician communicated well with you**

Base: All who have ever been to the opticians

	Gender		Age					Region									Country					
	Total	Male	Female	18-29	30-44	45-59	60-74	75+	North East	North West	Yorks & Humb.	East Mid lands	West Mid lands	East of Eng land	Lon don	South East	South West	Eng land	Wales	Scot land	NI	UK TOTAL
Significance Level: 90%		a	b	a	b	c	d	e	a	b	c	d	e	f	g	h	i	a	b	c	d	e
Significance Level: 95%		A	B	A	B	C	D	E	A	B	C	D	E	F	G	H	I	A	B	C	D	E
Unweighted Total	1994	927	1067	355	470	544	449	176	124	280	220	156	153	119	162	286	170	1670	94	143	87	1994
Weighted Total	1991	926	1065	366	483	508	422	211	124	279	219	157	152	118	161	284	170	1663	94	141	92	1991
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Don't know	18	13	5	8	4	1	1	3	-	2	1	1	1	-	-	3	3	12	-	3	3	18
	1%	1%	*	2%	1%	*	*	2%	-	1%	*	1%	1%	-	-	1%	2%	1%	-	2%	4%	1%
		B		bCD			CD									g			A	AbE		
Not Stated	2	1	1	-	-	2	-	-	-	1	-	-	-	-	-	-	1	2	-	-	-	2
	*	*	*	-	-	*	-	-	-	*	-	-	-	-	-	-	1%	*	-	-	-	*
<b>Nets</b>																						
To no extent (0-3)	57	24	33	14	15	9	8	10	1	13	5	3	1	3	4	10	4	44	-	8	4	57
	3%	3%	3%	4%	3%	2%	2%	5%	1%	5%	2%	2%	1%	2%	3%	3%	2%	3%	-	6%	5%	3%
				c			CD			aE					e					ABE	B	b
Neutral (4-6)	91	49	42	23	25	21	18	5	5	11	10	7	8	8	9	17	4	79	3	6	3	91
	5%	5%	4%	6%	5%	4%	4%	2%	4%	4%	4%	4%	5%	7%	6%	6%	2%	5%	3%	4%	3%	5%
				E									i		i							
To an extent (7-10)	1822	839	984	321	439	475	395	193	118	252	203	146	142	107	148	254	158	1526	91	124	81	1822
	92%	91%	92%	88%	91%	94%	94%	91%	95%	90%	93%	93%	93%	91%	92%	89%	93%	92%	97%	88%	88%	92%
				A	A				bh				fg			gh		c	aCDe			
Mean Score	8.88	8.75	8.99	8.59	8.75	9.02	9.07	8.94	9.18	8.82	8.84	8.92	9.05	8.73	8.72	8.74	9.05	8.87	9.33	8.71	8.74	8.88
			A			AB	AB	a	bcFGH				fg			gh		c	ACDE			

Columns Tested: A,B - A,B,C,D,E - A,B,C,D,E,F,G,H,I - A,B,C,D,E



### General Optical Council

15. Thinking about your experience the last time you went to the optician, to what extent, if at all, did you experience each of the following?  
Please give your answer on a scale of 0-10, where 0=not at all and 10=to a great extent.

#### The optician communicated well with you

Base: All who have ever been to the opticians

		Employment status							
		Full time paid job	Part time paid job	Self emp.	Student	Unemp (<6m)	Unemp (>6m)	Home maker	Retired
		a	b	c	d	e	f	g	h
		A	B	C	D	E	F	G	H
Unweighted Total	1994	972	142	153	43	17	42	82	502
Weighted Total	1991	961	140	149	46	16	42	81	513
	100%	100%	100%	100%	100%	100%	100%	100%	100%
Not at all	(0.0)	22	4	2	1	1	2	1	9
		1%	*	1%	1%	2%	6%	5%	2%
						AC	AC		A
	(1.0)	5	1	1	-	-	-	1	1
		*	*	1%	-	-	-	1%	*
								A	
	(2.0)	15	7	-	1	2	-	1	3
		1%	1%	-	1%	4%	-	2%	1%
					ABcgH		b		
	(3.0)	15	5	1	2	1	-	-	5
		1%	1%	1%	1%	2%	-	-	1%
	(4.0)	15	8	2	-	-	-	1	4
		1%	1%	1%	-	-	-	1%	1%
	(5.0)	38	16	4	3	-	4	3	7
		2%	2%	3%	2%	-	10%	4%	1%
							AbCDH		
	(6.0)	38	17	3	5	3	-	4	4
		2%	2%	2%	3%	7%	-	5%	1%
					H	AfH		AH	
	(7.0)	119	66	12	9	6	1	3	15
		6%	7%	9%	6%	14%	6%	7%	3%
			H	H	h	acGH			
	(8.0)	300	165	21	25	3	3	7	64
		15%	17%	15%	17%	7%	17%	17%	9%
			dGH		g				
	(9.0)	332	172	18	24	5	2	7	86
		17%	18%	13%	16%	12%	12%	17%	18%
To a great extent	(10.0)	1072	489	76	77	22	10	18	311
		54%	51%	54%	52%	49%	59%	42%	56%
									61%
									AcF

Columns Tested: A,B,C,D,E,F,G,H



**General Optical Council**

**15. Thinking about your experience the last time you went to the optician, to what extent, if at all, did you experience each of the following?  
Please give your answer on a scale of 0-10, where 0=not at all and 10=to a great extent.**

**The optician communicated well with you**

Base: All who have ever been to the opticians

	Employment status								
	Total	Full time paid job	Part time paid job	Self emp.	Student	Unemp (<6m)	Unemp (>6m)	Home maker	Retired
		a	b	c	d	e	f	g	h
		A	B	C	D	E	F	G	H
Unweighted Total	1994	972	142	153	43	17	42	82	502
Weighted Total	1991	961	140	149	46	16	42	81	513
	100%	100%	100%	100%	100%	100%	100%	100%	100%
Don't know	18	11	-	2	1	-	-	-	4
	1%	1%	-	1%	2%	-	-	-	1%
				b					
Not Stated	2	2	-	-	-	-	-	-	-
	*	*	-	-	-	-	-	-	-
<b>Nets</b>									
To no extent (0-3)	57	17	4	4	4	1	3	3	18
	3%	2%	3%	3%	9%	6%	7%	3%	4%
				Abch			A		A
Neutral (4-6)	91	40	9	8	3	-	4	8	15
	5%	4%	6%	5%	7%	-	10%	10%	3%
			H				aH	AH	
To an extent (7-10)	1822	891	127	135	37	15	35	70	476
	92%	93%	91%	91%	82%	94%	83%	87%	93%
		DFg							DFg
Mean Score	8.88	8.91	8.75	8.87	8.28	8.74	8.12	8.78	9.04
		DF	f	dF					DF

Columns Tested: A,B,C,D,E,F,G,H



### General Optical Council

15. Thinking about your experience the last time you went to the optician, to what extent, if at all, did you experience each of the following?  
Please give your answer on a scale of 0-10, where 0=not at all and 10=to a great extent.

#### The optician communicated well with you

Base: All who have ever been to the opticians

	Total	SEG						Sight					Eye conditions suffer from (personally or family)					Confidence in opticians		
		A	B	C1	C2	D	E	20:20 vision	Short sighted	Long sighted	Partially sighted	Registered blind	Glaucoma	Diabetes	Macular degeneration	Cataracts	Astigmatism	Confident	Not confident	
		a	b	c	d	e	f	a	b	c	d	e	a	b	c	d	e	a	b	
Significance Level: 90%		A	B	C	D	E	F	A	B	C	D	E	A	B	C	D	E	A	B	
Significance Level: 95%																				
Unweighted Total	1994	249	534	353	374	176	158	436	901	403	86	1	212	348	70	202	231	1883	71	
Weighted Total	1991	245	535	352	372	176	160	443	891	400	87	1	209	347	70	205	230	1881	71	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Not at all	(0.0)	22	2	5	3	3	4	3	1	9	9	-	5	4	-	1	-	17	4	
	1%	1%	1%	1%	1%	2%	2%	*	1%	2%	-	-	2%	1%	-	*	-	1%	5%	
										Ab			E					A	A	
	(1.0)	5	1	-	1	-	1	1	-	3	1	-	-	-	-	1	-	5	-	
	*	*	-	*	-	1%	1%	-	-	*	*	-	-	-	-	*	-	*	-	
						b	b													
	(2.0)	15	3	4	1	3	2	-	2	7	3	1	-	4	3	-	1	2	11	3
	1%	1%	1%	*	1%	1%	-	*	1%	1%	1%	-	2%	1%	-	*	1%	1%	5%	
																		A	A	
	(3.0)	15	2	4	1	4	4	-	2	9	2	2	-	3	1	-	2	2	9	6
	1%	1%	1%	*	1%	2%	-	*	1%	1%	2%	-	1%	*	-	1%	1%	*	9%	
						Cf					a							A	A	
	(4.0)	15	-	2	5	5	1	1	4	6	2	-	-	-	4	-	2	1	13	2
	1%	-	*	1%	1%	1%	1%	1%	1%	1%	*	-	-	-	1%	-	1%	*	1%	3%
				ab	a														a	a
	(5.0)	38	4	7	8	3	4	8	9	14	7	2	-	5	7	1	4	5	31	6
	2%	2%	1%	2%	1%	2%	5%	2%	2%	2%	2%	-	2%	2%	1%	2%	2%	2%	2%	8%
						ABcD													A	A
	(6.0)	38	3	10	7	7	6	2	11	13	7	2	-	1	5	1	1	10	28	7
	2%	1%	2%	2%	2%	4%	1%	2%	2%	1%	2%	2%	-	*	1%	1%	*	4%	1%	10%
																		ABD	A	A
	(7.0)	119	16	39	22	20	9	7	32	50	26	5	-	6	16	4	4	14	105	9
	6%	7%	7%	6%	5%	5%	4%	4%	7%	6%	7%	6%	-	3%	5%	6%	2%	6%	6%	13%
															d	d	D		A	A
	(8.0)	300	44	78	57	52	22	22	60	137	58	17	-	29	44	11	20	27	284	11
	15%	18%	15%	16%	14%	12%	14%	14%	14%	15%	14%	20%	-	14%	13%	16%	10%	12%	15%	16%
	(9.0)	332	43	97	62	59	29	23	68	160	72	13	-	31	62	13	41	45	320	7
	17%	17%	18%	18%	16%	17%	15%	15%	15%	18%	18%	15%	-	15%	18%	19%	20%	20%	17%	10%

Columns Tested: A,B,C,D,E,F - A,B,C,D,E - A,B,C,D,E - A,B



### General Optical Council

15. Thinking about your experience the last time you went to the optician, to what extent, if at all, did you experience each of the following?  
Please give your answer on a scale of 0-10, where 0=not at all and 10=to a great extent.

**The optician communicated well with you**

Base: All who have ever been to the opticians

	Total	SEG						Sight					Eye conditions suffer from (personally or family)					Confidence in opticians	
		A	B	C1	C2	D	E	20:20 vision	Short sighted	Long sighted	Partially sighted	Registered blind	Glaucoma	Diabetes	Macular degeneration	Cataracts	Astigmatism	Confident	Not confident
		a	b	c	d	e	f	a	b	c	d	e	a	b	c	d	e	a	b
Significance Level: 90%		A	B	C	D	E	F	A	B	C	D	E	A	B	C	D	E	A	B
Significance Level: 95%																			
Unweighted Total	1994	249	534	353	374	176	158	436	901	403	86	1	212	348	70	202	231	1883	71
Weighted Total	1991	245	535	352	372	176	160	443	891	400	87	1	209	347	70	205	230	1881	71
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
To a great extent	(10.0) 1072	125	284	178	216	93	90	246	479	210	43	1	124	200	38	127	125	1041	15
	54%	51%	53%	50%	58%	53%	56%	56%	54%	53%	50%	100%	59%	58%	55%	62%	54%	55%	21%
				aC														B	
Don't know	18	2	3	7	1	1	2	9	3	3	1	-	2	2	-	1	-	14	1
	1%	1%	1%	2%	*	1%	1%	2%	*	1%	1%	-	1%	1%	-	1%	-	1%	1%
				bD				B											
Not Stated	2	1	1	-	-	-	-	-	2	-	-	-	-	-	1	-	-	2	-
	*	*	*	-	-	-	-	-	*	-	-	-	-	-	1%	-	-	*	-
														aBde					
<b>Nets</b>																			
To no extent (0-3)	57	8	13	6	10	11	4	5	28	15	3	-	12	8	-	5	4	42	13
	3%	3%	2%	2%	3%	6%	3%	1%	3%	4%	3%	-	6%	2%	-	2%	2%	2%	19%
						BCD			A	A			BCE					A	
Neutral (4-6)	91	7	19	20	15	11	11	24	33	16	4	-	6	16	2	7	16	73	15
	5%	3%	4%	6%	4%	6%	7%	5%	4%	4%	4%	-	3%	5%	3%	3%	7%	4%	21%
				a	a	ab											A	A	
To an extent (7-10)	1822	227	498	319	347	153	143	405	825	366	79	1	189	322	67	192	211	1750	42
	92%	93%	93%	91%	93%	87%	89%	91%	93%	91%	91%	100%	91%	93%	96%	94%	92%	93%	59%
		e	E	E	E													B	
Mean Score	8.88	8.86	8.92	8.85	8.99	8.63	8.84	9.00	8.90	8.79	8.81	10.00	8.87	9.00	9.17	9.16	8.97	8.97	6.68
			e	E														B	

Columns Tested: A,B,C,D,E,F - A,B,C,D,E - A,B,C,D,E - A,B



**General Optical Council**

**15. Thinking about your experience the last time you went to the optician, to what extent, if at all, did you experience each of the following?  
Please give your answer on a scale of 0-10, where 0=not at all and 10=to a great extent.**

**The optician communicated well with you**

Base: All who have ever been to the opticians

	Total	Last time visited an optician				Satisfaction with overall experience at opticians		Satisfaction with eye test		Corrective solutions		Satisfaction with purchasing corrective solutions		Confidence in effective regulation		Awareness of GOC		
		2 years ago or less	More than 2 to less than 5 years	5 years or more ago	Never	Satisfied	Dissatisfied	Satisfied	Dissatisfied	Prescription glasses	Contact lenses	Satisfied	Dissatisfied	Confident	Not confident	Aware	Not aware	
		a	b	c	d	a	b	a	b	a	b	a	b	a	b	a	b	
Significance Level: 90%		A	B	C	D	A	B	A	B	A	B	A	B	A	B	A	B	
Significance Level: 95%																		
Unweighted Total	1994	1656	182	156	-	1896	85	1929	42	1306	216	1263	42	1732	119	214	1780	
Weighted Total	1991	1653	182	156	-	1893	84	1924	43	1297	216	1255	41	1731	118	219	1772	
	100%	100%	100%	100%	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Not at all	(0.0)	22	14	4	4	-	15	7	17	4	13	1	13	1	17	5	5	17
		1%	1%	2%	2%	-	1%	8%	1%	10%	1%	*	1%	2%	1%	4%	2%	1%
			a	a			A	A	A					A		b		
	(1.0)	5	5	-	-	-	2	3	2	3	3	1	3	-	3	2	-	5
		*	*	-	-	-	*	4%	*	7%	*	*	*	-	*	2%	-	*
							A	A	A					A		A		
	(2.0)	15	10	3	2	-	8	6	6	9	12	1	9	3	7	7	3	12
		1%	1%	2%	1%	-	*	7%	*	21%	1%	*	1%	8%	*	6%	1%	1%
			a				A	A	A				A		A			
	(3.0)	15	9	4	2	-	5	10	5	10	10	3	6	5	6	8	1	14
		1%	1%	2%	1%	-	*	12%	*	24%	1%	1%	*	12%	*	7%	*	1%
			A	A			A	A	A				A		A			
	(4.0)	15	10	3	2	-	11	4	12	3	7	-	4	3	13	1	4	11
		1%	1%	2%	1%	-	1%	5%	1%	7%	1%	-	*	7%	1%	1%	2%	1%
			a				A	A	A				A		B			
	(5.0)	38	23	12	3	-	24	14	31	5	20	3	16	4	25	8	8	30
		2%	1%	7%	2%	-	1%	16%	2%	12%	2%	1%	1%	9%	1%	7%	4%	2%
				AC			A	A	A				A		A		B	
	(6.0)	38	26	6	6	-	30	7	32	5	20	6	21	2	25	6	9	29
		2%	2%	3%	4%	-	2%	8%	2%	12%	2%	3%	2%	5%	1%	5%	4%	2%
			a	A			A	A	A				a		A		B	
	(7.0)	119	82	16	20	-	109	10	115	2	67	15	64	5	100	5	22	96
		6%	5%	9%	13%	-	6%	12%	6%	5%	5%	7%	5%	12%	6%	4%	10%	5%
			A	A			A	A	A				A		B		B	
	(8.0)	300	246	32	22	-	288	11	295	-	192	39	186	7	249	21	37	263
		15%	15%	18%	14%	-	15%	13%	15%	-	15%	18%	15%	17%	14%	18%	17%	15%
							B											

Columns Tested: A,B,C,D - A,B - A,B - A,B - A,B - A,B - A,B





**General Optical Council**

**15. Thinking about your experience the last time you went to the optician, to what extent, if at all, did you experience each of the following?  
Please give your answer on a scale of 0-10, where 0=not at all and 10=to a great extent.**

**The optician communicated well with you**

Base: All who have ever been to the opticians

	Total	Last time visited an optician				Satisfaction with overall experience at opticians		Satisfaction with eye test		Corrective solutions		Satisfaction with purchasing corrective solutions		Confidence in effective regulation		Awareness of GOC		
		2 years ago or less	More than 2 to less than 5 years	5 years or more ago	Never	Satisfied	Dissatisfied	Satisfied	Dissatisfied	Prescription glasses	Contact lenses	Satisfied	Dissatisfied	Confident	Not confident	Aware	Not aware	
		a	b	c	d	a	b	a	b	a	b	a	b	a	b	a	b	
Significance Level: 90%		A	B	C	D	A	B	A	B	A	B	A	B	A	B	A	B	
Significance Level: 95%		A	B	C	D	A	B	A	B	A	B	A	B	A	B	A	B	
Unweighted Total	1994	1656	182	156	-	1896	85	1929	42	1306	216	1263	42	1732	119	214	1780	
Weighted Total	1991	1653	182	156	-	1893	84	1924	43	1297	216	1255	41	1731	118	219	1772	
	100%	100%	100%	100%	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
(9.0)	332	280	30	22	-	330	2	331	-	237	38	233	1	298	17	34	298	
	17%	17%	17%	14%	-	17%	2%	17%	-	18%	17%	19%	2%	17%	15%	15%	17%	
						B		B				B						
To a great extent	(10.0)	1072	937	70	65	-	1061	10	1069	-	709	109	695	9	974	35	93	979
		54%	57%	39%	41%	-	56%	12%	56%	-	55%	50%	55%	23%	56%	30%	42%	55%
			BC				B		B			B		B		A	A	
Don't know	18	8	1	9	-	10	1	9	1	5	1	3	1	12	3	2	16	
	1%	1%	1%	5%	-	1%	1%	*	2%	*	*	2%		1%	3%	1%	1%	
				AB					a			A		A				
Not Stated	2	2	-	-	-	1	-	-	-	2	-	2	-	2	-	-	2	
	*	*	-	-	-	*	-	-	-	*	-	*	-	*	-	-	*	
<b>Nets</b>																		
To no extent (0-3)	57	38	11	8	-	30	26	30	26	38	6	31	9	33	22	9	48	
	3%	2%	6%	5%	-	2%	31%	2%	62%	3%	3%	2%	22%	2%	19%	4%	3%	
			A	A			A		A			A		A				
Neutral (4-6)	91	59	21	11	-	65	24	75	13	47	9	41	9	63	15	21	70	
	5%	4%	12%	7%	-	3%	29%	4%	31%	4%	4%	3%	21%	4%	12%	10%	4%	
			A	A			A		A			A		A		B		
To an extent (7-10)	1822	1545	149	128	-	1788	32	1810	2	1205	200	1178	22	1621	78	186	1636	
	92%	93%	82%	82%	-	94%	39%	94%	5%	93%	93%	94%	54%	94%	66%	85%	92%	
		BC				B		B				B		B		A	A	
Mean Score	8.88	9.01	8.13	8.34	-	9.04	5.32	9.01	3.23	8.94	8.85	9.00	6.42	9.01	7.19	8.34	8.94	
		BC				B		B				B		B		A	A	

Columns Tested: A,B,C,D - A,B - A,B - A,B - A,B - A,B - A,B



### General Optical Council

15. Thinking about your experience the last time you went to the optician, to what extent, if at all, did you experience each of the following?  
Please give your answer on a scale of 0-10, where 0=not at all and 10=to a great extent.

#### The optician communicated well with you

Base: All who have ever been to the opticians

	Total	Ethnicity					Children in household		Products currently used				Product most recently bought			
		White	Mixed/ multiple	Asian or Asian British	Black or Black British	Other	BME	Aged 8 or under	Aged 9-18	Glasses with a prescription	Contact lenses	Reading glasses without a prescription	None of these	Glasses with a prescription	Contact lenses	Reading glasses without a prescription
		a A	b B	c C	d D	e E	f F	a A	b B	a A	b B	c C	d D	a A	b B	c C
Significance Level: 90%																
Significance Level: 95%																
Unweighted Total	1994	1788	24	107	20	9	160	327	469	1306	216	264	443	1156	155	21
Weighted Total	1991	1783	24	107	20	9	161	330	467	1297	216	262	450	1147	155	21
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Not at all	(0.0)	22	20	-	-	-	-	4	3	13	1	3	5	13	1	-
		1%	1%	-	-	-	-	1%	1%	1%	*	1%	1%	1%	1%	-
	(1.0)	5	3	-	-	-	1	-	1	3	1	1	1	2	1	-
		*	*	-	-	-	11%	-	*	*	*	*	*	*	1%	-
							ACF									
	(2.0)	15	13	-	1	-	-	2	5	12	1	-	3	11	1	-
		1%	1%	-	1%	-	-	1%	1%	1%	*	-	1%	1%	1%	-
	(3.0)	15	12	1	1	1	-	2	1	10	3	2	2	10	1	-
		1%	1%	4%	1%	5%	-	1%	*	1%	1%	1%	*	1%	1%	-
				a	A			a								
	(4.0)	15	14	-	1	-	-	1	5	7	-	5	2	7	-	-
		1%	1%	-	1%	-	-	*	1%	1%	-	2%	*	1%	-	-
												ABd				
	(5.0)	38	32	1	2	2	-	5	8	20	3	8	10	17	3	1
		2%	2%	4%	2%	10%	-	2%	2%	2%	1%	3%	2%	2%	2%	4%
						Ac						a				
	(6.0)	38	32	1	3	1	-	5	11	20	6	6	10	18	5	-
		2%	2%	4%	3%	5%	-	2%	2%	2%	3%	2%	2%	2%	3%	-
	(7.0)	119	103	2	11	2	-	27	30	67	15	19	33	59	10	1
		6%	6%	8%	10%	10%	-	8%	6%	5%	7%	7%	7%	5%	7%	5%
					a								a			
	(8.0)	300	259	2	25	5	2	52	62	192	39	44	67	162	33	3
		15%	15%	8%	23%	26%	22%	16%	13%	15%	18%	17%	15%	14%	21%	14%
					A			A						A		

Columns Tested: A,B,C,D,E,F - A,B - A,B,C,D - A,B,C



### General Optical Council

15. Thinking about your experience the last time you went to the optician, to what extent, if at all, did you experience each of the following?  
Please give your answer on a scale of 0-10, where 0=not at all and 10=to a great extent.

#### The optician communicated well with you

Base: All who have ever been to the opticians

	Total	Ethnicity					Children in household		Products currently used				Product most recently bought			
		White	Mixed/ multiple	Asian or Asian British	Black or Black British	Other	BME	Aged 8 or under	Aged 9-18	Glasses with a prescription	Contact lenses	Reading glasses without a prescription	None of these	Glasses with a prescription	Contact lenses	Reading glasses without a prescription
		a	b	c	d	e	f	a	b	a	b	c	d	a	b	c
		A	B	C	D	E	F	A	B	A	B	C	D	A	B	C
Unweighted Total	1994	1788	24	107	20	9	160	327	469	1306	216	264	443	1156	155	21
Weighted Total	1991	1783	24	107	20	9	161	330	467	1297	216	262	450	1147	155	21
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
(9.0)	332	301	2	20	1	3	26	70	74	237	38	43	60	209	25	5
	17%	17%	8%	19%	4%	34%	16%	21%	16%	18%	17%	16%	13%	18%	16%	24%
						bD		B		D						
To a great extent	(10.0) 1072	976	15	43	8	3	69	159	262	709	109	129	245	632	75	11
	54%	55%	63%	40%	40%	33%	43%	48%	56%	55%	50%	49%	54%	55%	48%	52%
		CF	Cf						A							
Don't know	18	16	-	-	-	-	-	3	3	5	1	2	11	5	-	-
	1%	1%	-	-	-	-	-	1%	1%	*	*	1%	2%	*	-	-
													Ab			
Not Stated	2	2	-	-	-	-	-	-	1	2	-	-	-	2	-	-
	*	*	-	-	-	-	-	-	*	*	-	-	-	*	-	-
<b>Nets</b>																
To no extent (0-3)	57	48	1	2	1	1	5	8	10	38	6	6	11	36	4	-
	3%	3%	4%	2%	5%	11%	3%	2%	2%	3%	3%	2%	2%	3%	3%	-
Neutral (4-6)	91	78	2	6	3	-	11	11	25	47	9	19	22	43	8	1
	5%	4%	8%	6%	15%	-	7%	3%	5%	4%	4%	7%	5%	4%	5%	4%
				A								A				
To an extent (7-10)	1822	1639	21	99	16	8	145	307	429	1205	200	235	406	1062	143	20
	92%	92%	88%	93%	80%	89%	90%	93%	92%	93%	93%	90%	90%	93%	92%	96%
		d		d						cd						
Mean Score	8.88	8.92	8.86	8.64	8.09	8.23	8.58	8.85	8.94	8.94	8.85	8.72	8.87	8.93	8.77	9.09
		DF								c						

Columns Tested: A,B,C,D,E,F - A,B - A,B,C,D - A,B,C



### General Optical Council

15. Thinking about your experience the last time you went to the optician, to what extent, if at all, did you experience each of the following?  
Please give your answer on a scale of 0-10, where 0=not at all and 10=to a great extent.

**You didn't feel rushed**

Base: All who have ever been to the opticians

	Total	Gender		Age					Region								Country							
		Male	Female	18-29	30-44	45-59	60-74	75+	North East	North West	Yorks & Humb.	East Mid lands	West Mid lands	East of Eng land	Lon don	South East	South West	Eng land	Wales	Scot land	NI	UK TOTAL		
		a	b	a	b	c	d	e	a	b	c	d	e	f	g	h	i	a	b	c	d	e		
Significance Level: 90%		A	B	A	B	C	D	E	A	B	C	D	E	F	G	H	I	A	B	C	D	E		
Significance Level: 95%																								
Unweighted Total	1994	927	1067	355	470	544	449	176	124	280	220	156	153	119	162	286	170	1670	94	143	87	1994		
Weighted Total	1991	926	1065	366	483	508	422	211	124	279	219	157	152	118	161	284	170	1663	94	141	92	1991		
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		
Not at all	(0.0)	153	56	98	26	43	37	25	22	13	14	20	10	11	9	14	23	14	128	6	11	8	153	
		8%	6%	9%	7%	9%	7%	6%	10%	11%	5%	9%	6%	7%	8%	9%	8%	8%	8%	7%	8%	8%	8%	
				A	d	d	d	d	B	b	b	b	b	b	b	b	b	b	b	b	b	b	b	
	(1.0)	22	7	15	6	5	3	4	4	1	4	2	1	-	-	1	5	3	17	1	2	2	22	
		1%	1%	1%	2%	1%	1%	1%	2%	1%	1%	1%	1%	-	-	1%	2%	2%	1%	1%	1%	2%	1%	
				c	c	c	c	c	c	c	c	c	c	c	c	c	c	c	c	c	c	c	c	
	(2.0)	29	14	15	5	10	7	5	2	1	7	5	4	3	3	1	-	2	26	-	3	-	29	
		1%	2%	1%	1%	2%	1%	1%	1%	1%	3%	2%	3%	2%	3%	1%	-	1%	2%	-	2%	-	1%	
											H	H	H	H	H		h							
	(3.0)	18	9	9	6	2	3	5	2	1	2	4	3	1	2	1	1	2	17	1	-	-	18	
		1%	1%	1%	2%	*	1%	1%	1%	1%	1%	2%	2%	1%	2%	1%	*	1%	1%	1%	-	-	1%	
					bc						h	h	h	h	h									
	(4.0)	19	8	11	5	8	5	1	-	-	5	2	2	2	-	3	1	-	15	-	2	2	19	
		1%	1%	1%	1%	2%	1%	*	-	-	2%	1%	1%	1%	-	2%	*	-	1%	-	2%	2%	1%	
					d	De					hi				i									
	(5.0)	62	36	25	16	18	16	6	6	1	10	3	2	4	4	11	3	3	48	7	3	4	62	
		3%	4%	2%	4%	4%	3%	2%	3%	1%	4%	1%	1%	3%	3%	7%	3%	2%	3%	7%	2%	4%	3%	
			B		D	D	d								ACDel					ACE				
	(6.0)	52	28	23	14	14	10	10	3	-	9	5	7	5	4	3	8	4	45	2	2	2	52	
		3%	3%	2%	4%	3%	2%	2%	2%	-	3%	2%	4%	3%	3%	2%	3%	2%	3%	3%	3%	1%	2%	3%
					c						A	a	A	A	A	a	a							
	(7.0)	110	69	41	36	30	17	22	6	9	14	12	12	6	9	10	16	10	98	1	7	4	110	
		6%	7%	4%	10%	6%	3%	5%	3%	7%	5%	5%	8%	4%	7%	6%	6%	6%	6%	6%	1%	5%	4%	6%
			B		bCDE	Ce													b				b	
	(8.0)	288	160	128	49	75	84	59	21	15	37	34	22	22	22	26	48	24	250	11	18	9	288	
		14%	17%	12%	13%	16%	17%	14%	10%	12%	13%	16%	14%	14%	18%	16%	17%	14%	15%	12%	13%	10%	14%	
			B		e	E																		
	(9.0)	284	148	136	52	66	71	67	28	15	36	35	24	30	18	26	32	28	243	9	20	12	284	
		14%	16%	13%	14%	14%	14%	16%	13%	12%	13%	16%	16%	20%	15%	16%	11%	16%	15%	10%	14%	13%	14%	
			B										aBH											

Columns Tested: A,B - A,B,C,D,E - A,B,C,D,E,F,G,H,I - A,B,C,D,E



**General Optical Council**

**15. Thinking about your experience the last time you went to the optician, to what extent, if at all, did you experience each of the following?  
Please give your answer on a scale of 0-10, where 0=not at all and 10=to a great extent.**

**You didn't feel rushed**

Base: All who have ever been to the opticians

	Total	Gender		Age					Region									Country				
		Male	Female	18-29	30-44	45-59	60-74	75+	North East	North West	Yorks & Humb.	East Mid lands	West Mid lands	East of Eng land	Lon don	South East	South West	Eng land	Wales	Scot land	NI	UK TOTAL
Significance Level: 90%		a	b	a	b	c	d	e	a	b	c	d	e	f	g	h	i	a	b	c	d	e
Significance Level: 95%		A	B	A	B	C	D	E	A	B	C	D	E	F	G	H	I	A	B	C	D	E
Unweighted Total	1994	927	1067	355	470	544	449	176	124	280	220	156	153	119	162	286	170	1670	94	143	87	1994
Weighted Total	1991	926	1065	366	483	508	422	211	124	279	219	157	152	118	161	284	170	1663	94	141	92	1991
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
To a great extent	(10.0) 933	378	556	139	209	254	218	115	66	138	94	68	68	48	66	136	76	760	56	72	46	933
	47%	41%	52%	38%	43%	50%	52%	54%	54%	50%	43%	43%	44%	41%	41%	48%	45%	46%	59%	51%	50%	47%
			A			AB	AB	AB	cdFG	fg									AE			
Don't know	19	12	7	12	3	1	1	2	1	1	3	1	-	-	-	5	3	14	-	1	4	19
	1%	1%	1%	3%	1%	*	*	1%	1%	*	1%	1%	-	-	-	2%	2%	1%	-	1%	4%	1%
				BCD												eg	eg				AbcE	
Not Stated	2	1	1	-	-	2	-	-	-	1	-	-	-	-	-	-	1	2	-	-	-	2
	*	*	*	-	-	*	-	-	-	*	-	-	-	-	-	-	1%	*	-	-	-	*
<b>Nets</b>																						
To no extent (0-3)	222	86	136	43	60	49	38	31	16	27	31	18	15	14	17	29	21	188	8	16	10	222
	11%	9%	13%	12%	12%	10%	9%	15%	13%	10%	14%	12%	10%	12%	11%	10%	12%	11%	8%	11%	11%	11%
			A				cD															
Neutral (4-6)	132	73	59	35	40	30	17	9	1	24	10	11	11	8	17	19	7	108	9	7	8	132
	7%	8%	6%	10%	8%	6%	4%	4%	1%	9%	4%	7%	7%	7%	10%	7%	4%	6%	10%	5%	9%	7%
			B	CDE	De					Aci	a	A	A	A	ACI	A	a					
To an extent (7-10)	1616	755	861	276	380	426	366	169	105	225	175	126	126	96	127	232	139	1351	77	117	71	1616
	81%	82%	81%	75%	79%	84%	87%	80%	85%	81%	80%	81%	83%	81%	79%	82%	81%	81%	82%	83%	77%	81%
						AB	ABE															
Mean Score	8.02	8.01	8.02	7.67	7.77	8.21	8.38	7.98	8.11	8.12	7.82	7.94	8.12	7.87	7.79	8.06	7.99	7.99	8.38	8.11	8.00	8.02
						AB	AB															

Columns Tested: A,B - A,B,C,D,E - A,B,C,D,E,F,G,H,I - A,B,C,D,E



### General Optical Council

15. Thinking about your experience the last time you went to the optician, to what extent, if at all, did you experience each of the following?  
Please give your answer on a scale of 0-10, where 0=not at all and 10=to a great extent.

**You didn't feel rushed**

Base: All who have ever been to the opticians

		Employment status								
		Total	Full time paid job	Part time paid job	Self emp.	Student	Unemp (<6m)	Unemp (>6m)	Home maker	Retired
			a	b	c	d	e	f	g	h
			A	B	C	D	E	F	G	H
Unweighted Total		1994	972	142	153	43	17	42	82	502
Weighted Total		1991	961	140	149	46	16	42	81	513
		100%	100%	100%	100%	100%	100%	100%	100%	100%
Not at all	(0.0)	153	75	11	8	5	1	2	8	42
		8%	8%	8%	5%	11%	6%	5%	10%	8%
	(1.0)	22	13	2	-	-	-	-	-	6
		1%	1%	1%	-	-	-	-	-	1%
	(2.0)	29	12	3	4	1	-	3	1	4
		1%	1%	2%	3%	2%	-	7%	1%	1%
					h			AbgH		
	(3.0)	18	8	3	2	-	-	-	2	2
		1%	1%	2%	1%	-	-	-	2%	*
				H					H	
	(4.0)	19	9	2	3	1	1	-	1	1
		1%	1%	1%	2%	2%	5%	-	1%	*
			h	H	H	H	aH			
	(5.0)	62	24	4	6	4	-	5	8	10
		3%	2%	3%	4%	8%	-	12%	10%	2%
					AH			ABcH	ABcH	
	(6.0)	52	28	2	5	4	1	1	1	8
		3%	3%	1%	3%	10%	6%	2%	1%	2%
					ABcGH					
	(7.0)	110	59	8	6	2	2	3	4	22
		6%	6%	6%	4%	4%	12%	7%	5%	4%
	(8.0)	288	156	26	25	4	1	7	6	56
		14%	16%	19%	17%	9%	6%	17%	7%	11%
			GH	GH	GH			g		
	(9.0)	284	135	20	20	5	4	5	11	82
		14%	14%	14%	14%	12%	24%	12%	14%	16%
To a great extent	(10.0)	933	428	59	68	17	7	15	39	279
		47%	45%	42%	46%	37%	41%	35%	48%	54%
										ABcDF

Columns Tested: A,B,C,D,E,F,G,H



### General Optical Council

15. Thinking about your experience the last time you went to the optician, to what extent, if at all, did you experience each of the following?  
Please give your answer on a scale of 0-10, where 0=not at all and 10=to a great extent.

**You didn't feel rushed**

Base: All who have ever been to the opticians

Total	Employment status								
	Full time paid job	Part time paid job	Self emp.	Student	Unemp (<6m)	Unemp (>6m)	Home maker	Ret ired	
	a	b	c	d	e	f	g	h	
	A	B	C	D	E	F	G	H	
Unweighted Total	1994	972	142	153	43	17	42	82	502
Weighted Total	1991	961	140	149	46	16	42	81	513
	100%	100%	100%	100%	100%	100%	100%	100%	100%
Don't know	19	13	-	2	2	-	1	-	1
	1%	1%	-	1%	4%	-	2%	-	*
	H	H	h	aBgH		bH			
Not Stated	2	2	-	-	-	-	-	-	-
	*	*	-	-	-	-	-	-	-
<b>Nets</b>									
To no extent (0-3)	222	108	19	13	6	1	5	11	54
	11%	11%	13%	9%	13%	6%	12%	14%	10%
Neutral (4-6)	132	61	8	14	9	2	6	10	19
	7%	6%	6%	10%	20%	11%	14%	12%	4%
	H	H	H	ABcH		AbH	AbH		
To an extent (7-10)	1616	778	113	119	28	14	30	60	439
	81%	81%	81%	80%	62%	83%	71%	74%	85%
	D	D	D					ADFG	
Mean Score	8.02	7.97	7.81	8.10	7.24	8.14	7.51	7.69	8.31
				d					AbDfg

Columns Tested: A,B,C,D,E,F,G,H



**General Optical Council**

**15. Thinking about your experience the last time you went to the optician, to what extent, if at all, did you experience each of the following?  
Please give your answer on a scale of 0-10, where 0=not at all and 10=to a great extent.**

**You didn't feel rushed**

Base: All who have ever been to the opticians

	Total	SEG					Sight					Eye conditions suffer from (personally or family)					Confidence in opticians		
		A	B	C1	C2	D	E	20:20 vision	Short sighted	Long sighted	Partially sighted	Registered blind	Glaucoma	Diabetes	Macular degeneration	Cataracts	Astigmatism	Confident	Not confident
		a	b	c	d	e	f	a	b	c	d	e	a	b	c	d	e	a	b
Significance Level: 90%		A	B	C	D	E	A	B	C	D	E	A	B	C	D	E	A	B	
Significance Level: 95%		A	B	C	D	E	A	B	C	D	E	A	B	C	D	E	A	B	
Unweighted Total	1994	249	534	353	374	176	158	436	901	403	86	1	212	348	70	202	231	1883	71
Weighted Total	1991	245	535	352	372	176	160	443	891	400	87	1	209	347	70	205	230	1881	71
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Not at all	(0.0)	153	24	37	34	28	11	33	65	33	8	-	20	29	4	15	13	144	8
	8%	10%	7%	10%	8%	6%	7%	8%	7%	8%	9%	-	9%	8%	6%	8%	6%	8%	11%
	(1.0)	22	4	6	6	4	1	3	11	6	1	-	3	4	-	1	-	22	-
	1%	2%	1%	2%	1%	1%	-	1%	1%	1%	1%	-	1%	1%	-	*	-	1%	-
	(2.0)	29	3	9	3	2	5	3	17	7	-	-	5	3	3	3	5	27	2
	1%	1%	2%	1%	1%	3%	2%	1%	2%	2%	-	-	2%	1%	4%	1%	2%	1%	3%
	(3.0)	18	1	5	2	3	3	4	9	4	-	-	1	3	-	-	1	15	3
	1%	*	1%	*	1%	2%	1%	1%	1%	1%	-	-	*	1%	-	-	1%	1%	4%
	(4.0)	19	2	6	4	2	1	4	7	4	2	-	3	5	1	3	1	17	2
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	-	1%	1%	1%	2%	*	1%	3%
	(5.0)	62	6	13	10	10	7	18	24	9	3	-	4	8	-	3	7	48	13
	3%	2%	2%	3%	3%	4%	6%	4%	3%	2%	3%	-	2%	2%	-	2%	3%	3%	18%
	(6.0)	52	2	12	11	12	8	16	17	12	3	-	5	5	1	5	4	47	3
	3%	1%	2%	3%	3%	4%	2%	4%	2%	3%	4%	-	3%	1%	2%	3%	2%	2%	4%
	(7.0)	110	13	31	21	20	5	30	52	14	8	-	9	16	6	7	15	99	10
	6%	5%	6%	6%	5%	3%	5%	7%	6%	3%	9%	-	4%	5%	8%	3%	6%	5%	14%
	(8.0)	288	41	88	54	51	23	58	114	77	13	1	21	53	11	14	34	266	13
	14%	17%	16%	15%	14%	13%	11%	13%	13%	19%	15%	100%	10%	15%	16%	7%	15%	14%	19%
	(9.0)	284	36	85	45	51	27	69	147	48	8	-	26	53	10	42	42	277	5
	14%	15%	16%	13%	14%	16%	14%	16%	16%	12%	9%	-	12%	15%	14%	21%	18%	15%	7%

Columns Tested: A,B,C,D,E,F - A,B,C,D,E - A,B,C,D,E - A,B





**General Optical Council**

**15. Thinking about your experience the last time you went to the optician, to what extent, if at all, did you experience each of the following?  
Please give your answer on a scale of 0-10, where 0=not at all and 10=to a great extent.**

**You didn't feel rushed**

Base: All who have ever been to the opticians

	Total	SEG						Sight					Eye conditions suffer from (personally or family)					Confidence in opticians	
		A	B	C1	C2	D	E	20:20 vision	Short sighted	Long sighted	Partially sighted	Registered blind	Glaucoma	Diabetes	Macular degeneration	Cataracts	Astigmatism	Confident	Not confident
		a	b	c	d	e	f	a	b	c	d	e	a	b	c	d	e	a	b
Significance Level: 90%		A	B	C	D	E	F	A	B	C	D	E	A	B	C	D	E	A	B
Significance Level: 95%		A	B	C	D	E	F	A	B	C	D	E	A	B	C	D	E	A	B
Unweighted Total	1994	249	534	353	374	176	158	436	901	403	86	1	212	348	70	202	231	1883	71
Weighted Total	1991	245	535	352	372	176	160	443	891	400	87	1	209	347	70	205	230	1881	71
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
To a great extent (10.0)	933	113	237	155	188	83	83	195	422	183	41	-	109	164	34	111	109	905	11
	47%	46%	44%	44%	51%	47%	52%	44%	47%	46%	47%	-	52%	47%	48%	54%	47%	48%	15%
					bc		b											B	
Don't know	19	1	5	7	1	2	-	10	5	3	-	-	3	3	-	-	-	14	1
	1%	*	1%	2%	*	1%	-	2%	1%	1%	-	-	2%	1%	-	-	-	1%	1%
				Df				Bc					de						
Not Stated	2	1	1	-	-	-	-	-	2	-	-	-	-	-	1	-	-	2	-
	*	*	*	-	-	-	-	-	*	-	-	-	-	-	1%	-	-	*	-
														aBde					
<b>Nets</b>																			
To no extent (0-3)	222	31	57	44	38	19	16	44	101	50	9	-	29	40	7	19	19	207	13
	11%	13%	11%	13%	10%	11%	10%	10%	11%	12%	11%	-	14%	11%	10%	9%	8%	11%	18%
													e					a	
Neutral (4-6)	132	10	31	25	24	16	13	38	48	25	8	-	12	18	2	12	12	111	18
	7%	4%	6%	7%	7%	9%	8%	9%	5%	6%	9%	-	6%	5%	3%	6%	5%	6%	26%
						A	a	B										A	
To an extent (7-10)	1616	202	441	275	309	138	131	351	735	322	69	1	165	286	60	174	200	1547	39
	81%	82%	82%	78%	83%	79%	82%	79%	82%	81%	80%	100%	79%	82%	86%	85%	87%	82%	55%
					c											A		B	
Mean Score	8.02	7.92	8.05	7.79	8.16	8.07	8.16	8.00	8.08	7.92	7.84	8.00	7.93	8.04	8.23	8.38	8.33	8.08	6.19
					c													B	

Columns Tested: A,B,C,D,E,F - A,B,C,D,E - A,B,C,D,E - A,B



### General Optical Council

15. Thinking about your experience the last time you went to the optician, to what extent, if at all, did you experience each of the following?  
Please give your answer on a scale of 0-10, where 0=not at all and 10=to a great extent.

**You didn't feel rushed**

Base: All who have ever been to the opticians

	Total	Last time visited an optician				Satisfaction with overall experience at opticians		Satisfaction with eye test		Corrective solutions		Satisfaction with purchasing corrective solutions		Confidence in effective regulation		Awareness of GOC		
		2 years ago or less	More than 2 to less than 5 years	5 years or more ago	Never	Satis fied	Dissat isfied	Satis fied	Dissat isfied	Presc ription glasses	Cont act lenses	Satis fied	Dissat isfied	Conf ident	Not confi dent	Aware	Not aware	
		a	b	c	d	a	b	a	b	a	b	a	b	a	b	a	b	
Significance Level: 90%		A	B	C	D	A	B	A	B	A	B	A	B	A	B	A	B	
Significance Level: 95%																		
Unweighted Total	1994	1656	182	156	-	1896	85	1929	42	1306	216	1263	42	1732	119	214	1780	
Weighted Total	1991	1653	182	156	-	1893	84	1924	43	1297	216	1255	41	1731	118	219	1772	
	100%	100%	100%	100%	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Not at all	(0.0)	153	130	12	12	-	143	9	145	6	105	18	100	3	133	13	12	141
		8%	8%	6%	8%	-	8%	11%	8%	14%	8%	8%	8%	8%	11%	6%	8%	
	(1.0)	22	20	2	-	-	20	2	20	2	10	3	11	1	21	-	4	18
		1%	1%	1%	-	-	1%	2%	1%	5%	1%	1%	1%	2%	1%	-	2%	1%
	(2.0)	29	24	3	2	-	22	7	24	4	23	4	22	-	25	2	4	25
		1%	1%	2%	1%	-	1%	8%	1%	10%	2%	2%	2%	-	1%	2%	2%	1%
	(3.0)	18	12	3	3	-	8	9	13	4	10	2	7	3	15	1	2	16
		1%	1%	2%	2%	-	*	10%	1%	9%	1%	1%	7%	7%	1%	1%	1%	1%
	(4.0)	19	15	1	3	-	17	2	18	1	8	4	9	1	15	3	4	15
		1%	1%	1%	2%	-	1%	2%	1%	2%	1%	2%	1%	2%	1%	3%	2%	1%
	(5.0)	62	43	14	5	-	48	13	51	10	36	8	28	8	40	14	12	50
		3%	3%	8%	3%	-	3%	15%	3%	24%	3%	4%	2%	19%	2%	12%	5%	3%
	(6.0)	52	34	10	8	-	48	3	48	3	26	7	27	1	45	4	11	40
		3%	2%	5%	5%	-	3%	4%	2%	7%	2%	3%	2%	2%	3%	3%	5%	2%
	(7.0)	110	82	10	18	-	99	10	105	4	61	10	54	9	87	9	19	91
		6%	5%	6%	11%	-	5%	12%	5%	9%	5%	5%	4%	21%	5%	8%	9%	5%
	(8.0)	288	227	30	31	-	274	14	282	4	182	31	176	7	249	23	40	248
		14%	14%	16%	20%	-	14%	16%	15%	9%	14%	14%	14%	16%	14%	19%	18%	14%

Columns Tested: A,B,C,D - A,B - A,B - A,B - A,B - A,B



**General Optical Council**

**15. Thinking about your experience the last time you went to the optician, to what extent, if at all, did you experience each of the following?  
Please give your answer on a scale of 0-10, where 0=not at all and 10=to a great extent.**

**You didn't feel rushed**

Base: All who have ever been to the opticians

	Total	Last time visited an optician				Satisfaction with overall experience at opticians		Satisfaction with eye test		Corrective solutions		Satisfaction with purchasing corrective solutions		Confidence in effective regulation		Awareness of GOC		
		2 years ago or less	More than 2 to less than 5 years	5 years or more ago	Never	Satisfied	Dissatisfied	Satisfied	Dissatisfied	Prescription glasses	Contact lenses	Satisfied	Dissatisfied	Confident	Not confident	Aware	Not aware	
		a	b	c	d	a	b	a	b	a	b	a	b	a	b	a	b	
Significance Level: 90%		A	B	C	D	A	B	A	B	A	B	A	B	A	B	A	B	
Significance Level: 95%																		
Unweighted Total	1994	1656	182	156	-	1896	85	1929	42	1306	216	1263	42	1732	119	214	1780	
Weighted Total	1991	1653	182	156	-	1893	84	1924	43	1297	216	1255	41	1731	118	219	1772	
	100%	100%	100%	100%	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
(9.0)	284	236	34	15	-	278	6	278	3	194	30	192	2	246	13	34	250	
	14%	14%	18%	10%	-	15%	8%	14%	8%	15%	14%	15%	5%	14%	11%	16%	14%	
		c	C			b						b						
To a great extent	(10.0)	933	823	62	48	-	926	8	930	-	636	97	624	7	838	34	73	860
	47%	50%	34%	31%	-	49%	9%	48%	-	49%	45%	50%	16%	48%	29%	33%	49%	
		BC				B		B				B		B		A		
Don't know	19	6	2	11	-	10	2	11	1	5	2	4	-	14	2	3	16	
	1%	*	1%	7%	-	1%	2%	1%	2%	*	1%	*	-	1%	2%	1%	1%	
				AB			A											
Not Stated	2	2	-	-	-	1	-	-	-	2	-	2	-	2	-	-	2	
	*	*	-	-	-	*	-	-	-	*	-	*	-	*	-	-	*	
<b>Nets</b>																		
To no extent (0-3)	222	185	20	17	-	193	27	202	16	148	27	140	7	194	16	22	199	
	11%	11%	11%	11%	-	10%	32%	10%	38%	11%	12%	11%	17%	11%	13%	10%	11%	
						A		A										
Neutral (4-6)	132	91	25	16	-	112	18	116	14	69	19	63	10	100	21	27	105	
	7%	6%	14%	11%	-	6%	21%	6%	33%	5%	9%	5%	24%	6%	18%	12%	6%	
		A	A	A		A		A		a		A		A		B		
To an extent (7-10)	1616	1368	136	112	-	1576	37	1595	11	1073	168	1046	24	1421	79	166	1450	
	81%	83%	75%	72%	-	83%	45%	83%	27%	83%	78%	83%	59%	82%	67%	76%	82%	
		BC				B		B		b		B		B		A		
Mean Score	8.02	8.10	7.68	7.50	-	8.14	5.40	8.11	4.46	8.09	7.82	8.14	6.29	8.08	7.07	7.65	8.06	
		bC				B		B				B		B		a		

Columns Tested: A,B,C,D - A,B - A,B - A,B - A,B - A,B - A,B



### General Optical Council

15. Thinking about your experience the last time you went to the optician, to what extent, if at all, did you experience each of the following?  
Please give your answer on a scale of 0-10, where 0=not at all and 10=to a great extent.

**You didn't feel rushed**

Base: All who have ever been to the opticians

	Total	Ethnicity					Children in household		Products currently used				Product most recently bought			
		White	Mixed/ multiple	Asian or Asian British	Black or Black British	Other	BME	Aged 8 or under	Aged 9-18	Glasses with a prescription	Contact lenses	Reading glasses without a prescription	None of these	Glasses with a prescription	Contact lenses	Reading glasses without a prescription
		a	b	c	d	e	f	a	b	a	b	c	d	a	b	c
		A	B	C	D	E	F	A	B	A	B	C	D	A	B	C
Unweighted Total	1994	1788	24	107	20	9	160	327	469	1306	216	264	443	1156	155	21
Weighted Total	1991	1783	24	107	20	9	161	330	467	1297	216	262	450	1147	155	21
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Not at all	(0.0)	153	136	3	8	2	14	35	46	105	18	12	39	91	12	2
		8%	8%	13%	8%	9%	11%	9%	11%	10%	8%	8%	5%	9%	8%	8%
										C	c		C			
	(1.0)	22	19	1	-	1	-	2	2	10	3	2	8	9	3	-
		1%	1%	4%	-	5%	-	1%	*	1%	1%	1%	2%	1%	2%	-
				C		aC		b					a			
	(2.0)	29	25	-	3	-	3	10	8	23	4	3	4	19	3	1
		1%	1%	-	3%	-	2%	3%	2%	2%	2%	1%	1%	2%	2%	5%
	(3.0)	18	16	-	1	-	1	2	5	10	2	4	4	10	1	-
		1%	1%	-	1%	-	1%	1%	1%	1%	1%	1%	1%	1%	1%	-
	(4.0)	19	16	-	2	-	2	4	6	8	4	3	6	6	4	-
		1%	1%	-	2%	-	1%	1%	1%	1%	2%	1%	1%	1%	3%	-
										a				A		
	(5.0)	62	53	-	5	2	8	10	15	36	8	10	15	32	5	1
		3%	3%	-	5%	10%	11%	3%	3%	3%	4%	4%	3%	3%	3%	5%
					a											
	(6.0)	52	43	-	4	2	6	11	10	26	7	11	14	22	6	-
		3%	2%	-	4%	10%	4%	3%	2%	2%	3%	4%	3%	2%	4%	-
					A							A				
	(7.0)	110	98	4	6	1	11	13	24	61	10	12	35	56	7	2
		6%	5%	16%	5%	5%	7%	4%	5%	5%	5%	4%	8%	5%	4%	9%
				Ac									Ac			
	(8.0)	288	242	6	25	3	36	50	73	182	31	38	66	155	29	1
		14%	14%	25%	23%	15%	22%	15%	16%	14%	14%	14%	15%	13%	19%	5%
				A			A							a		

Columns Tested: A,B,C,D,E,F - A,B - A,B,C,D - A,B,C



### General Optical Council

**15. Thinking about your experience the last time you went to the optician, to what extent, if at all, did you experience each of the following?  
Please give your answer on a scale of 0-10, where 0=not at all and 10=to a great extent.**

**You didn't feel rushed**

Base: All who have ever been to the opticians

	Total	Ethnicity					Children in household		Products currently used				Product most recently bought			
		White	Mixed/ multiple	Asian or Asian British	Black or Black British	Other	BME	Aged 8 or under	Aged 9-18	Glasses with a prescription	Contact lenses	Reading glasses without a prescription	None of these	Glasses with a prescription	Contact lenses	Reading glasses without a prescription
		a	b	c	d	e	f	a	b	a	b	c	d	a	b	c
		A	B	C	D	E	F	A	B	A	B	C	D	A	B	C
Unweighted Total	1994	1788	24	107	20	9	160	327	469	1306	216	264	443	1156	155	21
Weighted Total	1991	1783	24	107	20	9	161	330	467	1297	216	262	450	1147	155	21
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
(9.0)	284	261	3	13	2	1	19	49	58	194	30	48	56	173	21	4
	14%	15%	12%	12%	10%	12%	12%	15%	13%	15%	14%	18%	12%	15%	13%	19%
To a great extent	933	856	7	40	6	4	58	136	217	636	97	117	193	569	63	10
	47%	48%	30%	38%	30%	44%	36%	41%	46%	49%	45%	45%	43%	50%	41%	47%
		bCF								D				B		
Don't know	19	17	-	-	1	-	1	4	2	5	2	3	11	4	1	-
	1%	1%	-	-	5%	-	1%	1%	*	*	1%	1%	2%	*	1%	-
					aCf								A			
Not Stated	2	2	-	-	-	-	-	-	1	2	-	-	-	2	-	-
	*	*	-	-	-	-	-	-	*	*	-	-	-	*	-	-
<b>Nets</b>																
To no extent (0-3)	222	196	4	12	3	1	20	53	62	148	27	21	54	129	19	3
	11%	11%	17%	11%	14%	11%	12%	16%	13%	11%	12%	8%	12%	11%	12%	14%
										c	c		c			
Neutral (4-6)	132	111	-	11	4	1	16	25	31	69	19	24	35	59	15	1
	7%	6%	-	10%	20%	11%	10%	8%	7%	5%	9%	9%	8%	5%	10%	5%
					AB		a			a	a	A	a	A	A	
To an extent (7-10)	1616	1457	20	84	12	7	124	247	372	1073	168	214	349	953	120	17
	81%	82%	83%	78%	60%	78%	77%	75%	80%	83%	78%	82%	78%	83%	78%	80%
		D	d	d						bD				b		
Mean Score	8.02	8.07	7.26	7.71	7.00	7.80	7.56	7.53	7.83	8.09	7.82	8.23	7.77	8.12	7.73	7.85
		F								d		D				

Columns Tested: A,B,C,D,E,F - A,B - A,B,C,D - A,B,C



### General Optical Council

15. Thinking about your experience the last time you went to the optician, to what extent, if at all, did you experience each of the following?  
Please give your answer on a scale of 0-10, where 0=not at all and 10=to a great extent.

**You were satisfied with the quality of advice**

Base: All who have ever been to the opticians

		Gender		Age					Region								Country						
		Total	Male	Female	18-29	30-44	45-59	60-74	75+	North East	North West	Yorks & Humb.	East Mid lands	West Mid lands	East of Eng land	Lon don	South East	South West	Eng land	Wales	Scot land	NI	UK TOTAL
		a	b	a	b	c	d	e	a	b	c	d	e	f	g	h	i	a	b	c	d	e	
Significance Level: 90%		A	B	A	B	C	D	E	A	B	C	D	E	F	G	H	I	A	B	C	D	E	
Significance Level: 95%																							
Unweighted Total	1994	927	1067	355	470	544	449	176	124	280	220	156	153	119	162	286	170	1670	94	143	87	1994	
Weighted Total	1991	926	1065	366	483	508	422	211	124	279	219	157	152	118	161	284	170	1663	94	141	92	1991	
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Not at all	(0.0)	29	11	18	6	5	5	5	8	1	4	2	-	-	2	3	5	17	-	8	3	29	
		1%	1%	2%	2%	1%	1%	1%	4%	1%	1%	1%	-	-	2%	2%	2%	1%	-	6%	4%	1%	
									aBCD						dei	di			ABE	Abe			
	(1.0)	2	1	1	-	1	-	1	-	-	2	-	-	-	-	-	-	2	-	-	-	2	
		*	*	*	-	*	-	*	-	-	1%	-	-	-	-	-	-	*	-	-	-	*	
	(2.0)	9	2	7	2	4	-	3	-	-	3	2	1	-	1	-	1	9	-	-	-	9	
		*	*	1%	1%	1%	-	1%	-	-	1%	1%	1%	-	1%	-	*	1%	-	-	-	*	
					c	C		c															
	(3.0)	12	6	6	2	2	2	3	3	-	2	1	-	1	-	1	3	10	1	1	-	12	
		1%	1%	1%	1%	*	*	1%	2%	-	1%	*	-	1%	-	1%	1%	1%	1%	1%	-	1%	
									c														
	(4.0)	16	7	9	4	4	5	3	-	-	2	4	2	-	2	2	-	13	-	2	1	16	
		1%	1%	1%	1%	1%	1%	1%	-	-	1%	2%	1%	-	2%	1%	-	1%	-	1%	1%	1%	
											H	h		H	h								
	(5.0)	50	25	26	15	14	10	11	-	2	7	4	3	3	4	8	13	45	3	-	2	50	
		3%	3%	2%	4%	3%	2%	3%	-	2%	3%	2%	2%	2%	3%	5%	4%	3%	3%	-	2%	3%	
					CE	E	e	E							cl	cl		C	C		c	c	
	(6.0)	51	27	24	17	12	9	10	2	4	7	6	2	4	2	4	11	44	1	2	4	51	
		3%	3%	2%	5%	3%	2%	2%	1%	3%	3%	3%	1%	3%	2%	2%	4%	3%	1%	1%	4%	3%	
					bCdE																		
	(7.0)	116	69	47	26	41	25	17	7	5	17	13	16	8	7	11	17	103	2	6	6	116	
		6%	7%	4%	7%	9%	5%	4%	3%	4%	6%	6%	10%	5%	6%	7%	6%	6%	2%	4%	6%	6%	
			B		De	CDE						ahi					b						
	(8.0)	331	180	151	69	82	87	58	36	24	42	40	32	22	26	29	50	287	15	15	13	331	
		17%	19%	14%	19%	17%	17%	14%	17%	20%	15%	18%	20%	14%	22%	18%	18%	17%	16%	11%	14%	17%	
			B		d							i		i			c				c		
	(9.0)	335	167	168	61	92	87	65	30	17	47	37	26	29	16	34	47	287	10	28	11	335	
		17%	18%	16%	17%	19%	17%	15%	14%	14%	17%	17%	17%	19%	14%	21%	16%	17%	10%	20%	12%	17%	
															af		b		B				
To a great extent	(10.0)	1023	420	602	157	221	276	246	122	70	142	110	74	85	59	69	135	836	62	75	50	1023	
		51%	45%	57%	43%	46%	54%	58%	58%	57%	51%	50%	47%	56%	50%	43%	47%	50%	66%	53%	54%	51%	
				A		AB	AB	AB		Gh	g			Gh		G		AcE					

Columns Tested: A,B - A,B,C,D,E - A,B,C,D,E,F,G,H,I - A,B,C,D,E



**General Optical Council**

**15. Thinking about your experience the last time you went to the optician, to what extent, if at all, did you experience each of the following?  
Please give your answer on a scale of 0-10, where 0=not at all and 10=to a great extent.**

**You were satisfied with the quality of advice**

Base: All who have ever been to the opticians

	Gender		Age					Region								Country						
	Total	Male	Female	18-29	30-44	45-59	60-74	75+	North East	North West	Yorks & Humb.	East Mid lands	West Mid lands	East of Eng land	Lon don	South East	South West	Eng land	Wales	Scot land	NI	UK TOTAL
Significance Level: 90%		a	b	a	b	c	d	e	a	b	c	d	e	f	g	h	i	a	b	c	d	e
Significance Level: 95%		A	B	A	B	C	D	E	A	B	C	D	E	F	G	H	I	A	B	C	D	E
Unweighted Total	1994	927	1067	355	470	544	449	176	124	280	220	156	153	119	162	286	170	1670	94	143	87	1994
Weighted Total	1991	926	1065	366	483	508	422	211	124	279	219	157	152	118	161	284	170	1663	94	141	92	1991
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Don't know	16	11	5	7	4	2	-	2	-	2	1	1	-	-	-	3	2	9	1	3	2	16
	1%	1%	*	2%	1%	*	-	1%	-	1%	*	1%	-	-	-	1%	1%	1%	1%	2%	3%	1%
		b		CD	D			D												Ae	Ae	
Not Stated	2	1	1	-	-	2	-	-	-	1	-	-	-	-	-	-	1	2	-	-	-	2
	*	*	*	-	-	*	-	-	-	*	-	-	-	-	-	-	1%	*	-	-	-	*
<b>Nets</b>																						
To no extent (0-3)	52	21	31	10	12	6	12	12	1	11	5	1	1	3	4	9	3	38	1	10	3	52
	3%	2%	3%	3%	3%	1%	3%	6%	1%	4%	2%	1%	1%	2%	3%	3%	2%	2%	1%	7%	4%	3%
							c	abC		aDe						d				ABE		
Neutral (4-6)	117	59	58	37	31	24	24	2	6	16	14	7	7	8	14	24	7	102	4	4	7	117
	6%	6%	5%	10%	6%	5%	6%	1%	5%	6%	6%	4%	5%	7%	9%	8%	4%	6%	4%	3%	8%	6%
				bCDE	E	E	E							i	i						c	
To an extent (7-10)	1804	835	969	313	436	474	386	195	117	249	199	148	144	107	143	248	157	1512	89	124	79	1804
	91%	90%	91%	85%	90%	93%	92%	92%	94%	89%	91%	94%	95%	91%	89%	87%	92%	91%	94%	88%	86%	91%
				A	Ab	A	A		bgH		bgH	bgH								d		
Mean Score	8.81	8.70	8.90	8.52	8.68	9.00	8.94	8.86	9.06	8.71	8.79	8.85	9.11	8.69	8.56	8.64	9.04	8.80	9.25	8.64	8.66	8.81
		A		AB	AB		a		bfGH			BcdFGH				bfGH		ACDE				

Columns Tested: A,B - A,B,C,D,E - A,B,C,D,E,F,G,H,I - A,B,C,D,E



### General Optical Council

15. Thinking about your experience the last time you went to the optician, to what extent, if at all, did you experience each of the following?  
Please give your answer on a scale of 0-10, where 0=not at all and 10=to a great extent.

**You were satisfied with the quality of advice**

Base: All who have ever been to the opticians

		Employment status								
		Total	Full time paid job	Part time paid job	Self emp.	Student	Unemp (<6m)	Unemp (>6m)	Home maker	Ret ired
			a	b	c	d	e	f	g	h
			A	B	C	D	E	F	G	H
Unweighted Total		1994	972	142	153	43	17	42	82	502
Weighted Total		1991	961	140	149	46	16	42	81	513
		100%	100%	100%	100%	100%	100%	100%	100%	100%
Not at all	(0.0)	29	4	1	2	1	1	2	2	15
		1%	*	1%	1%	2%	6%	5%	2%	3%
							Ab	Ab	A	A
	(1.0)	2	-	-	-	-	-	-	-	2
		*	-	-	-	-	-	-	-	*
										a
	(2.0)	9	4	-	-	1	-	1	-	3
		*	*	-	-	2%	-	2%	-	1%
						bc		abc		
	(3.0)	12	5	-	1	-	-	-	-	5
		1%	*	-	1%	-	-	-	-	1%
	(4.0)	16	5	5	1	-	-	-	1	3
		1%	1%	4%	1%	-	-	-	1%	1%
				AcH						
	(5.0)	50	26	5	4	1	-	4	4	6
		3%	3%	4%	3%	2%	-	10%	5%	1%
			H	H				ACH	H	
	(6.0)	51	25	2	5	2	-	2	5	8
		3%	3%	1%	3%	5%	-	5%	6%	2%
									abH	
	(7.0)	116	67	9	9	6	2	5	2	13
		6%	7%	6%	6%	14%	11%	12%	3%	2%
			H	H	H	cGH	gH	GH		
	(8.0)	331	171	26	23	8	6	6	9	75
		17%	18%	18%	15%	18%	35%	15%	11%	15%
						aCfGH				
	(9.0)	335	183	21	28	3	1	5	12	79
		17%	19%	15%	19%	7%	6%	12%	15%	15%
			Dh		d					

Columns Tested: A,B,C,D,E,F,G,H





## General Optical Council

**15. Thinking about your experience the last time you went to the optician, to what extent, if at all, did you experience each of the following?  
Please give your answer on a scale of 0-10, where 0=not at all and 10=to a great extent.**

### You were satisfied with the quality of advice

Base: All who have ever been to the opticians

		Employment status							
		Full time paid job	Part time paid job	Self emp.	Stu dent	Unemp (<6m)	Unemp (>6m)	Home maker	Ret ired
		a	b	c	d	e	f	g	h
		A	B	C	D	E	F	G	H
Significance Level: 90%									
Significance Level: 95%									
Unweighted Total	1994	972	142	153	43	17	42	82	502
Weighted Total	1991	961	140	149	46	16	42	81	513
	100%	100%	100%	100%	100%	100%	100%	100%	100%
To a great extent	(10.0) 1023	460	71	74	22	7	17	46	303
	51%	48%	51%	50%	48%	41%	40%	57%	59%
								af	AbCF
Don't know	16	10	-	2	1	-	-	-	2
	1%	1%	-	1%	2%	-	-	-	*
					b				
Not Stated	2	2	-	-	-	-	-	-	-
	*	*	-	-	-	-	-	-	-
<b>Nets</b>									
To no extent (0-3)	52	13	1	3	2	1	3	2	25
	3%	1%	1%	2%	4%	6%	7%	2%	5%
					b	ab	ABc		AB
Neutral (4-6)	117	55	12	10	3	-	6	10	17
	6%	6%	9%	7%	7%	-	15%	12%	3%
		H	H	h			AcH	AH	
To an extent (7-10)	1804	881	127	134	39	15	33	69	470
	91%	92%	91%	90%	86%	94%	78%	85%	91%
		Fg	F	F					Fg
Mean Score	8.81	8.85	8.77	8.83	8.44	8.28	7.88	8.77	8.89
		dF	F	F				F	F

Columns Tested: A,B,C,D,E,F,G,H

### General Optical Council

15. Thinking about your experience the last time you went to the optician, to what extent, if at all, did you experience each of the following?  
Please give your answer on a scale of 0-10, where 0=not at all and 10=to a great extent.

**You were satisfied with the quality of advice**

Base: All who have ever been to the opticians

	Total	SEG						Sight					Eye conditions suffer from (personally or family)					Confidence in opticians	
		A	B	C1	C2	D	E	20:20 vision	Short sighted	Long sighted	Partially sighted	Registered blind	Glaucoma	Diabetes	Macular degeneration	Cataracts	Astigmatism	Confident	Not confident
		a	b	c	d	e	f	a	b	c	d	e	a	b	c	d	e	a	b
Significance Level: 90%		A	B	C	D	E	F	A	B	C	D	E	A	B	C	D	E	A	B
Significance Level: 95%																			
Unweighted Total	1994	249	534	353	374	176	158	436	901	403	86	1	212	348	70	202	231	1883	71
Weighted Total	1991	245	535	352	372	176	160	443	891	400	87	1	209	347	70	205	230	1881	71
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Not at all	(0.0)	29	2	7	3	6	5	4	3	12	11	1	9	5	-	1	1	21	6
	1%	1%	1%	1%	2%	3%	3%	1%	1%	3%	1%	-	5%	1%	-	1%	*	1%	8%
										Ab			BcDE					A	
	(1.0)	2	-	-	1	1	-	-	-	2	-	-	-	1	1	1	1	2	-
	*	-	-	*	*	-	-	-	*	-	-	-	-	*	1%	*	*	*	-
															a				
	(2.0)	9	-	3	1	2	2	-	-	6	1	-	1	1	-	-	1	8	1
	*	-	1%	*	1%	1%	-	-	-	1%	*	-	*	*	-	*	*	*	1%
										a									
	(3.0)	12	1	6	2	2	-	-	1	3	3	1	1	1	-	2	-	9	3
	1%	*	1%	1%	1%	-	-	*	*	1%	1%	-	*	*	-	1%	-	*	5%
																		A	
	(4.0)	16	-	3	3	4	2	1	4	6	3	1	2	4	-	-	2	9	7
	1%	-	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	-	-	1%	*	10%
																		A	
	(5.0)	50	8	9	11	8	5	6	17	16	8	3	4	10	1	5	9	39	11
	3%	3%	2%	3%	2%	3%	4%	4%	2%	2%	3%	-	2%	3%	1%	2%	4%	2%	16%
								Bc										A	
	(6.0)	51	7	17	7	5	7	5	15	14	14	5	4	7	2	3	6	46	3
	3%	3%	3%	2%	1%	4%	3%	3%	3%	2%	3%	6%	2%	2%	3%	2%	3%	2%	4%
									B		B	B							
	(7.0)	116	16	35	20	20	10	7	27	50	23	5	6	16	3	5	16	100	11
	6%	6%	7%	6%	5%	6%	4%	6%	6%	6%	6%	-	3%	5%	4%	2%	7%	5%	16%
																	aD	A	
	(8.0)	331	52	87	59	58	18	27	66	159	66	13	28	48	14	37	35	314	11
	17%	21%	16%	17%	15%	10%	17%	15%	15%	18%	17%	15%	14%	14%	19%	18%	15%	17%	15%
									bdE		e	e							
	(9.0)	335	32	105	61	64	38	19	86	144	71	14	28	63	12	38	40	328	5
	17%	13%	20%	17%	17%	22%	12%	19%	16%	18%	17%	-	14%	18%	17%	19%	17%	17%	7%
																		B	

Columns Tested: A,B,C,D,E,F - A,B,C,D,E - A,B,C,D,E - A,B



**General Optical Council**

**15. Thinking about your experience the last time you went to the optician, to what extent, if at all, did you experience each of the following?  
Please give your answer on a scale of 0-10, where 0=not at all and 10=to a great extent.**

**You were satisfied with the quality of advice**

Base: All who have ever been to the opticians

	Total	SEG						Sight					Eye conditions suffer from (personally or family)					Confidence in opticians	
		A	B	C1	C2	D	E	20:20 vision	Short sighted	Long sighted	Partially sighted	Registered blind	Glaucoma	Diabetes	Macular degeneration	Cataracts	Astigmatism	Confident	Not confident
		a	b	c	d	e	f	a	b	c	d	e	a	b	c	d	e	a	b
Significance Level: 90%		A	B	C	D	E	F	A	B	C	D	E	A	B	C	D	E	A	B
Significance Level: 95%		A	B	C	D	E	F	A	B	C	D	E	A	B	C	D	E	A	B
Unweighted Total	1994	249	534	353	374	176	158	436	901	403	86	1	212	348	70	202	231	1883	71
Weighted Total	1991	245	535	352	372	176	160	443	891	400	87	1	209	347	70	205	230	1881	71
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
To a great extent	(10.0) 1023	125	257	177	203	88	90	217	474	197	43	1	122	190	36	111	120	991	12
	51%	51%	48%	50%	55%	50%	56%	49%	53%	49%	50%	100%	58%	55%	52%	54%	52%	53%	17%
					b		b											B	
Don't know	16	1	5	6	1	1	1	7	4	4	-	-	2	1	-	2	-	12	1
	1%	*	1%	2%	*	1%	1%	1%	*	1%	-	-	1%	*	-	1%	-	1%	1%
				D				B											
Not Stated	2	1	1	-	-	-	-	-	2	-	-	-	-	-	1	-	-	2	-
	*	*	*	-	-	-	-	-	*	-	-	-	-	-	1%	-	-	*	-
														aBde					
<b>Nets</b>																			
To no extent (0-3)	52	3	16	7	10	7	4	4	22	15	2	-	11	8	1	4	3	40	10
	3%	1%	3%	2%	3%	4%	3%	1%	3%	4%	2%	-	5%	2%	1%	2%	1%	2%	14%
						a			A	A			BdE					A	
Neutral (4-6)	117	15	29	21	17	14	12	36	36	24	9	-	10	21	3	8	17	94	21
	6%	6%	5%	6%	5%	8%	7%	8%	4%	6%	10%	-	5%	6%	4%	4%	7%	5%	30%
								B		B								A	
To an extent (7-10)	1804	225	484	318	344	154	143	396	827	356	76	1	185	318	65	191	211	1733	39
	91%	92%	90%	90%	92%	88%	89%	89%	93%	89%	87%	100%	89%	91%	93%	93%	92%	92%	55%
					e				ACd									B	
Mean Score	8.81	8.86	8.77	8.84	8.88	8.68	8.81	8.84	8.89	8.68	8.71	10.00	8.73	8.90	8.99	9.02	8.87	8.90	6.32
									c									B	

Columns Tested: A,B,C,D,E,F - A,B,C,D,E - A,B,C,D,E - A,B



**General Optical Council**

**15. Thinking about your experience the last time you went to the optician, to what extent, if at all, did you experience each of the following?  
Please give your answer on a scale of 0-10, where 0=not at all and 10=to a great extent.**

**You were satisfied with the quality of advice**

Base: All who have ever been to the opticians

	Total	Last time visited an optician				Satisfaction with overall experience at opticians		Satisfaction with eye test		Corrective solutions		Satisfaction with purchasing corrective solutions		Confidence in effective regulation		Awareness of GOC		
		2 years ago or less	More than 2 to less than 5 years	5 years or more ago	Never	Satisfied	Dissatisfied	Satisfied	Dissatisfied	Prescription glasses	Contact lenses	Satisfied	Dissatisfied	Confident	Not confident	Aware	Not aware	
		a	b	c	d	a	b	a	b	a	b	a	b	a	b	a	b	
Significance Level: 90%		A	B	C	D	A	B	A	B	A	B	A	B	A	B	A	B	
Significance Level: 95%		A	B	C	D	A	B	A	B	A	B	A	B	A	B	A	B	
Unweighted Total	1994	1656	182	156	-	1896	85	1929	42	1306	216	1263	42	1732	119	214	1780	
Weighted Total	1991	1653	182	156	-	1893	84	1924	43	1297	216	1255	41	1731	118	219	1772	
	100%	100%	100%	100%	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Not at all	(0.0)	29	18	6	5	-	16	12	19	8	19	4	16	4	19	10	4	25
		1%	1%	3%	3%	-	1%	14%	1%	19%	1%	2%	1%	9%	1%	8%	2%	1%
				A	A			A	A			A	A		A	A		
	(1.0)	2	2	-	-	-	2	-	2	-	2	-	2	-	2	-	-	2
		*	*	-	-	-	*	-	*	-	*	-	*	-	*	-	-	*
	(2.0)	9	7	1	1	-	3	6	2	7	7	1	5	3	3	6	1	8
		*	*	1%	1%	-	*	7%	*	16%	1%	*	*	7%	*	5%	*	*
								A	A			A	A		A	A		
	(3.0)	12	8	3	1	-	6	6	8	4	6	1	3	3	9	1	2	10
		1%	*	2%	1%	-	*	7%	*	10%	*	*	*	8%	1%	1%	1%	1%
				A	A			A	A			A	A		A	A		
	(4.0)	16	11	1	4	-	6	10	11	5	8	1	6	2	9	5	3	13
		1%	1%	1%	3%	-	*	12%	1%	12%	1%	*	*	4%	1%	4%	1%	1%
					A			A	A			A	A		A	A		
	(5.0)	50	29	14	7	-	25	23	38	10	26	4	21	5	27	14	9	41
		3%	2%	8%	4%	-	1%	27%	2%	24%	2%	2%	2%	12%	2%	12%	4%	2%
				A	A			A	A			A	A		A	A		
	(6.0)	51	33	10	8	-	41	9	47	3	22	4	21	4	41	7	14	37
		3%	2%	5%	5%	-	2%	11%	2%	7%	2%	2%	2%	10%	2%	6%	6%	2%
				A	A			A	a			A	A		A	B		
	(7.0)	116	93	12	10	-	110	6	111	4	63	13	60	1	94	9	26	89
		6%	6%	7%	6%	-	6%	7%	6%	10%	5%	6%	5%	2%	5%	8%	12%	5%
																B		
	(8.0)	331	264	33	33	-	323	5	324	-	219	43	210	8	285	14	41	289
		17%	16%	18%	21%	-	17%	6%	17%	-	17%	20%	17%	19%	16%	12%	19%	16%
					a		B	B	B									

Columns Tested: A,B,C,D - A,B - A,B - A,B - A,B - A,B



### General Optical Council

15. Thinking about your experience the last time you went to the optician, to what extent, if at all, did you experience each of the following?  
Please give your answer on a scale of 0-10, where 0=not at all and 10=to a great extent.

**You were satisfied with the quality of advice**

Base: All who have ever been to the opticians

	Total	Last time visited an optician				Satisfaction with overall experience at opticians		Satisfaction with eye test		Corrective solutions		Satisfaction with purchasing corrective solutions		Confidence in effective regulation		Awareness of GOC	
		2 years ago or less	More than 2 to less than 5 years	5 years or more ago	Never	Satisfied	Dissatisfied	Satisfied	Dissatisfied	Prescription glasses	Contact lenses	Satisfied	Dissatisfied	Confident	Not confident	Aware	Not aware
		a	b	c	d	a	b	a	b	a	b	a	b	a	b	a	b
Significance Level: 90%		A	B	C	D	A	B	A	B	A	B	A	B	A	B	A	B
Significance Level: 95%		A	B	C	D	A	B	A	B	A	B	A	B	A	B	A	B
Unweighted Total	1994	1656	182	156	-	1896	85	1929	42	1306	216	1263	42	1732	119	214	1780
Weighted Total	1991	1653	182	156	-	1893	84	1924	43	1297	216	1255	41	1731	118	219	1772
	100%	100%	100%	100%	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
(9.0)	335	278	31	26	-	335	-	334	-	222	41	220	4	301	13	32	304
	17%	17%	17%	16%	-	18%	-	17%	-	17%	19%	18%	10%	17%	11%	14%	17%
						B		B						b			
To a great extent	(10.0) 1023	900	68	54	-	1016	7	1019	-	695	104	686	8	927	35	84	938
	51%	54%	38%	35%	-	54%	8%	53%	-	54%	48%	55%	18%	54%	30%	38%	53%
		BC				B		B				B		B		A	
Don't know	16	7	2	7	-	9	1	9	1	5	1	4	-	12	3	2	14
	1%	*	1%	4%	-	*	1%	*	2%	*	*	*	-	1%	3%	1%	1%
				Ab					a					A			
Not Stated	2	2	-	-	-	1	-	-	-	2	-	2	-	2	-	-	2
	*	*	-	-	-	*	-	-	-	*	-	*	-	*	-	-	*
<b>Nets</b>																	
To no extent (0-3)	52	35	10	7	-	27	24	31	19	34	6	26	10	33	17	7	45
	3%	2%	6%	4%	-	1%	28%	2%	45%	3%	3%	2%	24%	2%	14%	3%	3%
			A	a			A		A				A		A		
Neutral (4-6)	117	73	25	19	-	72	41	96	18	56	9	47	11	77	26	26	91
	6%	4%	14%	12%	-	4%	49%	5%	43%	4%	4%	4%	26%	4%	22%	12%	5%
			A	A			A		A				A		A	B	
To an extent (7-10)	1804	1536	145	123	-	1784	18	1789	4	1200	200	1175	21	1607	72	183	1621
	91%	93%	80%	79%	-	94%	21%	93%	10%	93%	93%	94%	50%	93%	61%	84%	91%
		BC				B		B				B		B		A	
Mean Score	8.81	8.94	8.11	8.15	-	9.00	4.65	8.94	3.48	8.90	8.79	8.98	6.15	8.95	6.96	8.26	8.87
		BC				B		B				B		B		A	

Columns Tested: A,B,C,D - A,B - A,B - A,B - A,B - A,B - A,B



**General Optical Council**

**15. Thinking about your experience the last time you went to the optician, to what extent, if at all, did you experience each of the following?  
Please give your answer on a scale of 0-10, where 0=not at all and 10=to a great extent.**

**You were satisfied with the quality of advice**

Base: All who have ever been to the opticians

	Total	Ethnicity					Children in household		Products currently used				Product most recently bought			
		White	Mixed/ multiple	Asian or Asian British	Black or Black British	Other	BME	Aged 8 or under	Aged 9-18	Glasses with a prescription	Contact lenses	Reading glasses without a prescription	None of these	Glasses with a prescription	Contact lenses	Reading glasses without a prescription
		a A	b B	c C	d D	e E	f F	a A	b B	a A	b B	c C	d D	a A	b B	c C
Significance Level: 90%																
Significance Level: 95%																
Unweighted Total	1994	1788	24	107	20	9	160	327	469	1306	216	264	443	1156	155	21
Weighted Total	1991	1783	24	107	20	9	161	330	467	1297	216	262	450	1147	155	21
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Not at all	(0.0)	29	25	-	-	-	1	2	3	19	4	3	6	16	4	-
		1%	1%	-	-	-	11%	1%	1%	1%	2%	1%	1%	1%	3%	-
							ACF									
	(1.0)	2	2	-	-	-	-	-	-	2	-	-	-	2	-	-
		*	*	-	-	-	-	-	-	*	-	-	-	*	-	-
	(2.0)	9	7	-	2	-	2	2	2	7	1	-	1	7	1	-
		*	*	-	2%	-	1%	1%	*	1%	*	-	*	1%	1%	-
					A											
	(3.0)	12	9	1	1	-	2	2	3	6	1	3	2	6	-	-
		1%	1%	4%	1%	-	1%	1%	1%	*	*	1%	*	1%	-	-
				A												
	(4.0)	16	14	-	1	-	1	4	4	8	1	4	5	8	-	-
		1%	1%	-	1%	-	1%	1%	1%	1%	*	1%	1%	1%	-	-
	(5.0)	50	44	-	2	3	5	9	8	26	4	8	15	23	4	1
		3%	2%	-	2%	15%	3%	3%	2%	2%	2%	3%	3%	2%	3%	4%
						AbCF										
	(6.0)	51	40	3	5	1	1	9	14	22	4	10	16	22	3	-
		3%	2%	12%	5%	5%	11%	3%	3%	2%	2%	4%	4%	2%	2%	-
				A			a					A	A			
	(7.0)	116	100	1	8	3	-	25	31	63	13	26	29	52	9	4
		6%	6%	4%	7%	15%	-	8%	7%	5%	6%	10%	7%	5%	6%	19%
						a						Abd				AB
	(8.0)	331	284	5	26	4	2	60	75	219	43	38	78	184	34	4
		17%	16%	21%	24%	21%	22%	18%	16%	17%	20%	14%	17%	16%	22%	18%
					A		A							a		

Columns Tested: A,B,C,D,E,F - A,B - A,B,C,D - A,B,C



**General Optical Council**

**15. Thinking about your experience the last time you went to the optician, to what extent, if at all, did you experience each of the following?  
Please give your answer on a scale of 0-10, where 0=not at all and 10=to a great extent.**

**You were satisfied with the quality of advice**

Base: All who have ever been to the opticians

	Total	Ethnicity					Children in household		Products currently used				Product most recently bought			
		White	Mixed/ multiple	Asian or Asian British	Black or Black British	Other	BME	Aged 8 or under	Aged 9-18	Glasses with a prescription	Contact lenses	Reading glasses without a prescription	None of these	Glasses with a prescription	Contact lenses	Reading glasses without a prescription
		a	b	c	d	e	f	a	b	a	b	c	d	a	b	c
		A	B	C	D	E	F	A	B	A	B	C	D	A	B	C
Unweighted Total	1994	1788	24	107	20	9	160	327	469	1306	216	264	443	1156	155	21
Weighted Total	1991	1783	24	107	20	9	161	330	467	1297	216	262	450	1147	155	21
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
(9.0)	335	297	7	24	2	1	34	71	74	222	41	39	78	195	29	2
	17%	17%	28%	22%	9%	12%	21%	21%	16%	17%	19%	15%	17%	17%	19%	10%
								B								
To a great extent	(10.0) 1023	944	7	38	7	4	57	142	249	695	104	129	211	625	71	10
	51%	53%	31%	36%	35%	44%	35%	43%	53%	54%	48%	49%	47%	54%	46%	48%
		BCF							A	D				B		
Don't know	16	15	-	-	-	-	-	4	4	5	1	2	8	5	-	-
	1%	1%	-	-	-	-	-	1%	1%	*	*	1%	2%	*	-	-
													A			
Not Stated	2	2	-	-	-	-	-	-	1	2	-	-	-	2	-	-
	*	*	-	-	-	-	-	-	*	*	-	-	-	*	-	-
<b>Nets</b>																
To no extent (0-3)	52	43	1	3	-	1	5	6	8	34	6	6	9	31	5	-
	3%	2%	4%	3%	-	11%	3%	2%	2%	3%	3%	2%	2%	3%	3%	-
Neutral (4-6)	117	98	3	8	4	1	16	22	26	56	9	22	36	53	7	1
	6%	5%	12%	7%	20%	11%	10%	7%	6%	4%	4%	8%	8%	5%	4%	4%
					Ac		A					Ab	Ab			
To an extent (7-10)	1804	1625	20	96	16	7	140	298	428	1200	200	232	396	1056	143	20
	91%	91%	84%	90%	80%	78%	87%	90%	92%	93%	93%	88%	88%	92%	92%	96%
		df								CD	d					
Mean Score	8.81	8.86	8.41	8.52	8.08	7.90	8.41	8.70	8.91	8.90	8.79	8.66	8.70	8.91	8.69	8.73
		cdF							a	Cd						

Columns Tested: A,B,C,D,E,F - A,B - A,B,C,D - A,B,C



### General Optical Council

15. Thinking about your experience the last time you went to the optician, to what extent, if at all, did you experience each of the following?  
Please give your answer on a scale of 0-10, where 0=not at all and 10=to a great extent.

#### You were satisfied with the quality of treatment

Base: All who have ever been to the opticians

	Total	Gender		Age					Region								Country						
		Male	Female	18-29	30-44	45-59	60-74	75+	North East	North West	Yorks & Humb.	East Mid lands	West Mid lands	East of Eng land	Lon don	South East	South West	Eng land	Wales	Scot land	NI	UK TOTAL	
		a	b	a	b	c	d	e	a	b	c	d	e	f	g	h	i	a	b	c	d	e	
Significance Level: 90%		A	B	A	B	C	D	E	A	B	C	D	E	F	G	H	I	A	B	C	D	E	
Significance Level: 95%																							
Unweighted Total	1994	927	1067	355	470	544	449	176	124	280	220	156	153	119	162	286	170	1670	94	143	87	1994	
Weighted Total	1991	926	1065	366	483	508	422	211	124	279	219	157	152	118	161	284	170	1663	94	141	92	1991	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Not at all	(0.0)	28	12	16	7	4	4	6	7	1	3	3	-	-	2	2	5	1	17	-	8	3	28
		1%	1%	1%	2%	1%	1%	2%	3%	1%	1%	1%	-	-	2%	1%	2%	1%	1%	-	5%	4%	1%
									BC											ABE	Abe		
	(1.0)	4	1	3	1	3	-	-	-	-	1	1	-	-	-	1	-	4	-	-	-	4	
		*	*	*	*	1%	-	-	-	-	*	*	1%	-	-	*	-	*	-	-	-	*	
						cd																	
	(2.0)	12	4	8	1	2	2	6	1	1	5	2	-	-	-	1	2	11	-	1	-	12	
		1%	*	1%	*	*	*	1%	1%	1%	2%	1%	-	-	-	*	1%	1%	-	-	1%	1%	
											dg												
	(3.0)	12	9	3	1	5	3	1	2	-	3	-	2	1	1	-	3	11	-	1	-	12	
		1%	1%	*	*	1%	1%	*	1%	-	1%	-	1%	1%	-	1%	1%	1%	-	-	1%	1%	
											c												
	(4.0)	20	10	9	5	5	4	4	1	-	5	4	-	1	2	3	1	16	1	2	1	20	
		1%	1%	1%	1%	1%	1%	1%	1%	-	2%	2%	-	1%	2%	2%	*	1%	1%	1%	1%	1%	
											dhi	di		i	dhi								
	(5.0)	40	23	17	14	14	8	4	-	1	8	4	3	3	3	8	6	38	1	-	1	40	
		2%	2%	2%	4%	3%	2%	1%	-	1%	3%	2%	2%	2%	3%	5%	2%	2%	1%	-	1%	2%	
					CDE	DE									Achl			c				c	
	(6.0)	39	21	18	17	7	6	8	1	-	6	3	3	5	2	6	4	34	1	2	2	39	
		2%	2%	2%	5%	1%	1%	2%	1%	-	2%	1%	2%	3%	2%	4%	1%	2%	1%	1%	2%	2%	
					BCDE								A		A								
	(7.0)	118	66	52	33	33	25	19	8	8	10	15	11	9	9	10	8	106	4	3	5	118	
		6%	7%	5%	9%	7%	5%	5%	4%	7%	4%	7%	7%	6%	7%	6%	5%	6%	4%	5%	2%	6%	
					CDE											Bi		C				c	
	(8.0)	286	152	135	49	85	80	48	24	19	41	30	26	21	21	24	40	244	9	18	15	286	
		14%	16%	13%	13%	18%	16%	11%	11%	16%	15%	14%	16%	14%	18%	15%	14%	15%	9%	13%	17%	14%	
						De	d																
	(9.0)	357	181	175	67	86	93	72	39	18	43	44	39	30	18	32	48	306	11	27	13	357	
		18%	20%	16%	18%	18%	18%	17%	18%	14%	15%	20%	25%	20%	15%	20%	17%	18%	12%	19%	14%	18%	
												ABFH											

Columns Tested: A,B - A,B,C,D,E - A,B,C,D,E,F,G,H,I - A,B,C,D,E





### General Optical Council

15. Thinking about your experience the last time you went to the optician, to what extent, if at all, did you experience each of the following?  
Please give your answer on a scale of 0-10, where 0=not at all and 10=to a great extent.

**You were satisfied with the quality of treatment**

Base: All who have ever been to the opticians

	Gender			Age					Region								Country					
	Total	Male	Female	18-29	30-44	45-59	60-74	75+	North East	North West	Yorks & Humb.	East Mid lands	West Mid lands	East of Eng land	Lon don	South East	South West	Eng land	Wales	Scot land	NI	UK TOTAL
		a	b	a	b	c	d	e	a	b	c	d	e	f	g	h	i	a	b	c	d	e
Significance Level: 90%		A	B	A	B	C	D	E	A	B	C	D	E	F	G	H	I	A	B	C	D	E
Significance Level: 95%																						
Unweighted Total	1994	927	1067	355	470	544	449	176	124	280	220	156	153	119	162	286	170	1670	94	143	87	1994
Weighted Total	1991	926	1065	366	483	508	422	211	124	279	219	157	152	118	161	284	170	1663	94	141	92	1991
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
To a great extent	(10.0) 1048	429	619	165	232	279	247	125	75	149	110	70	80	58	74	146	93	857	67	76	48	1048
		53%	46%	58%	45%	48%	55%	58%	59%	61%	53%	51%	45%	53%	49%	46%	51%	52%	71%	54%	52%	53%
			A			AB	AB	AB	cDfGh	d						d		ACDE				
Don't know	25	17	8	7	6	2	7	2	-	4	2	2	1	3	1	4	2	19	-	3	3	25
	1%	2%	1%	2%	1%	*	2%	1%	-	1%	1%	1%	1%	2%	1%	1%	1%	1%	-	2%	4%	1%
		B		C			C							a							Abe	
Not Stated	2	1	1	-	-	2	-	-	-	1	-	-	-	-	-	-	1	2	-	-	-	2
	*	*	*	-	-	*	-	-	-	*	-	-	-	-	-	-	1%	*	-	-	-	*
<b>Nets</b>																						
To no extent (0-3)	56	26	30	10	14	8	13	10	2	12	6	3	1	3	2	10	4	43	-	10	3	56
	3%	3%	3%	3%	3%	2%	3%	5%	2%	4%	3%	2%	1%	2%	1%	3%	2%	3%	-	7%	4%	3%
							C			Eg						e				ABE	b	
Neutral (4-6)	98	54	45	36	26	18	16	2	1	19	11	6	9	7	17	11	7	87	3	4	4	98
	5%	6%	4%	10%	5%	4%	4%	1%	1%	7%	5%	4%	6%	6%	11%	4%	4%	5%	3%	3%	4%	5%
				BCDE	E	e	e			Ah	A		A	A	ACDHI	a	a					
To an extent (7-10)	1809	828	981	313	436	478	386	196	121	243	200	146	141	105	141	259	156	1512	91	124	81	1809
	91%	89%	92%	86%	90%	94%	91%	93%	98%	87%	91%	93%	93%	89%	88%	91%	92%	91%	97%	88%	88%	91%
			A		A	AB	A	A	BCdeFGHI			bg	b						aCDe			
Mean Score	8.85	8.72	8.97	8.55	8.73	9.03	9.00	8.95	9.17	8.72	8.81	8.89	9.02	8.73	8.66	8.78	9.02	8.84	9.40	8.67	8.73	8.85
			A			AB	AB	A	BcFGH				g			g			ACDE			

Columns Tested: A,B - A,B,C,D,E - A,B,C,D,E,F,G,H,I - A,B,C,D,E



**General Optical Council**

**15. Thinking about your experience the last time you went to the optician, to what extent, if at all, did you experience each of the following?  
Please give your answer on a scale of 0-10, where 0=not at all and 10=to a great extent.**

**You were satisfied with the quality of treatment**

Base: All who have ever been to the opticians

		Employment status								
		Total	Full time paid job	Part time paid job	Self emp.	Student	Unemp (<6m)	Unemp (>6m)	Home maker	Ret ired
			a	b	c	d	e	f	g	h
			A	B	C	D	E	F	G	H
Significance Level: 90%										
Significance Level: 95%										
Unweighted Total		1994	972	142	153	43	17	42	82	502
Weighted Total		1991	961	140	149	46	16	42	81	513
		100%	100%	100%	100%	100%	100%	100%	100%	100%
Not at all	(0.0)	28	7	1	2	1	1	1	1	13
		1%	1%	1%	1%	2%	6%	2%	1%	2%
							Ab			A
	(1.0)	4	-	-	-	-	-	-	1	2
		*	-	-	-	-	-	-	1%	*
									A	A
	(2.0)	12	3	-	2	1	-	1	-	5
		1%	*	-	1%	2%	-	2%	-	1%
					a	Ab		Ab		
	(3.0)	12	6	1	2	-	-	-	1	2
		1%	1%	1%	1%	-	-	-	1%	*
	(4.0)	20	9	3	-	-	-	1	1	5
		1%	1%	2%	-	-	-	2%	1%	1%
				c				c		
	(5.0)	40	21	3	4	-	-	3	3	4
		2%	2%	2%	3%	-	-	7%	4%	1%
			H		h			AdH	H	
	(6.0)	39	19	3	2	3	1	1	3	7
		2%	2%	2%	1%	6%	6%	2%	4%	1%
						H				
	(7.0)	118	62	8	8	7	1	6	5	17
		6%	6%	6%	5%	14%	6%	15%	6%	3%
			H			AbcH		AbCH		
	(8.0)	286	158	23	19	8	3	7	5	56
		14%	16%	17%	12%	18%	18%	17%	6%	11%
			GH	Gh		G		G		
	(9.0)	357	182	23	29	3	2	4	18	94
		18%	19%	16%	19%	7%	12%	9%	22%	18%
			d		d			Df		d

Columns Tested: A,B,C,D,E,F,G,H



**General Optical Council**

**15. Thinking about your experience the last time you went to the optician, to what extent, if at all, did you experience each of the following?  
Please give your answer on a scale of 0-10, where 0=not at all and 10=to a great extent.**

**You were satisfied with the quality of treatment**

Base: All who have ever been to the opticians

		Employment status							
Total		Full time paid job	Part time paid job	Self emp.	Student	Unemp (<6m)	Unemp (>6m)	Home maker	Retired
		a	b	c	d	e	f	g	h
		A	B	C	D	E	F	G	H
Unweighted Total	1994	972	142	153	43	17	42	82	502
Weighted Total	1991	961	140	149	46	16	42	81	513
	100%	100%	100%	100%	100%	100%	100%	100%	100%
To a great extent	(10.0) 1048	481	73	76	22	9	18	44	303
	53%	50%	52%	51%	48%	52%	42%	54%	59%
									AcF
Don't know	25	11	2	5	1	-	-	-	6
	1%	1%	1%	3%	2%	-	-	-	1%
				Agh					
Not Stated	2	2	-	-	-	-	-	-	-
	*	*	-	-	-	-	-	-	-
<b>Nets</b>									
To no extent (0-3)	56	16	2	6	2	1	2	3	22
	3%	2%	1%	4%	4%	6%	5%	3%	4%
				a					A
Neutral (4-6)	98	49	9	6	3	1	5	7	15
	5%	5%	6%	4%	6%	6%	12%	9%	3%
		h	h				ACH	H	
To an extent (7-10)	1809	884	127	132	40	14	35	71	470
	91%	92%	91%	89%	88%	88%	83%	88%	92%
		F							f
Mean Score	8.85	8.89	8.88	8.84	8.49	8.51	8.09	8.77	8.95
		F	F	F				f	F

Columns Tested: A,B,C,D,E,F,G,H



**General Optical Council**

**15. Thinking about your experience the last time you went to the optician, to what extent, if at all, did you experience each of the following?  
Please give your answer on a scale of 0-10, where 0=not at all and 10=to a great extent.**

**You were satisfied with the quality of treatment**

Base: All who have ever been to the opticians

	Total	SEG						Sight					Eye conditions suffer from (personally or family)					Confidence in opticians		
		A	B	C1	C2	D	E	20:20 vision	Short sighted	Long sighted	Partially sighted	Registered blind	Glaucoma	Diabetes	Macular degeneration	Cataracts	Astigmatism	Confident	Not confident	
		a	b	c	d	e	f	a	b	c	d	e	a	b	c	d	e	a	b	
Significance Level: 90%		A	B	C	D	E	A	B	C	D	E	A	B	C	D	E	A	B		
Significance Level: 95%		A	B	C	D	E	A	B	C	D	E	A	B	C	D	E	A	B		
Unweighted Total	1994	249	534	353	374	176	158	436	901	403	86	1	212	348	70	202	231	1883	71	
Weighted Total	1991	245	535	352	372	176	160	443	891	400	87	1	209	347	70	205	230	1881	71	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Not at all	(0.0)	28	3	8	3	6	4	2	3	8	10	2	-	8	6	-	2	-	21	6
	1%	1%	1%	1%	2%	2%	1%	1%	1%	1%	3%	2%	-	4%	2%	-	1%	-	1%	8%
										AB				dE	E				A	
	(1.0)	4	-	-	1	-	-	1	-	3	-	-	-	1	-	-	-	1	4	-
	*	-	-	*	-	-	1%	-	-	*	-	-	-	*	-	-	-	*	*	-
							b													
	(2.0)	12	-	5	1	5	1	-	1	6	2	-	-	2	2	1	1	2	10	2
	1%	-	1%	*	1%	*	-	*	1%	*	-	-	-	1%	1%	1%	*	1%	1%	3%
					a														A	
	(3.0)	12	1	5	2	2	2	-	3	3	4	-	-	-	3	-	1	-	8	4
	1%	*	1%	1%	1%	1%	-	1%	*	1%	-	-	-	-	1%	-	1%	-	*	6%
																			A	
	(4.0)	20	2	2	6	4	1	1	5	7	4	1	-	2	4	-	1	2	12	6
	1%	1%	*	2%	1%	1%	1%	1%	1%	1%	1%	1%	-	1%	1%	-	1%	1%	1%	9%
				b															A	
	(5.0)	40	5	9	8	5	4	5	13	15	5	2	-	1	5	1	4	8	29	10
	2%	2%	2%	2%	1%	2%	3%	3%	3%	2%	1%	2%	-	*	1%	1%	2%	3%	2%	14%
							c											A	A	
	(6.0)	39	1	9	8	9	4	4	7	22	5	4	-	4	8	-	3	4	34	5
	2%	*	2%	2%	2%	2%	2%	2%	2%	2%	1%	5%	-	2%	2%	-	1%	2%	2%	7%
				a	A	a	a				aC								A	
	(7.0)	118	15	37	20	21	7	12	33	51	20	5	-	11	15	5	6	12	100	13
	6%	6%	7%	6%	6%	4%	8%	7%	7%	6%	5%	6%	-	5%	4%	7%	3%	5%	5%	18%
																			A	
	(8.0)	286	45	76	49	42	28	19	59	127	68	11	-	24	45	12	31	42	274	4
	14%	18%	14%	14%	11%	16%	12%	13%	13%	14%	17%	13%	-	11%	13%	17%	15%	18%	15%	6%
		Df																Ab	B	
	(9.0)	357	47	107	61	65	30	28	80	160	72	15	-	30	64	17	38	37	344	10
	18%	19%	20%	17%	18%	17%	18%	18%	18%	18%	18%	17%	-	14%	18%	25%	19%	16%	18%	14%
														A						

Columns Tested: A,B,C,D,E,F - A,B,C,D,E - A,B,C,D,E - A,B



### General Optical Council

15. Thinking about your experience the last time you went to the optician, to what extent, if at all, did you experience each of the following?  
Please give your answer on a scale of 0-10, where 0=not at all and 10=to a great extent.

**You were satisfied with the quality of treatment**

Base: All who have ever been to the opticians

	Total	SEG						Sight					Eye conditions suffer from (personally or family)					Confidence in opticians	
		A	B	C1	C2	D	E	20:20 vision	Short sighted	Long sighted	Partially sighted	Registered blind	Glaucoma	Diabetes	Macular degeneration	Cataracts	Astigmatism	Confident	Not confident
		a	b	c	d	e	f	a	b	c	d	e	a	b	c	d	e	a	b
Significance Level: 90%		A	B	C	D	E	F	A	B	C	D	E	A	B	C	D	E	A	B
Significance Level: 95%																			
Unweighted Total	1994	249	534	353	374	176	158	436	901	403	86	1	212	348	70	202	231	1883	71
Weighted Total	1991	245	535	352	372	176	160	443	891	400	87	1	209	347	70	205	230	1881	71
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
To a great extent (10.0)	1048	124	267	183	212	93	87	231	478	205	46	1	124	191	32	116	121	1022	10
	53%	50%	50%	52%	57%	53%	54%	52%	54%	51%	53%	100%	60%	55%	46%	57%	53%	54%	14%
				B														B	
Don't know	25	2	8	10	1	3	-	9	10	4	1	-	3	4	1	2	1	20	1
	1%	1%	2%	3%	*	2%	-	2%	1%	1%	1%	-	1%	1%	1%	1%	*	1%	1%
			d	aDF		df													
Not Stated	2	1	1	-	-	-	-	-	2	-	-	-	-	-	1	-	-	2	-
	*	*	*	-	-	-	-	-	*	-	-	-	-	-	1%	-	-	*	-
														aBde					
<b>Nets</b>																			
To no extent (0-3)	56	4	18	7	12	7	3	7	20	16	2	-	11	11	1	4	3	43	12
	3%	2%	3%	2%	3%	4%	2%	2%	2%	4%	2%	-	5%	3%	1%	2%	1%	2%	17%
										Ab			dE					A	
Neutral (4-6)	98	8	20	21	18	9	10	25	44	14	7	-	7	17	1	8	14	75	21
	5%	3%	4%	6%	5%	5%	6%	6%	5%	3%	8%	-	3%	5%	1%	4%	6%	4%	30%
										c								A	
To an extent (7-10)	1809	230	488	313	341	157	147	402	816	366	77	1	188	316	66	191	213	1740	37
	91%	94%	91%	89%	92%	89%	92%	91%	92%	91%	89%	100%	90%	91%	94%	93%	92%	93%	52%
		Ce																B	
Mean Score	8.85	8.93	8.82	8.87	8.91	8.80	8.87	8.90	8.93	8.78	8.80	10.00	8.82	8.91	9.01	9.06	8.92	8.96	6.20
																		B	

Columns Tested: A,B,C,D,E,F - A,B,C,D,E - A,B,C,D,E - A,B



**General Optical Council**

**15. Thinking about your experience the last time you went to the optician, to what extent, if at all, did you experience each of the following?  
Please give your answer on a scale of 0-10, where 0=not at all and 10=to a great extent.**

**You were satisfied with the quality of treatment**

Base: All who have ever been to the opticians

	Total	Last time visited an optician				Satisfaction with overall experience at opticians		Satisfaction with eye test		Corrective solutions		Satisfaction with purchasing corrective solutions		Confidence in effective regulation		Awareness of GOC		
		2 years ago or less	More than 2 to less than 5 years	5 years or more ago	Never	Satisfied	Dissatisfied	Satisfied	Dissatisfied	Prescription glasses	Contact lenses	Satisfied	Dissatisfied	Confident	Not confident	Aware	Not aware	
		a	b	c	d	a	b	a	b	a	b	a	b	a	b	a	b	
Significance Level: 90%		A	B	C	D	A	B	A	B	A	B	A	B	A	B	A	B	
Significance Level: 95%																		
Unweighted Total	1994	1656	182	156	-	1896	85	1929	42	1306	216	1263	42	1732	119	214	1780	
Weighted Total	1991	1653	182	156	-	1893	84	1924	43	1297	216	1255	41	1731	118	219	1772	
	100%	100%	100%	100%	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Not at all	(0.0)	28	15	7	6	-	19	8	20	6	16	1	16	1	20	7	5	23
		1%	1%	4%	4%	-	1%	9%	1%	14%	1%	*	1%	2%	1%	6%	2%	1%
				A	A			A	A						A			
	(1.0)	4	4	-	-	-	1	3	1	3	3	1	2	1	3	1	-	4
		*	*	-	-	-	*	4%	*	7%	*	*	*	2%	*	1%	-	*
				-	-			A	A						A			
	(2.0)	12	8	2	2	-	4	8	5	7	10	2	5	5	5	6	1	11
		1%	*	1%	1%	-	*	9%	*	16%	1%	1%	*	12%	*	5%	*	1%
				A	A			A	A						A			
	(3.0)	12	6	2	4	-	4	8	8	4	5	-	3	2	9	1	2	10
		1%	*	1%	3%	-	*	10%	*	10%	*	-	*	5%	1%	1%	1%	1%
				A	A			A	A					A				
	(4.0)	20	13	5	2	-	9	11	15	4	11	1	6	5	13	6	5	15
		1%	1%	3%	1%	-	*	13%	1%	10%	1%	*	*	12%	1%	5%	2%	1%
				A	A			A	A					A		A	B	
	(5.0)	40	26	9	5	-	26	12	30	8	21	6	17	3	22	13	8	32
		2%	2%	5%	3%	-	1%	14%	2%	19%	2%	3%	1%	7%	1%	11%	4%	2%
				A	A			A	A					A		A	b	
	(6.0)	39	28	7	4	-	31	7	35	2	26	4	24	2	33	3	9	30
		2%	2%	4%	3%	-	2%	8%	2%	5%	2%	2%	2%	5%	2%	3%	4%	2%
				a				A									B	
	(7.0)	118	92	15	11	-	108	11	113	4	67	15	62	5	93	12	24	95
		6%	6%	8%	7%	-	6%	13%	6%	9%	5%	7%	5%	12%	5%	10%	11%	5%
				A	A			A					a		A		B	
	(8.0)	286	227	29	30	-	276	9	283	1	187	29	187	4	243	13	42	244
		14%	14%	16%	19%	-	15%	11%	15%	2%	14%	14%	15%	9%	14%	11%	19%	14%
				a				B									B	

Columns Tested: A,B,C,D - A,B - A,B - A,B - A,B - A,B - A,B



**General Optical Council**

**15. Thinking about your experience the last time you went to the optician, to what extent, if at all, did you experience each of the following?  
Please give your answer on a scale of 0-10, where 0=not at all and 10=to a great extent.**

**You were satisfied with the quality of treatment**

Base: All who have ever been to the opticians

	Total	Last time visited an optician				Satisfaction with overall experience at opticians		Satisfaction with eye test		Corrective solutions		Satisfaction with purchasing corrective solutions		Confidence in effective regulation		Awareness of GOC	
		2 years ago or less	More than 2 to less than 5 years	5 years or more ago	Never	Satisfied	Dissatisfied	Satisfied	Dissatisfied	Prescription glasses	Contact lenses	Satisfied	Dissatisfied	Confident	Not confident	Aware	Not aware
		a	b	c	d	a	b	a	b	a	b	a	b	a	b	a	b
Significance Level: 90%		A	B	C	D	A	B	A	B	A	B	A	B	A	B	A	B
Significance Level: 95%		A	B	C	D	A	B	A	B	A	B	A	B	A	B	A	B
Unweighted Total	1994	1656	182	156	-	1896	85	1929	42	1306	216	1263	42	1732	119	214	1780
Weighted Total	1991	1653	182	156	-	1893	84	1924	43	1297	216	1255	41	1731	118	219	1772
	100%	100%	100%	100%	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
(9.0)	357	299	30	28	-	356	1	352	-	236	48	236	2	321	13	36	321
	18%	18%	17%	18%	-	19%	1%	18%	-	18%	22%	19%	5%	19%	11%	16%	18%
						B		B				B		B			
To a great extent	(10.0) 1048	920	74	54	-	1043	5	1044	1	703	108	690	10	949	38	83	965
	53%	56%	41%	35%	-	55%	6%	54%	3%	54%	50%	55%	24%	55%	33%	38%	54%
		BC				B		B				B		B		A	
Don't know	25	15	1	10	-	16	2	18	2	11	1	6	2	19	5	4	21
	1%	1%	1%	6%	-	1%	2%	1%	5%	1%	*	*	4%	1%	4%	2%	1%
				AB				A				A		A			
Not Stated	2	2	-	-	-	1	-	-	-	2	-	2	-	2	-	-	2
	*	*	-	-	-	*	-	-	-	*	-	*	-	*	-	-	*
<b>Nets</b>																	
To no extent (0-3)	56	33	11	12	-	28	27	34	20	34	4	26	9	37	15	8	47
	3%	2%	6%	8%	-	1%	32%	2%	47%	3%	2%	2%	22%	2%	13%	4%	3%
			A	A			A		A				A		A		
Neutral (4-6)	98	66	21	11	-	66	30	80	14	58	11	47	10	68	22	22	76
	5%	4%	12%	7%	-	3%	35%	4%	34%	4%	5%	4%	24%	4%	19%	10%	4%
			A	a			A		A				A		A	B	
To an extent (7-10)	1809	1536	149	123	-	1782	25	1792	6	1193	200	1174	21	1606	76	184	1625
	91%	93%	82%	79%	-	94%	30%	93%	14%	92%	93%	94%	50%	93%	65%	84%	92%
		BC				B		B				B		B		A	
Mean Score	8.85	9.00	8.13	8.11	-	9.04	4.78	8.98	3.60	8.92	8.89	9.00	6.22	8.99	7.17	8.27	8.93
		BC				B		B				B		B		A	

Columns Tested: A,B,C,D - A,B - A,B - A,B - A,B - A,B - A,B



### General Optical Council

15. Thinking about your experience the last time you went to the optician, to what extent, if at all, did you experience each of the following?  
Please give your answer on a scale of 0-10, where 0=not at all and 10=to a great extent.

**You were satisfied with the quality of treatment**

Base: All who have ever been to the opticians

	Total	Ethnicity					Children in household		Products currently used				Product most recently bought			
		White	Mixed/ multiple	Asian or Asian British	Black or Black British	Other	BME	Aged 8 or under	Aged 9-18	Glasses with a prescription	Contact lenses	Reading glasses without a prescription	None of these	Glasses with a prescription	Contact lenses	Reading glasses without a prescription
		a A	b B	c C	d D	e E	f F	a A	b B	a A	b B	c C	d D	a A	b B	c C
Significance Level: 90%																
Significance Level: 95%																
Unweighted Total	1994	1788	24	107	20	9	160	327	469	1306	216	264	443	1156	155	21
Weighted Total	1991	1783	24	107	20	9	161	330	467	1297	216	262	450	1147	155	21
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Not at all	(0.0)	28	26	-	-	-	-	2	3	16	1	3	8	16	1	-
		1%	1%	-	-	-	-	1%	1%	1%	*	1%	2%	1%	1%	-
	(1.0)	4	2	-	-	-	1	-	1	3	1	-	1	2	1	-
		*	*	-	-	-	11%	-	*	*	*	-	*	*	1%	-
							ACF									
	(2.0)	12	11	-	1	-	-	2	1	10	2	-	1	9	2	-
		1%	1%	-	1%	-	-	1%	*	1%	1%	-	*	1%	1%	-
	(3.0)	12	10	1	1	-	-	1	3	5	-	5	2	5	-	-
		1%	1%	4%	1%	-	-	*	1%	*	-	2%	*	*	-	-
				A								ABd				
	(4.0)	20	17	-	1	-	-	5	7	11	1	3	4	11	-	-
		1%	1%	-	1%	-	-	2%	2%	1%	*	1%	1%	1%	-	-
	(5.0)	40	32	1	3	2	-	8	9	21	6	6	12	17	5	1
		2%	2%	4%	3%	10%	-	2%	2%	2%	3%	2%	3%	1%	3%	4%
					A			a						a		
	(6.0)	39	28	2	6	1	-	8	9	26	4	5	8	24	2	1
		2%	2%	8%	6%	5%	-	2%	2%	2%	2%	2%	2%	2%	1%	4%
				A	A			A								
	(7.0)	118	94	1	14	5	-	22	27	67	15	22	31	57	11	2
		6%	5%	4%	13%	25%	-	7%	6%	5%	7%	9%	7%	5%	7%	10%
					A	Ab		A				A				
	(8.0)	286	256	3	15	3	3	49	62	187	29	35	68	169	21	-
		14%	14%	12%	14%	16%	33%	15%	13%	14%	14%	13%	15%	15%	14%	-
														c	c	

Columns Tested: A,B,C,D,E,F - A,B - A,B,C,D - A,B,C





## General Optical Council

**15. Thinking about your experience the last time you went to the optician, to what extent, if at all, did you experience each of the following?  
Please give your answer on a scale of 0-10, where 0=not at all and 10=to a great extent.**

### You were satisfied with the quality of treatment

Base: All who have ever been to the opticians

	Total	Ethnicity					Children in household		Products currently used				Product most recently bought			
		White	Mixed/ multiple	Asian or Asian British	Black or Black British	Other	BME	Aged 8 or under	Aged 9-18	Glasses with a prescription	Contact lenses	Reading glasses without a prescription	None of these	Glasses with a prescription	Contact lenses	Reading glasses without a prescription
		a	b	c	d	e	f	a	b	a	b	c	d	a	b	c
		A	B	C	D	E	F	A	B	A	B	C	D	A	B	C
Unweighted Total	1994	1788	24	107	20	9	160	327	469	1306	216	264	443	1156	155	21
Weighted Total	1991	1783	24	107	20	9	161	330	467	1297	216	262	450	1147	155	21
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
(9.0)	357	320	4	23	2	2	31	78	85	236	48	47	77	202	36	3
	18%	18%	16%	21%	9%	23%	19%	24%	18%	18%	22%	18%	17%	18%	23%	15%
								b								
To a great extent	(10.0) 1048	961	12	43	7	3	66	151	256	703	108	128	227	626	76	12
	53%	54%	51%	40%	35%	33%	41%	46%	55%	54%	50%	49%	51%	55%	49%	56%
									A							
Don't know	25	23	-	-	-	-	-	4	3	11	1	7	10	9	-	2
	1%	1%	-	-	-	-	-	1%	1%	1%	*	3%	2%	1%	-	10%
												Ab	A			AB
Not Stated	2	2	-	-	-	-	-	-	1	2	-	-	-	2	-	-
	*	*	-	-	-	-	-	-	*	*	-	-	-	*	-	-
<b>Nets</b>																
To no extent (0-3)	56	49	1	2	-	1	4	5	8	34	4	8	12	32	4	-
	3%	3%	4%	2%	-	11%	2%	2%	2%	3%	2%	3%	3%	3%	3%	-
Neutral (4-6)	98	77	3	10	3	-	16	21	25	58	11	14	24	52	7	2
	5%	4%	12%	9%	15%	-	10%	6%	5%	4%	5%	5%	5%	5%	5%	9%
			a	A	A		A									
To an extent (7-10)	1809	1631	20	95	17	8	141	299	430	1193	200	233	404	1053	144	17
	91%	92%	84%	89%	85%	89%	88%	91%	92%	92%	93%	89%	90%	92%	93%	81%
		f												c	c	
Mean Score	8.85	8.90	8.65	8.56	8.14	8.12	8.49	8.81	8.96	8.92	8.89	8.76	8.78	8.91	8.84	9.04
		cdF														

Columns Tested: A,B,C,D,E,F - A,B - A,B,C,D - A,B,C

### General Optical Council

15. Thinking about your experience the last time you went to the optician, to what extent, if at all, did you experience each of the following?  
Please give your answer on a scale of 0-10, where 0=not at all and 10=to a great extent.

**You felt your views were listened to**  
Base: All who have ever been to the opticians

	Total	Gender		Age					Region								Country					
		Male	Female	18-29	30-44	45-59	60-74	75+	North East	North West	Yorks & Humb.	East Mid lands	West Mid lands	East of Eng land	Lon don	South East	South West	Eng land	Wales	Scot land	NI	UK TOTAL
		a	b	a	b	c	d	e	a	b	c	d	e	f	g	h	i	a	b	c	d	e
Significance Level: 90%		A	B	A	B	C	D	E	A	B	C	D	E	F	G	H	I	A	B	C	D	E
Significance Level: 95%																						
Unweighted Total	1994	927	1067	355	470	544	449	176	124	280	220	156	153	119	162	286	170	1670	94	143	87	1994
Weighted Total	1991	926	1065	366	483	508	422	211	124	279	219	157	152	118	161	284	170	1663	94	141	92	1991
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Not at all	(0.0)	36	20	6	10	3	8	9	2	4	3	1	1	2	3	7	1	24	-	8	3	36
		2%	2%	2%	2%	1%	2%	4%	2%	2%	1%	1%	1%	2%	2%	2%	1%	1%	-	6%	4%	2%
					C		C	ACd												ABE	ab	
	(1.0)	5	1	1	3	1	-	-	-	1	1	-	2	-	-	1	-	5	-	-	-	5
		*	*	*	1%	*	-	-	-	*	*	-	1%	-	-	*	-	*	-	-	-	*
					d																	
	(2.0)	16	11	1	6	5	3	1	-	4	2	2	-	1	2	1	3	15	-	1	-	16
		1%	1%	*	1%	1%	1%	1%	-	1%	1%	1%	-	1%	1%	*	2%	1%	-	1%	-	1%
																e						
	(3.0)	18	9	5	2	4	5	2	1	5	3	-	1	1	1	3	1	16	1	1	-	18
		1%	1%	1%	*	1%	1%	1%	1%	2%	1%	-	1%	1%	1%	1%	1%	1%	1%	1%	-	1%
										d												
	(4.0)	14	8	-	3	7	5	-	1	1	2	2	1	2	2	2	-	13	-	1	1	14
		1%	1%	-	1%	1%	1%	-	1%	*	1%	1%	1%	2%	1%	1%	-	1%	-	1%	1%	1%
						A	A															
	(5.0)	61	19	17	17	13	11	2	3	5	8	5	5	5	6	11	5	53	2	1	5	61
		3%	2%	5%	3%	3%	3%	1%	2%	2%	4%	3%	3%	4%	4%	3%	3%	3%	2%	1%	6%	3%
			B	cE																	C	
	(6.0)	53	28	18	16	9	10	-	3	6	3	5	3	6	10	6	5	46	2	3	1	53
		3%	3%	5%	3%	2%	2%	-	2%	2%	1%	3%	2%	5%	6%	3%	3%	3%	3%	2%	1%	3%
				CDE	E	e	E							C	BCeH							
	(7.0)	140	53	37	36	31	24	12	6	26	19	15	5	6	13	23	11	125	2	5	8	140
		7%	5%	10%	7%	6%	6%	5%	5%	9%	9%	10%	3%	5%	8%	8%	6%	7%	2%	4%	9%	7%
			B	CDe						E	E	E			e	E		b			b	b
	(8.0)	379	201	79	107	88	68	37	25	46	47	25	34	29	28	56	32	321	21	23	15	379
		19%	19%	22%	22%	17%	16%	18%	20%	16%	21%	16%	22%	24%	17%	20%	19%	19%	22%	16%	16%	19%
				D	cD									bd								
	(9.0)	261	129	47	67	71	55	21	10	38	29	27	24	15	26	34	22	224	8	20	8	261
		13%	12%	13%	14%	14%	13%	10%	8%	14%	13%	17%	16%	13%	16%	12%	13%	13%	9%	14%	9%	13%
											A	a		A								

Columns Tested: A,B - A,B,C,D,E - A,B,C,D,E,F,G,H,I - A,B,C,D,E



### General Optical Council

15. Thinking about your experience the last time you went to the optician, to what extent, if at all, did you experience each of the following?  
Please give your answer on a scale of 0-10, where 0=not at all and 10=to a great extent.

**You felt your views were listened to**

Base: All who have ever been to the opticians

	Gender			Age					Region									Country							
	Total	Male	Female	18-29	30-44	45-59	60-74	75+	North East	North West	Yorks & Humb.	East Mid lands	West Mid lands	East of Eng land	Lon don	South East	South West	Eng land	Wales	Scot land	NI	UK TOTAL			
		a	b	a	b	c	d	e	a	b	c	d	e	f	g	h	i	a	b	c	d	e			
Significance Level: 90%		A	B	A	B	C	D	E	A	B	C	D	E	F	G	H	I	A	B	C	D	E			
Significance Level: 95%																									
Unweighted Total	1994	927	1067	355	470	544	449	176	124	280	220	156	153	119	162	286	170	1670	94	143	87	1994			
Weighted Total	1991	926	1065	366	483	508	422	211	124	279	219	157	152	118	161	284	170	1663	94	141	92	1991			
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%			
To a great extent	(10.0) 965	399	566	142	206	263	229	125	73	136	98	70	75	50	69	132	82	785	58	74	48	965			
	48%	43%	53%	39%	43%	52%	54%	59%	59%	49%	45%	45%	49%	42%	43%	47%	48%	47%	61%	53%	52%	48%			
			A			AB	AB	ABc	bCDFGHi											AE					
Don't know	40	21	19	12	9	12	4	2	1	6	4	4	2	2	1	8	7	35	-	3	2	40			
	2%	2%	2%	3%	2%	2%	1%	1%	1%	2%	2%	3%	1%	2%	1%	3%	4%	2%	-	2%	3%	2%			
			D		d											aG									
Not Stated	2	1	1	-	-	2	-	-	-	1	-	-	-	-	-	-	1	2	-	-	-	2			
	*	*	*	-	-	*	-	-	-	*	-	-	-	-	-	-	1%	*	-	-	-	*			
<b>Nets</b>																									
To no extent (0-3)	75	34	40	13	21	12	16	13	3	14	9	3	4	4	6	12	5	60	1	11	3	75			
	4%	4%	4%	3%	4%	2%	4%	6%	2%	5%	4%	2%	3%	3%	4%	4%	3%	4%	1%	7%	4%	4%			
			c					C												ABE					
Neutral (4-6)	129	73	55	35	36	29	26	2	7	12	13	12	9	13	18	19	10	112	4	5	7	129			
	6%	8%	5%	10%	7%	6%	6%	1%	5%	4%	6%	8%	6%	11%	11%	7%	6%	7%	5%	4%	8%	6%			
		B		CdE	E	E	E							B	aBcehi										
To an extent (7-10)	1745	796	949	306	416	452	377	194	113	246	193	138	137	99	136	246	147	1455	89	123	79	1745			
	88%	86%	89%	84%	86%	89%	89%	92%	91%	88%	88%	88%	90%	84%	84%	86%	87%	87%	94%	87%	86%	88%			
		A	A			A	A	Ab	fg										AcDE						
Mean Score	8.61	8.45	8.76	8.35	8.42	8.82	8.74	8.76	8.90	8.60	8.52	8.66	8.77	8.41	8.40	8.51	8.73	8.60	9.14	8.52	8.52	8.61			
			A			AB	AB	Ab	cfGh										ACDE						

Columns Tested: A,B - A,B,C,D,E - A,B,C,D,E,F,G,H,I - A,B,C,D,E



### General Optical Council

15. Thinking about your experience the last time you went to the optician, to what extent, if at all, did you experience each of the following?  
Please give your answer on a scale of 0-10, where 0=not at all and 10=to a great extent.

**You felt your views were listened to**

Base: All who have ever been to the opticians

		Employment status								
		Total	Full time paid job	Part time paid job	Self emp.	Student	Unemp (<6m)	Unemp (>6m)	Home maker	Ret ired
			a	b	c	d	e	f	g	h
			A	B	C	D	E	F	G	H
Unweighted Total		1994	972	142	153	43	17	42	82	502
Weighted Total		1991	961	140	149	46	16	42	81	513
		100%	100%	100%	100%	100%	100%	100%	100%	100%
Not at all	(0.0)	36	8	1	3	1	-	2	1	19
		2%	1%	1%	2%	2%	-	5%	1%	4%
								Ab		Ab
	(1.0)	5	2	-	1	-	1	-	-	-
		*	*	-	1%	-	6%	-	-	-
					h		ABcGH			
	(2.0)	16	7	1	2	1	-	1	2	2
		1%	1%	1%	1%	2%	-	2%	3%	*
								h	aH	
	(3.0)	18	10	2	1	-	-	-	-	5
		1%	1%	1%	1%	-	-	-	-	1%
	(4.0)	14	6	1	1	-	-	-	1	4
		1%	1%	1%	1%	-	-	-	1%	1%
	(5.0)	61	29	3	4	3	-	5	4	13
		3%	3%	2%	3%	7%	-	12%	5%	2%
					h			ABCH		
	(6.0)	53	30	4	3	2	2	1	3	5
		3%	3%	3%	2%	5%	12%	2%	4%	1%
			H	h		H		AbCH	H	
	(7.0)	140	78	14	11	7	1	4	2	24
		7%	8%	10%	7%	16%	6%	10%	2%	5%
			gH	GH		acGH		g		
	(8.0)	379	201	33	32	6	5	7	9	77
		19%	21%	24%	21%	12%	30%	17%	11%	15%
			GH	GH	Gh		Gh			
	(9.0)	261	136	16	18	5	-	6	15	64
		13%	14%	11%	12%	11%	-	14%	19%	13%
			e					e		
To a great extent	(10.0)	965	427	64	71	19	8	16	43	293
		48%	44%	46%	48%	42%	46%	37%	54%	57%
								f		ABcDF

Columns Tested: A,B,C,D,E,F,G,H



**General Optical Council**

**15. Thinking about your experience the last time you went to the optician, to what extent, if at all, did you experience each of the following?  
Please give your answer on a scale of 0-10, where 0=not at all and 10=to a great extent.**

**You felt your views were listened to**

Base: All who have ever been to the opticians

	Employment status								
	Total	Full time paid job	Part time paid job	Self emp.	Student	Unemp (<6m)	Unemp (>6m)	Home maker	Retired
		a	b	c	d	e	f	g	h
		A	B	C	D	E	F	G	H
Unweighted Total	1994	972	142	153	43	17	42	82	502
Weighted Total	1991	961	140	149	46	16	42	81	513
	100%	100%	100%	100%	100%	100%	100%	100%	100%
Don't know	40	26	1	3	1	-	-	1	8
	2%	3%	1%	2%	2%	-	-	1%	2%
Not Stated	2	2	-	-	-	-	-	-	-
	*	*	-	-	-	-	-	-	-
<b>Nets</b>									
To no extent (0-3)	75	27	4	7	2	1	3	3	26
	4%	3%	3%	5%	4%	6%	7%	4%	5%
							a		A
Neutral (4-6)	129	65	8	8	6	2	6	8	21
	6%	7%	6%	5%	12%	12%	14%	10%	4%
		H		cH		abCH	H		
To an extent (7-10)	1745	842	127	131	37	13	33	69	458
	88%	88%	91%	88%	81%	82%	78%	85%	89%
		f	dF	f					F
Mean Score	8.61	8.61	8.62	8.56	8.16	8.21	7.86	8.73	8.74
		F	F	f				F	F

Columns Tested: A,B,C,D,E,F,G,H



**General Optical Council**

**15. Thinking about your experience the last time you went to the optician, to what extent, if at all, did you experience each of the following?  
Please give your answer on a scale of 0-10, where 0=not at all and 10=to a great extent.**

**You felt your views were listened to**

Base: All who have ever been to the opticians

	Total	SEG					Sight					Eye conditions suffer from (personally or family)					Confidence in opticians			
		A	B	C1	C2	D	E	20:20 vision	Short sighted	Long sighted	Partially sighted	Registered blind	Glaucoma	Diabetes	Macular degeneration	Cataracts	Astigmatism	Confident	Not confident	
		a A	b B	c C	d D	e E	f F	a A	b B	c C	d D	e E	a A	b B	c C	d D	e E	a A	b B	
Significance Level: 90%																				
Significance Level: 95%																				
Unweighted Total	1994	249	534	353	374	176	158	436	901	403	86	1	212	348	70	202	231	1883	71	
Weighted Total	1991	245	535	352	372	176	160	443	891	400	87	1	209	347	70	205	230	1881	71	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Not at all	(0.0)	36 2%	6 3%	9 2%	2 1%	5 1%	8 4%	3 2%	6 1%	14 2%	11 3%	2 2%	- -	11 5%	8 2%	- -	2 1%	2 1%	27 1%	6 8%
	(1.0)	5 *	- -	2 *	- -	1 *	- -	2 *	2 *	- -	- -	- -	- -	- -	1 *	- -	- -	- -	3 *	2 3%
	(2.0)	16 1%	1 *	4 1%	2 1%	5 1%	3 2%	1 1%	3 1%	6 1%	5 1%	- -	- -	1 *	1 *	- -	- -	1 *	12 1%	4 6%
	(3.0)	18 1%	2 1%	7 1%	4 1%	1 *	2 1%	1 1%	2 *	8 1%	4 1%	1 1%	- -	1 *	2 1%	- -	1 *	2 1%	13 1%	5 7%
	(4.0)	14 1%	- -	4 1%	3 1%	3 1%	2 1%	2 1%	2 *	4 *	3 1%	2 2%	- -	1 *	4 1%	- -	1 *	1 *	13 1%	1 1%
	(5.0)	61 3%	9 4%	15 3%	15 4%	7 2%	6 4%	7 4%	21 5%	23 3%	10 2%	4 5%	- -	7 3%	11 3%	- -	4 2%	10 4%	50 3%	10 14%
	(6.0)	53 3%	9 4%	11 2%	6 2%	10 3%	6 3%	4 3%	11 2%	27 3%	5 1%	3 4%	- -	8 4%	8 2%	2 3%	6 3%	5 2%	43 2%	8 11%
	(7.0)	140 7%	12 5%	46 9%	30 9%	30 8%	8 4%	4 2%	28 6%	64 7%	32 8%	4 5%	- -	10 5%	25 7%	6 9%	8 4%	18 8%	128 7%	9 13%
	(8.0)	379 19%	53 22%	106 20%	67 19%	59 16%	35 20%	24 15%	84 19%	176 20%	75 19%	20 23%	- -	29 14%	68 20%	14 21%	40 19%	44 19%	362 19%	10 15%
	(9.0)	261 13%	30 12%	77 14%	52 15%	52 14%	22 13%	18 11%	62 14%	120 13%	58 14%	8 9%	- -	23 11%	38 11%	6 8%	28 14%	34 15%	252 13%	5 7%

Columns Tested: A,B,C,D,E,F - A,B,C,D,E - A,B,C,D,E - A,B



**General Optical Council**

**15. Thinking about your experience the last time you went to the optician, to what extent, if at all, did you experience each of the following?  
Please give your answer on a scale of 0-10, where 0=not at all and 10=to a great extent.**

**You felt your views were listened to**  
Base: All who have ever been to the opticians

	Total	SEG						Sight					Eye conditions suffer from (personally or family)					Confidence in opticians	
		A	B	C1	C2	D	E	20:20 vision	Short sighted	Long sighted	Partially sighted	Registered blind	Glaucoma	Diabetes	Macular degeneration	Cataracts	Astigmatism	Confident	Not confident
		a	b	c	d	e	f	a	b	c	d	e	a	b	c	d	e	a	b
Significance Level: 90%		A	B	C	D	E	F	A	B	C	D	E	A	B	C	D	E	A	B
Significance Level: 95%		A	B	C	D	E	F	A	B	C	D	E	A	B	C	D	E	A	B
Unweighted Total	1994	249	534	353	374	176	158	436	901	403	86	1	212	348	70	202	231	1883	71
Weighted Total	1991	245	535	352	372	176	160	443	891	400	87	1	209	347	70	205	230	1881	71
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
To a great extent (10.0)	965	116	244	157	195	82	91	207	435	190	42	1	114	177	37	112	113	944	8
	48%	48%	46%	45%	52%	46%	57%	47%	49%	47%	49%	100%	55%	51%	53%	55%	49%	50%	11%
				BC			aBCe											B	
Don't know	40	6	9	14	5	2	3	15	11	8	1	-	3	5	4	2	2	33	3
	2%	2%	2%	4%	1%	1%	2%	3%	1%	2%	1%	-	2%	1%	6%	1%	1%	2%	4%
				BDe				B							aBDE				
Not Stated	2	1	1	-	-	-	-	-	2	-	-	-	-	-	1	-	-	2	-
	*	*	*	-	-	-	-	-	*	-	-	-	-	-	1%	-	-	*	-
															aBde				
<b>Nets</b>																			
To no extent (0-3)	75	9	22	8	12	13	6	13	30	20	3	-	13	12	-	3	5	55	17
	4%	4%	4%	2%	3%	7%	4%	3%	3%	5%	4%	-	6%	3%	-	2%	2%	3%	24%
						CD							CDE					A	
Neutral (4-6)	129	18	30	24	19	14	13	34	53	18	9	-	16	23	2	11	15	106	19
	6%	7%	6%	7%	5%	8%	8%	8%	6%	4%	10%	-	8%	7%	3%	5%	7%	6%	26%
								C			C							A	
To an extent (7-10)	1745	211	473	305	336	147	138	380	795	354	74	1	177	308	63	189	208	1685	32
	88%	86%	88%	87%	90%	84%	86%	86%	89%	89%	85%	100%	85%	89%	90%	92%	90%	90%	45%
					E				a						A	a		B	
Mean Score	8.61	8.59	8.55	8.64	8.76	8.29	8.75	8.62	8.67	8.55	8.48	10.00	8.51	8.64	9.06	8.96	8.74	8.73	5.82
				e	E		e								a	Ab		B	

Columns Tested: A,B,C,D,E,F - A,B,C,D,E - A,B,C,D,E - A,B



### General Optical Council

15. Thinking about your experience the last time you went to the optician, to what extent, if at all, did you experience each of the following?  
Please give your answer on a scale of 0-10, where 0=not at all and 10=to a great extent.

**You felt your views were listened to**  
Base: All who have ever been to the opticians

	Total	Last time visited an optician				Satisfaction with overall experience at opticians		Satisfaction with eye test		Corrective solutions		Satisfaction with purchasing corrective solutions		Confidence in effective regulation		Awareness of GOC		
		2 years ago or less	More than 2 to less than 5 years	5 years or more ago	Never	Satisfied	Dissatisfied	Satisfied	Dissatisfied	Prescription glasses	Contact lenses	Satisfied	Dissatisfied	Confident	Not confident	Aware	Not aware	
		a	b	c	d	a	b	a	b	a	b	a	b	a	b	a	b	
Significance Level: 90%		A	B	C	D	A	B	A	B	A	B	A	B	A	B	A	B	
Significance Level: 95%																		
Unweighted Total	1994	1656	182	156	-	1896	85	1929	42	1306	216	1263	42	1732	119	214	1780	
Weighted Total	1991	1653	182	156	-	1893	84	1924	43	1297	216	1255	41	1731	118	219	1772	
	100%	100%	100%	100%	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Not at all	(0.0)	36	20	8	8	-	24	11	26	7	22	2	18	4	23	11	5	31
		2%	1%	4%	5%	-	1%	13%	1%	17%	2%	1%	1%	10%	1%	9%	2%	2%
				A	A			A	A				A	A				
	(1.0)	5	3	-	2	-	3	2	2	3	2	-	2	-	3	1	-	5
		*	*	-	1%	-	*	2%	*	7%	*	-	*	-	*	1%	-	*
				A	A			A	A									
	(2.0)	16	11	2	3	-	4	12	10	6	12	2	6	6	7	9	1	15
		1%	1%	1%	2%	-	*	14%	1%	14%	1%	1%	*	15%	*	7%	*	1%
				a	A			A	A				A	A				
	(3.0)	18	14	3	1	-	7	11	12	6	10	1	7	4	9	5	-	18
		1%	1%	2%	1%	-	*	13%	1%	14%	1%	*	1%	10%	1%	4%	-	1%
				A	A			A	A				A	A				
	(4.0)	14	9	3	2	-	9	6	12	2	7	2	6	3	10	4	2	12
		1%	1%	2%	1%	-	*	7%	1%	5%	1%	1%	*	7%	1%	3%	1%	1%
				a	A			A	A				A	A				
	(5.0)	61	42	14	5	-	45	14	51	7	36	11	33	5	42	11	11	50
		3%	3%	8%	3%	-	2%	17%	3%	17%	3%	5%	3%	13%	2%	9%	5%	3%
				Ac	A			A	A			a	A	A			b	
	(6.0)	53	38	9	6	-	47	5	47	4	26	6	27	-	43	5	15	39
		3%	2%	5%	4%	-	2%	6%	2%	10%	2%	3%	2%	-	3%	4%	7%	2%
				A	a			a	A								B	
	(7.0)	140	111	13	16	-	136	4	135	5	93	12	88	4	118	7	24	117
		7%	7%	7%	10%	-	7%	5%	7%	12%	7%	6%	7%	9%	7%	6%	11%	7%
				a	A			A	A								B	
	(8.0)	379	306	36	37	-	367	11	375	1	244	46	236	6	333	19	53	327
		19%	19%	20%	24%	-	19%	13%	19%	2%	19%	21%	19%	14%	19%	16%	24%	18%
								B								b		

Columns Tested: A,B,C,D - A,B - A,B - A,B - A,B - A,B - A,B





**General Optical Council**

**15. Thinking about your experience the last time you went to the optician, to what extent, if at all, did you experience each of the following?  
Please give your answer on a scale of 0-10, where 0=not at all and 10=to a great extent.**

**You felt your views were listened to**  
Base: All who have ever been to the opticians

	Total	Last time visited an optician				Satisfaction with overall experience at opticians		Satisfaction with eye test		Corrective solutions		Satisfaction with purchasing corrective solutions		Confidence in effective regulation		Awareness of GOC		
		2 years ago or less	More than 2 to less than 5 years	5 years or more ago	Never	Satisfied	Dissatisfied	Satisfied	Dissatisfied	Prescription glasses	Contact lenses	Satisfied	Dissatisfied	Confident	Not confident	Aware	Not aware	
		a	b	c	d	a	b	a	b	a	b	a	b	a	b	a	b	
Significance Level: 90%		A	B	C	D	A	B	A	B	A	B	A	B	A	B	A	B	
Significance Level: 95%																		
Unweighted Total	1994	1656	182	156	-	1896	85	1929	42	1306	216	1263	42	1732	119	214	1780	
Weighted Total	1991	1653	182	156	-	1893	84	1924	43	1297	216	1255	41	1731	118	219	1772	
	100%	100%	100%	100%	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
(9.0)	261	212	28	21	-	257	4	259	-	176	31	175	2	240	10	30	231	
	13%	13%	15%	13%	-	14%	5%	13%	-	14%	14%	14%	5%	14%	8%	14%	13%	
						B		B						b				
To a great extent	(10.0)	965	859	60	46	-	961	4	963	-	650	100	639	7	872	33	76	889
		48%	52%	33%	29%	-	51%	5%	50%	-	50%	46%	51%	16%	50%	28%	35%	50%
			BC				B		B			B		B		A		
Don't know	40	26	5	9	-	32	1	33	1	17	4	16	1	29	3	3	37	
	2%	2%	3%	6%	-	2%	1%	2%	2%	1%	2%	1%	2%	2%	3%	1%	2%	
				A														
Not Stated	2	2	-	-	-	1	-	-	-	2	-	2	-	2	-	-	2	
	*	*	-	-	-	*	-	-	-	*	-	*	-	*	-	-	*	
<b>Nets</b>																		
To no extent (0-3)	75	48	13	14	-	38	36	50	22	46	5	33	14	42	26	6	69	
	4%	3%	7%	9%	-	2%	42%	3%	52%	4%	2%	3%	34%	2%	22%	3%	4%	
			A	A			A		A				A		A			
Neutral (4-6)	129	89	26	13	-	101	25	110	13	69	19	65	8	95	20	28	101	
	6%	5%	14%	8%	-	5%	29%	6%	31%	5%	9%	5%	19%	5%	17%	13%	6%	
			Ac				A		A		a		A		A	B		
To an extent (7-10)	1745	1488	138	120	-	1721	23	1732	6	1163	189	1138	18	1562	69	182	1563	
	88%	90%	76%	77%	-	91%	27%	90%	14%	90%	87%	91%	44%	90%	59%	83%	88%	
		BC				B		B				B		B		A		
Mean Score	8.61	8.78	7.84	7.74	-	8.81	4.46	8.75	3.50	8.69	8.63	8.78	5.44	8.78	6.60	8.19	8.67	
		BC				B		B				B		B		A		

Columns Tested: A,B,C,D - A,B - A,B - A,B - A,B - A,B - A,B



### General Optical Council

15. Thinking about your experience the last time you went to the optician, to what extent, if at all, did you experience each of the following?  
Please give your answer on a scale of 0-10, where 0=not at all and 10=to a great extent.

**You felt your views were listened to**  
Base: All who have ever been to the opticians

	Total	Ethnicity					Children in household		Products currently used				Product most recently bought			
		White	Mixed/ multiple	Asian or Asian British	Black or Black British	Other	BME	Aged 8 or under	Aged 9-18	Glasses with a prescription	Contact lenses	Reading glasses without a prescription	None of these	Glasses with a prescription	Contact lenses	Reading glasses without a prescription
		a A	b B	c C	d D	e E	f F	a A	b B	a A	b B	c C	d D	a A	b B	c C
Significance Level: 90%																
Significance Level: 95%																
Unweighted Total	1994	1788	24	107	20	9	160	327	469	1306	216	264	443	1156	155	21
Weighted Total	1991	1783	24	107	20	9	161	330	467	1297	216	262	450	1147	155	21
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Not at all	(0.0)	36 2%	34 2%	- -	- -	- -	- -	3 1%	4 1%	22 2%	2 1%	4 2%	9 2%	22 2%	1 1%	- -
		f	-	-	-	-	-	-	-	*	-	-	3 1%	2 *	- -	- -
	(1.0)	5 *	3 *	- -	1 1%	- -	- -	1 1%	- -	2 *	- -	- -	3 1%	2 *	- -	- -
				a									a			
	(2.0)	16 1%	14 1%	- -	1 1%	- -	1 1%	2 1%	3 1%	12 1%	2 1%	2 1%	2 *	10 1%	2 1%	- -
						ACF							*			
	(3.0)	18 1%	17 1%	1 4%	- -	- -	- -	1 1%	4 1%	10 1%	1 *	2 1%	5 1%	10 1%	1 1%	- -
				C									1%			
	(4.0)	14 1%	12 1%	- -	1 1%	- -	- -	1 1%	3 1%	7 1%	2 1%	3 1%	2 *	7 1%	1 1%	- -
	(5.0)	61 3%	52 3%	2 8%	6 6%	1 5%	- -	9 6%	15 3%	36 3%	11 5%	8 3%	15 3%	29 3%	10 6%	- -
							a				a				A	
	(6.0)	53 3%	40 2%	1 4%	6 5%	1 5%	1 11%	9 6%	13 3%	26 2%	6 3%	12 4%	16 3%	22 2%	6 4%	- -
					A		a	A				A	a			
	(7.0)	140 7%	126 7%	3 12%	7 7%	2 10%	2 22%	14 9%	35 8%	93 7%	12 6%	20 8%	28 6%	85 7%	7 4%	4 19%
							ac									AB
	(8.0)	379 19%	336 19%	4 17%	24 22%	3 16%	1 11%	32 20%	83 18%	244 19%	46 21%	51 19%	93 21%	211 18%	31 20%	5 23%

Columns Tested: A,B,C,D,E,F - A,B - A,B,C,D - A,B,C



**General Optical Council**

**15. Thinking about your experience the last time you went to the optician, to what extent, if at all, did you experience each of the following?  
Please give your answer on a scale of 0-10, where 0=not at all and 10=to a great extent.**

**You felt your views were listened to**  
Base: All who have ever been to the opticians

	Total	Ethnicity					Children in household		Products currently used				Product most recently bought			
		White	Mixed/ multiple	Asian or Asian British	Black or Black British	Other	BME	Aged 8 or under	Aged 9-18	Glasses with a prescription	Contact lenses	Reading glasses without a prescription	None of these	Glasses with a prescription	Contact lenses	Reading glasses without a prescription
Significance Level: 90%		a	b	c	d	e	f	a	b	a	b	c	d	a	b	c
Significance Level: 95%		A	B	C	D	E	F	A	B	A	B	C	D	A	B	C
Unweighted Total	1994	1788	24	107	20	9	160	327	469	1306	216	264	443	1156	155	21
Weighted Total	1991	1783	24	107	20	9	161	330	467	1297	216	262	450	1147	155	21
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
(9.0)	261	235	1	19	2	1	23	48	70	176	31	32	55	154	23	2
	13%	13%	4%	18%	9%	12%	14%	15%	15%	14%	14%	12%	12%	13%	15%	10%
			b													
To a great extent	(10.0) 965	874	12	42	10	3	68	142	229	650	100	122	205	577	72	10
	48%	49%	51%	39%	50%	33%	42%	43%	49%	50%	46%	47%	46%	50%	46%	48%
		cf							a							
Don't know	40	38	-	-	1	-	1	5	7	17	4	6	16	16	2	-
	2%	2%	-	-	5%	-	1%	2%	1%	1%	2%	2%	4%	1%	1%	-
					Cf								A			
Not Stated	2	2	-	-	-	-	-	-	1	2	-	-	-	2	-	-
	*	*	-	-	-	-	-	-	*	*	-	-	-	*	-	-
<b>Nets</b>																
To no extent (0-3)	75	67	1	2	-	1	4	7	11	46	5	8	19	44	4	-
	4%	4%	4%	2%	-	11%	2%	2%	2%	4%	2%	3%	4%	4%	3%	-
Neutral (4-6)	129	105	3	13	2	1	19	26	31	69	19	22	33	59	17	-
	6%	6%	12%	12%	10%	11%	12%	8%	7%	5%	9%	9%	7%	5%	11%	-
			A				A				a	A			A	
To an extent (7-10)	1745	1571	20	93	17	7	137	291	417	1163	189	226	382	1027	132	21
	88%	88%	84%	86%	85%	78%	85%	88%	89%	90%	87%	86%	85%	90%	85%	100%
										cD						b
Mean Score	8.61	8.64	8.40	8.46	8.78	7.69	8.45	8.58	8.74	8.69	8.63	8.56	8.51	8.67	8.59	8.86

Columns Tested: A,B,C,D,E,F - A,B - A,B,C,D - A,B,C



### General Optical Council

15. Thinking about your experience the last time you went to the optician, to what extent, if at all, did you experience each of the following?  
Please give your answer on a scale of 0-10, where 0=not at all and 10=to a great extent.

**You were involved in decisions about your care**

Base: All who have ever been to the opticians

	Total	Gender		Age					Region								Country						
		Male	Female	18-29	30-44	45-59	60-74	75+	North East	North West	Yorks & Humb.	East Mid lands	West Mid lands	East of Eng land	Lon don	South East	South West	Eng land	Wales	Scot land	NI	UK TOTAL	
		a	b	a	b	c	d	e	a	b	c	d	e	f	g	h	i	a	b	c	d	e	
Significance Level: 90%		A	B	A	B	C	D	E	A	B	C	D	E	F	G	H	I	A	B	C	D	E	
Significance Level: 95%																							
Unweighted Total	1994	927	1067	355	470	544	449	176	124	280	220	156	153	119	162	286	170	1670	94	143	87	1994	
Weighted Total	1991	926	1065	366	483	508	422	211	124	279	219	157	152	118	161	284	170	1663	94	141	92	1991	
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Not at all	(0.0)	34	19	15	9	7	5	4	9	1	4	4	-	1	-	2	6	2	20	2	8	3	34
		2%	2%	1%	2%	2%	1%	1%	4%	1%	1%	2%	-	1%	-	1%	2%	1%	1%	2%	6%	4%	2%
									bCD							d					AE	A	
	(1.0)	7	2	5	-	4	2	1	-	-	1	-	1	1	-	2	1	7	-	-	-	7	
		*	*	*	-	1%	*	*	-	-	*	-	1%	1%	1%	-	1%	*	-	-	-	*	
						a																	
	(2.0)	16	9	7	4	2	4	3	3	2	3	2	1	1	2	-	1	2	14	-	2	-	16
		1%	1%	1%	1%	*	1%	1%	2%	2%	1%	1%	1%	2%	-	*	1%	1%	1%	-	1%	-	1%
	(3.0)	24	9	15	6	8	3	4	3	-	5	1	3	4	2	1	5	1	22	-	2	-	24
		1%	1%	1%	2%	2%	1%	1%	1%	-	2%	*	2%	3%	2%	1%	2%	1%	1%	-	1%	-	1%
						c								ac									
	(4.0)	26	17	10	6	5	8	7	-	2	1	6	3	2	-	4	5	-	22	-	2	2	26
		1%	2%	1%	2%	1%	2%	2%	-	2%	*	3%	2%	1%	-	2%	2%	-	1%	-	2%	2%	1%
			b		e		e				Bfi	i			Bfi	i							
	(5.0)	107	57	50	29	27	21	19	11	7	20	7	4	5	9	17	18	9	95	5	4	3	107
		5%	6%	5%	8%	6%	4%	4%	5%	6%	7%	3%	3%	3%	8%	11%	6%	5%	6%	5%	3%	3%	5%
					CD						cd			cd	CDEi	d							
	(6.0)	62	32	31	21	17	14	8	1	2	8	6	6	2	5	3	8	6	46	4	7	6	62
		3%	3%	3%	6%	4%	3%	2%	1%	2%	3%	3%	4%	1%	4%	2%	3%	4%	3%	5%	5%	6%	3%
					CDE	E	e															a	
	(7.0)	144	86	58	33	42	32	24	13	7	23	17	11	9	15	9	24	11	126	6	5	7	144
		7%	9%	5%	9%	9%	6%	6%	6%	6%	8%	8%	7%	6%	13%	6%	8%	6%	8%	6%	4%	7%	7%
			B		d	d								aeGi								c	
	(8.0)	333	178	155	52	90	90	68	33	17	45	35	25	29	25	31	44	30	282	10	27	15	333
		17%	19%	15%	14%	19%	18%	16%	16%	14%	16%	16%	16%	19%	22%	19%	15%	18%	17%	10%	19%	16%	17%
			B		b		b												b		b	b	
	(9.0)	283	139	143	52	62	78	64	27	14	45	35	27	24	12	26	36	22	241	11	17	13	283
		14%	15%	13%	14%	13%	15%	15%	13%	11%	16%	16%	17%	16%	10%	16%	13%	13%	14%	12%	12%	15%	14%
											f												
To a great extent	(10.0)	904	357	547	143	205	242	212	102	68	117	99	73	71	46	66	130	76	747	54	62	40	904
		45%	39%	51%	39%	43%	48%	50%	48%	55%	42%	45%	47%	47%	39%	41%	46%	45%	45%	58%	44%	44%	45%
			A			A	AB	A		BcFGhi									ACdE				

Columns Tested: A,B - A,B,C,D,E - A,B,C,D,E,F,G,H,I - A,B,C,D,E



**General Optical Council**

**15. Thinking about your experience the last time you went to the optician, to what extent, if at all, did you experience each of the following?  
Please give your answer on a scale of 0-10, where 0=not at all and 10=to a great extent.**

**You were involved in decisions about your care**

Base: All who have ever been to the opticians

	Gender		Age					Region								Country						
	Total	Male	Female	18-29	30-44	45-59	60-74	75+	North East	North West	Yorks & Humb.	East Mid lands	West Mid lands	East of Eng land	Lon don	South East	South West	Eng land	Wales	Scot land	NI	UK TOTAL
Significance Level: 90%		a	b	a	b	c	d	e	a	b	c	d	e	f	g	h	i	a	b	c	d	e
Significance Level: 95%		A	B	A	B	C	D	E	A	B	C	D	E	F	G	H	I	A	B	C	D	E
Unweighted Total	1994	927	1067	355	470	544	449	176	124	280	220	156	153	119	162	286	170	1670	94	143	87	1994
Weighted Total	1991	926	1065	366	483	508	422	211	124	279	219	157	152	118	161	284	170	1663	94	141	92	1991
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Don't know	49	20	29	11	13	8	8	8	3	7	6	2	2	1	2	6	9	39	2	5	3	49
	2%	2%	3%	3%	3%	1%	2%	4%	3%	3%	3%	1%	1%	1%	1%	2%	5%	2%	2%	3%	4%	2%
				c			c									deFGh						
Not Stated	2	1	1	-	-	2	-	-	-	1	-	-	-	-	-	-	1	2	-	-	-	2
	*	*	*	-	-	*	-	-	-	*	-	-	-	-	-	-	1%	*	-	-	-	*
<b>Nets</b>																						
To no extent (0-3)	81	39	42	19	22	14	11	15	3	13	7	5	7	5	3	14	6	64	2	12	3	81
	4%	4%	4%	5%	4%	3%	3%	7%	2%	5%	3%	3%	5%	4%	2%	5%	4%	4%	2%	8%	4%	4%
				cd			CD													ABE		
Neutral (4-6)	196	106	90	56	49	44	35	13	11	28	19	13	9	14	24	31	15	163	10	13	10	196
	10%	11%	8%	15%	10%	9%	8%	6%	9%	10%	9%	8%	6%	12%	15%	11%	9%	10%	10%	9%	11%	10%
		B		BCDE	e								e	cdEi	e							
To an extent (7-10)	1663	760	903	281	398	441	368	176	107	229	187	137	134	98	132	234	139	1396	81	112	75	1663
	84%	82%	85%	77%	83%	87%	87%	83%	86%	82%	85%	87%	88%	83%	82%	82%	82%	84%	86%	79%	81%	84%
		a		A	Ab	Ab	a															
Mean Score	8.44	8.22	8.64	8.08	8.33	8.63	8.70	8.38	8.76	8.35	8.52	8.64	8.60	8.21	8.34	8.33	8.52	8.45	8.82	8.14	8.37	8.44
		A		AB	AB				bFgh			f					c	C				

Columns Tested: A,B - A,B,C,D,E - A,B,C,D,E,F,G,H,I - A,B,C,D,E



### General Optical Council

15. Thinking about your experience the last time you went to the optician, to what extent, if at all, did you experience each of the following?  
Please give your answer on a scale of 0-10, where 0=not at all and 10=to a great extent.

**You were involved in decisions about your care**

Base: All who have ever been to the opticians

		Employment status							
		Full time paid job	Part time paid job	Self emp.	Stu dent	Unemp (<6m)	Unemp (>6m)	Home maker	Ret ired
		a	b	c	d	e	f	g	h
		A	B	C	D	E	F	G	H
Unweighted Total	1994	972	142	153	43	17	42	82	502
Weighted Total	1991	961	140	149	46	16	42	81	513
	100%	100%	100%	100%	100%	100%	100%	100%	100%
Not at all	(0.0)	34	10	-	5	1	2	1	12
	2%	1%	-	3%	2%	12%	2%	1%	2%
				AB	b	ABcGH	b		ab
	(1.0)	7	4	1	-	-	-	-	2
	*	*	1%	-	-	-	-	-	*
	(2.0)	16	8	1	-	1	-	-	6
	1%	1%	1%	-	2%	-	-	-	1%
					c				
	(3.0)	24	8	2	1	1	1	1	7
	1%	1%	1%	1%	2%	6%	2%	1%	1%
						AC			
	(4.0)	26	11	-	4	2	-	1	7
	1%	1%	-	3%	4%	-	2%	1%	1%
				B	aB		b		
	(5.0)	107	45	9	7	3	2	5	23
	5%	5%	6%	5%	7%	11%	12%	11%	5%
							AcH	AcH	
	(6.0)	62	32	8	5	6	-	2	9
	3%	3%	5%	3%	3%	13%	-	5%	2%
			gh	GH	g	AbCGH	G		
	(7.0)	144	76	14	12	2	1	6	26
	7%	8%	10%	8%	4%	6%	6%	14%	5%
			H	H			gH		
	(8.0)	333	179	26	26	7	3	4	69
	17%	19%	18%	17%	15%	18%	10%	15%	13%
			H						
	(9.0)	283	155	15	18	2	1	6	71
	14%	16%	11%	12%	5%	6%	14%	16%	14%
			bd					d	

Columns Tested: A,B,C,D,E,F,G,H



**General Optical Council**

**15. Thinking about your experience the last time you went to the optician, to what extent, if at all, did you experience each of the following?  
Please give your answer on a scale of 0-10, where 0=not at all and 10=to a great extent.**

**You were involved in decisions about your care**

Base: All who have ever been to the opticians

		Employment status							
Total		Full time paid job	Part time paid job	Self emp.	Student	Unemp (<6m)	Unemp (>6m)	Home maker	Retired
		a	b	c	d	e	f	g	h
		A	B	C	D	E	F	G	H
Unweighted Total	1994	972	142	153	43	17	42	82	502
Weighted Total	1991	961	140	149	46	16	42	81	513
	100%	100%	100%	100%	100%	100%	100%	100%	100%
To a great extent	904	408	61	67	19	7	15	39	268
	45%	42%	44%	45%	42%	41%	35%	48%	52%
									AbF
Don't know	49	22	3	4	1	-	1	1	15
	2%	2%	2%	3%	2%	-	2%	1%	3%
Not Stated	2	2	-	-	-	-	-	-	-
	*	*	-	-	-	-	-	-	-
<b>Nets</b>									
To no extent (0-3)	81	30	4	6	3	3	2	2	27
	4%	3%	3%	4%	7%	18%	5%	2%	5%
						ABCGH			A
Neutral (4-6)	196	89	17	16	11	2	8	10	39
	10%	9%	12%	11%	24%	11%	19%	12%	8%
					ABCgH		AH		
To an extent (7-10)	1663	818	116	123	31	12	31	68	433
	84%	85%	83%	82%	67%	71%	74%	84%	84%
		DF	D	D				D	Df
Mean Score	8.44	8.48	8.43	8.33	7.78	7.24	7.83	8.56	8.57
		DEF	dE	e				dEf	DEf

Columns Tested: A,B,C,D,E,F,G,H



### General Optical Council

15. Thinking about your experience the last time you went to the optician, to what extent, if at all, did you experience each of the following?  
Please give your answer on a scale of 0-10, where 0=not at all and 10=to a great extent.

**You were involved in decisions about your care**

Base: All who have ever been to the opticians

	Total	SEG						Sight					Eye conditions suffer from (personally or family)					Confidence in opticians		
		A	B	C1	C2	D	E	20:20 vision	Short sighted	Long sighted	Partially sighted	Registered blind	Glaucoma	Diabetes	Macular degeneration	Cataracts	Astigmatism	Confident	Not confident	
		a	b	c	d	e	f	a	b	c	d	e	a	b	c	d	e	a	b	
Significance Level: 90%		A	B	C	D	E	F	A	B	C	D	E	A	B	C	D	E	A	B	
Significance Level: 95%																				
Unweighted Total	1994	249	534	353	374	176	158	436	901	403	86	1	212	348	70	202	231	1883	71	
Weighted Total	1991	245	535	352	372	176	160	443	891	400	87	1	209	347	70	205	230	1881	71	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Not at all	(0.0)	34	5	8	1	9	3	4	10	9	9	2	-	11	5	1	2	-	28	4
	2%	2%	2%	*	2%	2%	3%	2%	2%	1%	2%	2%	-	5%	1%	2%	1%	-	1%	6%
		C	c		C	C	C	b	BDE	e	e								A	
	(1.0)	7	1	2	1	1	2	-	1	2	2	1	-	3	3	1	-	-	4	3
	*	*	*	*	*	*	1%	-	*	*	*	1%	-	1%	1%	1%	-	-	*	4%
														de	de				A	
	(2.0)	16	1	6	3	2	3	1	3	7	4	-	-	1	3	-	1	2	12	4
	1%	*	1%	1%	1%	2%	1%	1%	1%	1%	1%	-	-	*	1%	-	1%	1%	1%	6%
																			A	
	(3.0)	24	2	3	5	2	3	2	6	9	4	-	-	1	4	1	2	3	21	2
	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	-	-	*	1%	1%	1%	1%	1%	3%
	(4.0)	26	1	11	2	5	2	4	4	6	7	4	-	5	11	1	5	4	21	4
	1%	*	2%	1%	1%	1%	2%	1%	1%	1%	2%	4%	-	2%	3%	1%	2%	2%	1%	5%
			ac				ac				AB								A	
	(5.0)	107	16	23	21	16	3	17	25	38	24	7	-	7	15	3	10	8	88	17
	5%	6%	4%	6%	4%	2%	10%	6%	6%	4%	6%	8%	-	3%	4%	4%	5%	3%	5%	24%
		E		E			BcDE				b								A	
	(6.0)	62	4	16	14	12	11	1	11	31	12	4	-	6	5	3	7	9	54	6
	3%	2%	3%	4%	3%	6%	1%	3%	3%	3%	5%	-	3%	1%	4%	4%	4%	3%	3%	8%
			f			ABF										b	b		A	
	(7.0)	144	18	35	31	29	15	7	35	65	28	4	1	11	28	5	5	11	134	5
	7%	7%	7%	9%	8%	8%	5%	8%	8%	7%	7%	5%	100%	5%	8%	7%	3%	5%	7%	7%
														D	d					
	(8.0)	333	45	105	54	51	27	25	65	155	74	14	-	35	58	14	31	47	317	10
	17%	18%	20%	15%	14%	15%	15%	15%	15%	17%	18%	16%	-	17%	17%	20%	15%	20%	17%	15%
			D																	
	(9.0)	283	31	82	52	61	24	18	56	129	67	11	-	24	46	7	32	33	278	4
	14%	13%	15%	15%	16%	14%	11%	13%	14%	17%	13%	-	11%	13%	10%	16%	14%	15%	15%	6%
										a									B	

Columns Tested: A,B,C,D,E,F - A,B,C,D,E - A,B,C,D,E - A,B





**General Optical Council**

**15. Thinking about your experience the last time you went to the optician, to what extent, if at all, did you experience each of the following?  
Please give your answer on a scale of 0-10, where 0=not at all and 10=to a great extent.**

**You were involved in decisions about your care**

Base: All who have ever been to the opticians

	Total	SEG						Sight					Eye conditions suffer from (personally or family)					Confidence in opticians	
		A	B	C1	C2	D	E	20:20 vision	Short sighted	Long sighted	Partially sighted	Registered blind	Glaucoma	Diabetes	Macular degeneration	Cataracts	Astigmatism	Confident	Not confident
		a	b	c	d	e	f	a	b	c	d	e	a	b	c	d	e	a	b
Significance Level: 90%		A	B	C	D	E	F	A	B	C	D	E	A	B	C	D	E	A	B
Significance Level: 95%																			
Unweighted Total	1994	249	534	353	374	176	158	436	901	403	86	1	212	348	70	202	231	1883	71
Weighted Total	1991	245	535	352	372	176	160	443	891	400	87	1	209	347	70	205	230	1881	71
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
To a great extent (10.0)	904	110	234	154	181	81	75	207	426	162	40	-	100	162	30	106	109	879	11
	45%	45%	44%	44%	49%	46%	47%	47%	48%	41%	46%	-	48%	47%	43%	52%	47%	47%	15%
								c	C									B	
Don't know	49	10	9	15	3	2	6	20	12	6	-	-	5	8	3	3	5	44	1
	2%	4%	2%	4%	1%	1%	4%	4%	1%	1%	-	-	3%	2%	4%	2%	2%	2%	1%
		BDe		BDe			bD	BCD											
Not Stated	2	1	1	-	-	-	-	-	2	-	-	-	-	-	1	-	-	2	-
	*	*	*	-	-	-	-	-	*	-	-	-	-	-	1%	-	-	*	-
														aBde					
<b>Nets</b>																			
To no extent (0-3)	81	9	19	10	14	10	7	21	27	19	3	-	16	15	3	5	5	65	13
	4%	4%	4%	3%	4%	6%	5%	5%	3%	5%	4%	-	7%	4%	4%	3%	2%	3%	18%
						c		DE										A	
Neutral (4-6)	196	21	50	37	33	16	22	40	74	43	15	-	18	31	7	22	21	163	27
	10%	8%	9%	10%	9%	9%	14%	9%	8%	11%	17%	-	9%	9%	10%	11%	9%	9%	38%
						ad				ABc								A	
To an extent (7-10)	1663	204	456	290	322	147	124	363	776	332	69	1	170	293	56	174	200	1607	30
	84%	83%	85%	82%	87%	84%	78%	82%	87%	83%	79%	100%	81%	84%	80%	85%	87%	85%	42%
			F		F				AcD									B	
Mean Score	8.44	8.46	8.45	8.51	8.56	8.38	8.26	8.44	8.62	8.27	8.21	7.00	8.22	8.42	8.35	8.69	8.70	8.56	5.93
									Cd							A	A	B	

Columns Tested: A,B,C,D,E,F - A,B,C,D,E - A,B,C,D,E - A,B



### General Optical Council

15. Thinking about your experience the last time you went to the optician, to what extent, if at all, did you experience each of the following?  
Please give your answer on a scale of 0-10, where 0=not at all and 10=to a great extent.

**You were involved in decisions about your care**

Base: All who have ever been to the opticians

	Total	Last time visited an optician				Satisfaction with overall experience at opticians		Satisfaction with eye test		Corrective solutions		Satisfaction with purchasing corrective solutions		Confidence in effective regulation		Awareness of GOC		
		2 years ago or less	More than 2 to less than 5 years	5 years or more ago	Never	Satisfied	Dissatisfied	Satisfied	Dissatisfied	Prescription glasses	Contact lenses	Satisfied	Dissatisfied	Confident	Not confident	Aware	Not aware	
		a	b	c	d	a	b	a	b	a	b	a	b	a	b	a	b	
Significance Level: 90%		A	B	C	D	A	B	A	B	A	B	A	B	A	B	A	B	
Significance Level: 95%		A	B	C	D	A	B	A	B	A	B	A	B	A	B	A	B	
Unweighted Total	1994	1656	182	156	-	1896	85	1929	42	1306	216	1263	42	1732	119	214	1780	
Weighted Total	1991	1653	182	156	-	1893	84	1924	43	1297	216	1255	41	1731	118	219	1772	
	100%	100%	100%	100%	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Not at all	(0.0)	34	24	2	8	-	25	7	26	5	15	2	14	2	24	6	4	29
		2%	1%	1%	5%	-	1%	9%	1%	13%	1%	1%	1%	5%	1%	5%	2%	2%
					AB													
	(1.0)	7	2	4	1	-	5	2	4	3	3	-	2	1	5	2	2	5
		*	*	2%	1%	-	*	2%	*	7%	*	-	*	2%	*	2%	1%	*
				A				A		A			A		A			
	(2.0)	16	12	3	1	-	9	7	10	6	13	2	9	3	10	4	1	15
		1%	1%	2%	1%	-	*	8%	1%	14%	1%	1%	1%	7%	1%	3%	*	1%
								A		A			A		A			
	(3.0)	24	16	2	6	-	14	10	17	7	11	1	9	2	20	3	3	21
		1%	1%	1%	4%	-	1%	12%	1%	17%	1%	*	1%	5%	1%	3%	1%	1%
					A			A		A			A					
	(4.0)	26	21	2	3	-	22	5	23	4	15	4	15	1	21	3	7	19
		1%	1%	1%	2%	-	1%	6%	1%	9%	1%	2%	1%	2%	1%	2%	3%	1%
								A		A							B	
	(5.0)	107	75	22	9	-	85	20	96	7	64	10	54	8	75	20	16	91
		5%	5%	12%	6%	-	4%	24%	5%	17%	5%	5%	4%	19%	4%	17%	7%	5%
				AC				A		A			A		A			
	(6.0)	62	45	15	3	-	54	8	59	2	37	9	36	3	55	5	15	47
		3%	3%	8%	2%	-	3%	9%	3%	5%	3%	4%	3%	7%	3%	4%	7%	3%
				AC				A									B	
	(7.0)	144	112	11	21	-	136	7	140	2	89	13	85	4	119	10	20	123
		7%	7%	6%	13%	-	7%	8%	7%	5%	7%	6%	7%	9%	7%	8%	9%	7%
					AB													
	(8.0)	333	268	31	34	-	327	6	328	3	227	39	221	8	295	18	34	300
		17%	16%	17%	22%	-	17%	7%	17%	7%	17%	18%	18%	19%	17%	15%	15%	17%
					a			B										

Columns Tested: A,B,C,D - A,B - A,B - A,B - A,B - A,B - A,B



**General Optical Council**

**15. Thinking about your experience the last time you went to the optician, to what extent, if at all, did you experience each of the following?  
Please give your answer on a scale of 0-10, where 0=not at all and 10=to a great extent.**

**You were involved in decisions about your care**

Base: All who have ever been to the opticians

	Total	Last time visited an optician				Satisfaction with overall experience at opticians		Satisfaction with eye test		Corrective solutions		Satisfaction with purchasing corrective solutions		Confidence in effective regulation		Awareness of GOC		
		2 years ago or less	More than 2 to less than 5 years	5 years or more ago	Never	Satisfied	Dissatisfied	Satisfied	Dissatisfied	Prescription glasses	Contact lenses	Satisfied	Dissatisfied	Confident	Not confident	Aware	Not aware	
		a	b	c	d	a	b	a	b	a	b	a	b	a	b	a	b	
Significance Level: 90%		A	B	C	D	A	B	A	B	A	B	A	B	A	B	A	B	
Significance Level: 95%		A	B	C	D	A	B	A	B	A	B	A	B	A	B	A	B	
Unweighted Total	1994	1656	182	156	-	1896	85	1929	42	1306	216	1263	42	1732	119	214	1780	
Weighted Total	1991	1653	182	156	-	1893	84	1924	43	1297	216	1255	41	1731	118	219	1772	
	100%	100%	100%	100%	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
(9.0)	283	250	24	9	-	281	2	280	1	193	33	193	3	253	13	35	247	
	14%	15%	13%	6%	-	15%	2%	15%	2%	15%	15%	15%	8%	15%	11%	16%	14%	
		C	C			B		B										
To a great extent	(10.0)	904	794	62	48	-	894	9	903	-	613	103	600	6	820	29	77	827
	45%	48%	34%	31%	-	47%	11%	47%	-	47%	47%	48%	13%	47%	24%	35%	47%	
		BC				B		B				B		B		A		
Don't know	49	32	4	12	-	40	2	39	2	16	1	14	1	33	6	4	45	
	2%	2%	2%	8%	-	2%	2%	2%	5%	1%	*	1%	2%	2%	5%	2%	3%	
				AB										A				
Not Stated	2	2	-	-	-	1	-	-	-	2	-	2	-	2	-	-	2	
	*	*	-	-	-	*	-	-	-	*	-	*	-	*	-	-	*	
<b>Nets</b>																		
To no extent (0-3)	81	54	11	16	-	54	26	58	21	42	5	34	8	59	15	10	70	
	4%	3%	6%	10%	-	3%	31%	3%	50%	3%	2%	3%	19%	3%	13%	5%	4%	
			A	A		A		A				A		A				
Neutral (4-6)	196	141	39	15	-	161	32	178	13	115	23	106	12	151	28	38	158	
	10%	9%	22%	10%	-	8%	38%	9%	31%	9%	11%	8%	29%	9%	24%	17%	9%	
			AC			A		A				A		A		B		
To an extent (7-10)	1663	1423	128	112	-	1638	24	1650	6	1122	187	1099	21	1487	69	166	1497	
	84%	86%	70%	72%	-	86%	28%	86%	15%	86%	87%	88%	50%	86%	59%	76%	84%	
		BC				B		B				B		B		A		
Mean Score	8.44	8.60	7.77	7.53	-	8.60	5.04	8.57	3.66	8.57	8.60	8.64	6.16	8.57	6.92	7.98	8.50	
		BC				B		B				B		B		A		

Columns Tested: A,B,C,D - A,B - A,B - A,B - A,B - A,B - A,B



### General Optical Council

15. Thinking about your experience the last time you went to the optician, to what extent, if at all, did you experience each of the following?  
Please give your answer on a scale of 0-10, where 0=not at all and 10=to a great extent.

**You were involved in decisions about your care**

Base: All who have ever been to the opticians

	Total	Ethnicity					Children in household		Products currently used				Product most recently bought			
		White	Mixed/ multiple	Asian or Asian British	Black or Black British	Other	BME	Aged 8 or under	Aged 9-18	Glasses with a prescription	Contact lenses	Reading glasses without a prescription	None of these	Glasses with a prescription	Contact lenses	Reading glasses without a prescription
		a	b	c	d	e	f	a	b	a	b	c	d	a	b	c
		A	B	C	D	E	F	A	B	A	B	C	D	A	B	C
Unweighted Total	1994	1788	24	107	20	9	160	327	469	1306	216	264	443	1156	155	21
Weighted Total	1991	1783	24	107	20	9	161	330	467	1297	216	262	450	1147	155	21
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Not at all	(0.0)	34	32	-	-	-	-	4	3	15	2	5	12	14	2	-
		2%	2%	-	-	-	-	1%	1%	1%	1%	2%	3%	1%	1%	-
		f											A			
	(1.0)	7	7	-	-	-	-	1	2	3	-	2	2	3	-	-
		*	*	-	-	-	-	*	*	*	-	1%	*	*	-	-
	(2.0)	16	14	-	2	-	2	1	3	13	2	1	3	12	1	-
		1%	1%	-	2%	-	1%	*	1%	1%	1%	*	1%	1%	1%	-
	(3.0)	24	19	2	-	-	2	2	7	11	1	5	8	10	1	-
		1%	1%	8%	-	-	22%	1%	2%	1%	*	2%	2%	1%	1%	-
				AC			ACDF						a			
	(4.0)	26	22	-	2	-	1	5	7	15	4	7	5	14	3	-
		1%	1%	-	2%	-	11%	2%	2%	1%	2%	3%	1%	1%	2%	-
							Acf					a				
	(5.0)	107	93	1	7	2	-	19	24	64	10	15	29	54	10	3
		5%	5%	4%	7%	10%	-	6%	5%	5%	5%	6%	7%	5%	7%	14%
																a
	(6.0)	62	53	3	4	1	-	17	17	37	9	11	13	33	6	-
		3%	3%	12%	4%	5%	-	5%	4%	3%	4%	4%	3%	3%	4%	-
				Ac												
	(7.0)	144	124	4	9	3	1	31	42	89	13	20	36	80	9	1
		7%	7%	17%	8%	15%	11%	9%	9%	7%	6%	8%	8%	7%	6%	5%
				a			a									
	(8.0)	333	295	1	24	2	-	53	66	227	39	39	68	201	27	4
		17%	17%	4%	22%	11%	-	16%	14%	17%	18%	15%	15%	18%	18%	18%
					B											

Columns Tested: A,B,C,D,E,F - A,B - A,B,C,D - A,B,C



### General Optical Council

**15. Thinking about your experience the last time you went to the optician, to what extent, if at all, did you experience each of the following?  
Please give your answer on a scale of 0-10, where 0=not at all and 10=to a great extent.**

**You were involved in decisions about your care**

Base: All who have ever been to the opticians

	Total	Ethnicity					Children in household		Products currently used				Product most recently bought				
		White	Mixed/ multiple	Asian or Asian British	Black or Black British	Other	BME	Aged 8 or under	Aged 9-18	Glasses with a prescription	Contact lenses	Reading glasses without a prescription	None of these	Glasses with a prescription	Contact lenses	Reading glasses without a prescription	
Significance Level: 90%		a	b	c	d	e	f	a	b	a	b	c	d	a	b	c	
Significance Level: 95%		A	B	C	D	E	F	A	B	A	B	C	D	A	B	C	
Unweighted Total	1994	1788	24	107	20	9	160	327	469	1306	216	264	443	1156	155	21	
Weighted Total	1991	1783	24	107	20	9	161	330	467	1297	216	262	450	1147	155	21	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
(9.0)	283	252	3	19	4	2	28	57	69	193	33	40	50	171	25	2	
	14%	14%	12%	18%	19%	23%	17%	17%	15%	15%	15%	11%	15%	16%	10%		
To a great extent	(10.0)	904	827	10	38	7	3	59	130	216	613	103	111	194	537	71	11
	45%	46%	42%	36%	35%	33%	36%	40%	46%	47%	47%	42%	43%	47%	46%	52%	
Don't know	49	43	-	2	1	-	3	8	11	16	1	6	27	16	-	-	
	2%	2%	-	2%	5%	-	2%	2%	2%	1%	*	2%	6%	1%	-	-	
Not Stated	2	2	-	-	-	-	-	-	1	2	-	-	-	2	-	-	
	*	*	-	-	-	-	-	-	*	*	-	-	-	*	-	-	
<b>Nets</b>																	
To no extent (0-3)	81	72	2	2	-	2	6	8	15	42	5	13	26	39	4	-	
	4%	4%	8%	2%	-	22%	4%	3%	3%	3%	2%	5%	6%	3%	3%	-	
Neutral (4-6)	196	169	4	13	3	1	21	41	48	115	23	33	47	101	19	3	
	10%	9%	17%	12%	15%	11%	13%	13%	10%	9%	11%	13%	11%	9%	12%	14%	
To an extent (7-10)	1663	1497	18	90	16	6	131	272	392	1122	187	210	350	990	132	18	
	84%	84%	75%	84%	80%	67%	81%	82%	84%	86%	87%	80%	78%	86%	85%	86%	
Mean Score	8.44	8.47	8.02	8.36	8.36	7.24	8.24	8.36	8.51	8.57	8.60	8.24	8.23	8.56	8.50	8.68	

Columns Tested: A,B,C,D,E,F - A,B - A,B,C,D - A,B,C



### General Optical Council

15. Thinking about your experience the last time you went to the optician, to what extent, if at all, did you experience each of the following?  
Please give your answer on a scale of 0-10, where 0=not at all and 10=to a great extent.

**You were not pressured to spend money**

Base: All who have ever been to the opticians

	Total	Gender		Age					Region								Country						
		Male	Female	18-29	30-44	45-59	60-74	75+	North East	North West	Yorks & Humb.	East Mid lands	West Mid lands	East of Eng land	Lon don	South East	South West	Eng land	Wales	Scot land	NI	UK TOTAL	
Significance Level: 90%		a	b	a	b	c	d	e	a	b	c	d	e	f	g	h	i	a	b	c	d	e	
Significance Level: 95%		A	B	A	B	C	D	E	A	B	C	D	E	F	G	H	I	A	B	C	D	E	
Unweighted Total	1994	927	1067	355	470	544	449	176	124	280	220	156	153	119	162	286	170	1670	94	143	87	1994	
Weighted Total	1991	926	1065	366	483	508	422	211	124	279	219	157	152	118	161	284	170	1663	94	141	92	1991	
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Not at all	(0.0)	212	87	125	33	39	64	48	28	18	17	26	15	15	8	18	28	19	166	17	15	14	212
		11%	9%	12%	9%	8%	13%	11%	13%	15%	6%	12%	10%	10%	7%	11%	10%	11%	10%	19%	11%	15%	11%
				a		B	b	B	Bf		B				b	b			AcE				
	(1.0)	17	6	12	2	5	4	4	3	2	2	2	-	1	-	-	4	1	12	1	4	1	17
		1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	-	1%	-	-	1%	1%	1%	1%	3%	1%	1%
																				Ae			
	(2.0)	36	21	15	9	9	7	7	5	1	7	5	7	1	1	5	9	-	36	-	-	-	36
		2%	2%	1%	2%	2%	1%	2%	2%	1%	3%	2%	5%	1%	1%	3%	3%	-	2%	-	-	-	2%
											l	l	aEfl		l	el		c					
	(3.0)	32	17	16	11	12	5	4	1	1	5	2	2	2	1	4	8	3	28	2	1	1	32
		2%	2%	1%	3%	3%	1%	1%	1%	1%	2%	1%	1%	1%	1%	2%	3%	2%	2%	2%	2%	1%	2%
					CDe	cd																	
	(4.0)	35	24	11	10	8	10	6	1	3	10	5	2	3	-	4	-	2	29	-	5	1	35
		2%	3%	1%	3%	2%	2%	1%	1%	2%	4%	2%	1%	2%	-	2%	-	1%	2%	-	4%	1%	2%
			B		e					fH	FH	H	H	H	fH	h				abe			
	(5.0)	109	58	51	35	26	20	25	3	2	11	14	7	7	8	10	20	15	94	2	4	8	109
		5%	6%	5%	9%	5%	4%	6%	2%	2%	4%	6%	4%	5%	7%	6%	7%	9%	6%	2%	3%	9%	5%
					BCdE	E	E				A			a	a	A	ABd				Bc		
	(6.0)	64	32	32	15	21	13	10	5	5	14	3	6	4	4	3	8	5	52	3	7	3	64
		3%	3%	3%	4%	4%	3%	2%	2%	4%	5%	1%	4%	3%	3%	2%	3%	3%	3%	3%	3%	5%	3%
										C													
	(7.0)	147	80	68	37	45	39	15	12	7	16	22	20	8	12	13	21	9	128	3	11	4	147
		7%	9%	6%	10%	9%	8%	4%	5%	6%	6%	10%	13%	5%	10%	8%	7%	5%	8%	4%	8%	5%	7%
			b		De	D	D					bei	ABEhl										
	(8.0)	220	106	114	41	54	64	45	16	8	30	31	12	21	15	25	31	13	187	11	10	12	220
		11%	11%	11%	11%	11%	13%	11%	8%	7%	11%	14%	8%	14%	13%	16%	11%	7%	11%	12%	7%	13%	11%
						e						ADI		adi		ADI							
	(9.0)	221	119	101	28	68	56	39	29	15	30	21	19	21	12	19	39	20	194	5	14	8	221
		11%	13%	9%	8%	14%	11%	9%	14%	12%	11%	10%	12%	14%	10%	12%	14%	11%	12%	5%	10%	8%	11%
			B		AD	a	A											B					b

Columns Tested: A,B - A,B,C,D,E - A,B,C,D,E,F,G,H,I - A,B,C,D,E



**General Optical Council**

**15. Thinking about your experience the last time you went to the optician, to what extent, if at all, did you experience each of the following?  
Please give your answer on a scale of 0-10, where 0=not at all and 10=to a great extent.**

**You were not pressured to spend money**

Base: All who have ever been to the opticians

	Gender		Age					Region								Country						
	Total	Male	Female	18-29	30-44	45-59	60-74	75+	North East	North West	Yorks & Humb.	East Mid lands	West Mid lands	East of Eng land	Lon don	South East	South West	Eng land	Wales	Scot land	NI	UK TOTAL
		a	b	a	b	c	d	e	a	b	c	d	e	f	g	h	i	a	b	c	d	e
Significance Level: 90%		A	B	A	B	C	D	E	A	B	C	D	E	F	G	H	I	A	B	C	D	E
Significance Level: 95%																						
Unweighted Total	1994	927	1067	355	470	544	449	176	124	280	220	156	153	119	162	286	170	1670	94	143	87	1994
Weighted Total	1991	926	1065	366	483	508	422	211	124	279	219	157	152	118	161	284	170	1663	94	141	92	1991
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
To a great extent	(10.0) 873	363	510	137	192	224	217	103	61	133	86	65	69	58	61	113	76	720	49	66	37	873
	44%	39%	48%	37%	40%	44%	51%	49%	50%	48%	39%	41%	45%	49%	38%	40%	44%	43%	53%	47%	40%	44%
			A			A	ABC	AB	cGh	cGh				cgh					ade			
Don't know	22	14	8	9	4	1	3	5	-	2	1	1	1	-	-	4	6	16	-	3	3	22
	1%	1%	1%	3%	1%	*	1%	2%	-	1%	*	1%	1%	-	-	1%	4%	1%	-	2%	4%	1%
				bCD				Cd								ABCdeFG					AbE	
Not Stated	2	1	1	-	-	2	-	-	-	1	-	-	-	-	-	-	1	2	-	-	-	2
	*	*	*	-	-	*	-	-	-	*	-	-	-	-	-	-	1%	*	-	-	-	*
<b>Nets</b>																						
To no extent (0-3)	298	130	168	55	65	79	62	37	22	32	35	24	19	10	27	49	23	242	21	20	16	298
	15%	14%	16%	15%	13%	16%	15%	18%	18%	11%	16%	16%	12%	8%	17%	17%	14%	15%	22%	14%	17%	15%
				bF		F	f								F	BF			Ae			
Neutral (4-6)	208	114	94	60	55	43	41	10	10	35	22	15	14	12	17	27	23	174	5	17	12	208
	10%	12%	9%	16%	11%	8%	10%	5%	8%	13%	10%	10%	9%	10%	11%	10%	13%	10%	5%	12%	13%	10%
		B		BCDE	E	e	E											b		b	b	b
To an extent (7-10)	1461	668	793	243	359	383	316	160	92	209	161	116	118	96	117	203	117	1230	69	102	61	1461
	73%	72%	74%	66%	74%	75%	75%	76%	74%	75%	74%	74%	78%	82%	73%	72%	69%	74%	73%	72%	66%	73%
				A	A	A	A	A					i	cgHI								
Mean Score	7.51	7.44	7.56	7.17	7.57	7.48	7.69	7.60	7.47	7.84	7.27	7.44	7.78	8.08	7.26	7.36	7.51	7.54	7.26	7.54	7.09	7.51
				a			A			Cgh				CdGH								

Columns Tested: A,B - A,B,C,D,E - A,B,C,D,E,F,G,H,I - A,B,C,D,E



**General Optical Council**

**15. Thinking about your experience the last time you went to the optician, to what extent, if at all, did you experience each of the following?  
Please give your answer on a scale of 0-10, where 0=not at all and 10=to a great extent.**

**You were not pressured to spend money**

Base: All who have ever been to the opticians

		Employment status								
		Total	Full time paid job	Part time paid job	Self emp.	Student	Unemp (<6m)	Unemp (>6m)	Home maker	Ret ired
			a	b	c	d	e	f	g	h
			A	B	C	D	E	F	G	H
Significance Level: 90%										
Significance Level: 95%										
Unweighted Total		1994	972	142	153	43	17	42	82	502
Weighted Total		1991	961	140	149	46	16	42	81	513
		100%	100%	100%	100%	100%	100%	100%	100%	100%
Not at all	(0.0)	212	100	9	16	7	2	2	6	63
		11%	10%	6%	11%	16%	12%	5%	7%	12%
						Bf				B
	(1.0)	17	7	-	1	-	-	1	2	6
		1%	1%	-	1%	-	-	2%	2%	1%
								b	b	
	(2.0)	36	15	2	3	2	1	2	1	8
		2%	2%	1%	2%	4%	6%	5%	1%	2%
	(3.0)	32	18	2	2	2	-	1	1	5
		2%	2%	1%	1%	5%	-	2%	1%	1%
						H				
	(4.0)	35	19	5	4	3	-	-	1	4
		2%	2%	3%	3%	7%	-	-	1%	1%
			h	H	h	AfgH				
	(5.0)	109	59	5	6	3	3	3	10	18
		5%	6%	4%	4%	7%	17%	7%	12%	4%
			H				aBCH		ABCH	
	(6.0)	64	29	7	5	2	-	2	4	12
		3%	3%	5%	3%	5%	-	5%	5%	2%
	(7.0)	147	81	15	10	4	2	5	5	23
		7%	8%	10%	7%	10%	12%	12%	6%	4%
			H	H				H		
	(8.0)	220	117	21	17	4	2	4	5	44
		11%	12%	15%	12%	9%	12%	10%	6%	9%
			gH	GH						
	(9.0)	221	114	16	20	1	1	5	5	59
		11%	12%	11%	13%	2%	6%	12%	6%	12%
			d	d	Dg			d		d
To a great extent	(10.0)	873	388	59	63	16	6	16	41	265
		44%	40%	43%	42%	35%	36%	38%	51%	52%
									ad	AbCDf

Columns Tested: A,B,C,D,E,F,G,H





**General Optical Council**

**15. Thinking about your experience the last time you went to the optician, to what extent, if at all, did you experience each of the following?  
Please give your answer on a scale of 0-10, where 0=not at all and 10=to a great extent.**

**You were not pressured to spend money**

Base: All who have ever been to the opticians

	Employment status								
	Total	Full time paid job	Part time paid job	Self emp.	Student	Unemp (<6m)	Unemp (>6m)	Home maker	Ret ired
		a	b	c	d	e	f	g	h
		A	B	C	D	E	F	G	H
Unweighted Total	1994	972	142	153	43	17	42	82	502
Weighted Total	1991	961	140	149	46	16	42	81	513
	100%	100%	100%	100%	100%	100%	100%	100%	100%
Don't know	22	12	-	2	-	-	1	-	6
	1%	1%	-	1%	-	-	2%	-	1%
							b		
Not Stated	2	2	-	-	-	-	-	-	-
	*	*	-	-	-	-	-	-	-
<b>Nets</b>									
To no extent (0-3)	298	141	13	22	12	3	6	10	83
	15%	15%	9%	15%	25%	18%	14%	12%	16%
		b			aBg				B
Neutral (4-6)	208	107	16	15	8	3	5	15	34
	10%	11%	12%	10%	19%	17%	12%	19%	7%
		H	h		H			AcH	
To an extent (7-10)	1461	701	111	110	26	11	30	56	391
	73%	73%	79%	74%	56%	66%	71%	69%	76%
		D	Dg	D					D
Mean Score	7.51	7.44	7.86	7.51	6.27	6.86	7.48	7.61	7.70
		D	D	D				D	D

Columns Tested: A,B,C,D,E,F,G,H



**General Optical Council**

**15. Thinking about your experience the last time you went to the optician, to what extent, if at all, did you experience each of the following?  
Please give your answer on a scale of 0-10, where 0=not at all and 10=to a great extent.**

**You were not pressured to spend money**

Base: All who have ever been to the opticians

	Total	SEG						Sight					Eye conditions suffer from (personally or family)					Confidence in opticians		
		A	B	C1	C2	D	E	20:20 vision	Short sighted	Long sighted	Partially sighted	Registered blind	Glaucoma	Diabetes	Macular degeneration	Cataracts	Astigmatism	Confident	Not confident	
		a	b	c	d	e	f	a	b	c	d	e	a	b	c	d	e	a	b	
Significance Level: 90%		A	B	C	D	E	F	A	B	C	D	E	A	B	C	D	E	A	B	
Significance Level: 95%		A	B	C	D	E	F	A	B	C	D	E	A	B	C	D	E	A	B	
Unweighted Total	1994	249	534	353	374	176	158	436	901	403	86	1	212	348	70	202	231	1883	71	
Weighted Total	1991	245	535	352	372	176	160	443	891	400	87	1	209	347	70	205	230	1881	71	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Not at all	(0.0)	212	27	62	38	35	16	14	43	90	42	10	-	25	43	5	23	23	200	9
		11%	11%	12%	11%	9%	9%	9%	10%	10%	11%	12%	-	12%	12%	7%	11%	10%	11%	12%
	(1.0)	17	3	4	5	2	2	1	2	8	6	-	-	2	3	-	-	-	17	-
		1%	1%	1%	1%	1%	1%	1%	*	1%	2%	-	-	1%	1%	-	-	-	1%	-
	(2.0)	36	5	9	5	5	5	4	10	12	9	2	-	8	10	2	5	3	34	1
		2%	2%	2%	1%	1%	3%	3%	2%	1%	2%	2%	-	4%	3%	3%	2%	1%	2%	1%
	(3.0)	32	6	6	7	5	3	1	3	19	8	1	-	4	6	-	5	5	28	4
		2%	2%	1%	2%	1%	2%	1%	1%	2%	2%	1%	-	2%	2%	-	2%	2%	2%	6%
	(4.0)	35	1	9	9	9	4	1	5	21	3	4	-	2	2	1	2	6	30	4
		2%	*	2%	2%	2%	2%	1%	1%	2%	1%	5%	-	1%	1%	1%	1%	3%	2%	5%
	(5.0)	109	17	30	17	12	12	13	25	44	23	4	-	9	11	4	11	13	101	7
		5%	7%	6%	5%	3%	7%	8%	6%	5%	6%	4%	-	4%	3%	6%	5%	6%	5%	10%
	(6.0)	64	5	19	12	6	8	8	9	36	14	-	-	5	12	1	6	10	58	5
		3%	2%	4%	3%	2%	5%	5%	2%	4%	3%	-	-	2%	3%	1%	3%	4%	3%	7%
	(7.0)	147	19	49	33	19	9	13	32	76	27	6	-	15	28	6	16	21	135	10
		7%	8%	9%	9%	5%	5%	8%	7%	9%	7%	7%	-	7%	8%	9%	8%	9%	7%	15%
	(8.0)	220	26	57	34	50	22	15	41	106	49	10	-	19	30	6	13	27	206	9
		11%	11%	11%	10%	13%	12%	9%	9%	12%	12%	12%	-	9%	9%	8%	6%	12%	11%	13%
	(9.0)	221	28	63	35	52	20	9	50	95	52	7	-	22	48	5	28	26	214	2
		11%	11%	12%	10%	14%	11%	6%	11%	11%	13%	8%	-	11%	14%	7%	13%	11%	11%	3%
			F	F	cF	f												B		

Columns Tested: A,B,C,D,E,F - A,B,C,D,E - A,B,C,D,E - A,B



**General Optical Council**

**15. Thinking about your experience the last time you went to the optician, to what extent, if at all, did you experience each of the following?  
Please give your answer on a scale of 0-10, where 0=not at all and 10=to a great extent.**

**You were not pressured to spend money**

Base: All who have ever been to the opticians

	Total	SEG						Sight					Eye conditions suffer from (personally or family)					Confidence in opticians	
		A	B	C1	C2	D	E	20:20 vision	Short sighted	Long sighted	Partially sighted	Registered blind	Glaucoma	Diabetes	Macular degeneration	Cataracts	Astigmatism	Confident	Not confident
		a	b	c	d	e	f	a	b	c	d	e	a	b	c	d	e	a	b
Significance Level: 90%		A	B	C	D	E	F	A	B	C	D	E	A	B	C	D	E	A	B
Significance Level: 95%																			
Unweighted Total	1994	249	534	353	374	176	158	436	901	403	86	1	212	348	70	202	231	1883	71
Weighted Total	1991	245	535	352	372	176	160	443	891	400	87	1	209	347	70	205	230	1881	71
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
To a great extent (10.0)	873	103	220	153	176	74	81	212	377	163	40	1	95	148	40	97	96	839	17
	44%	42%	41%	44%	47%	42%	51%	48%	42%	41%	47%	100%	45%	43%	56%	47%	42%	45%	24%
				b		aB	bC								BE		B		
Don't know	22	4	6	5	1	1	1	10	4	4	2	-	3	5	-	-	-	16	3
	1%	2%	1%	1%	*	1%	1%	2%	*	1%	2%	-	1%	1%	-	-	-	1%	4%
		d		d				B			b		de	de				A	
Not Stated	2	1	1	-	-	-	-	-	2	-	-	-	-	-	1	-	-	2	-
	*	*	*	-	-	-	-	-	*	-	-	-	-	-	1%	-	-	*	-
															aBde				
<b>Nets</b>																			
To no extent (0-3)	298	41	80	55	47	26	20	59	129	65	13	-	39	63	7	33	31	280	14
	15%	17%	15%	16%	13%	15%	12%	13%	15%	16%	15%	-	19%	18%	10%	16%	13%	15%	20%
													c						
Neutral (4-6)	208	23	59	37	27	24	21	40	102	39	8	-	16	25	6	19	29	189	16
	10%	9%	11%	11%	7%	13%	13%	9%	11%	10%	9%	-	7%	7%	8%	9%	12%	10%	22%
			d			D	D										aB	A	
To an extent (7-10)	1461	176	389	255	297	125	118	334	654	291	64	1	151	254	56	153	171	1394	38
	73%	72%	73%	72%	80%	71%	74%	76%	73%	73%	73%	100%	72%	73%	80%	75%	74%	74%	54%
				ABCE														B	
Mean Score	7.51	7.38	7.40	7.42	7.87	7.48	7.71	7.74	7.48	7.42	7.47	10.00	7.38	7.39	8.13	7.58	7.52	7.54	6.26
				aBc														B	

Columns Tested: A,B,C,D,E,F - A,B,C,D,E - A,B,C,D,E - A,B



### General Optical Council

15. Thinking about your experience the last time you went to the optician, to what extent, if at all, did you experience each of the following?  
Please give your answer on a scale of 0-10, where 0=not at all and 10=to a great extent.

**You were not pressured to spend money**

Base: All who have ever been to the opticians

	Total	Last time visited an optician				Satisfaction with overall experience at opticians		Satisfaction with eye test		Corrective solutions		Satisfaction with purchasing corrective solutions		Confidence in effective regulation		Awareness of GOC		
		2 years ago or less	More than 2 to less than 5 years	5 years or more ago	Never	Satis fied	Dissat isfied	Satis fied	Dissat isfied	Presc ription glasses	Cont act lenses	Satis fied	Dissat isfied	Conf ident	Not confi dent	Aware	Not aware	
		a	b	c	d	a	b	a	b	a	b	a	b	a	b	a	b	
Significance Level: 90%		A	B	C	D	A	B	A	B	A	B	A	B	A	B	A	B	
Significance Level: 95%																		
Unweighted Total	1994	1656	182	156	-	1896	85	1929	42	1306	216	1263	42	1732	119	214	1780	
Weighted Total	1991	1653	182	156	-	1893	84	1924	43	1297	216	1255	41	1731	118	219	1772	
	100%	100%	100%	100%	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Not at all	(0.0)	212	176	16	20	-	199	11	203	7	139	20	132	5	182	14	14	198
		11%	11%	9%	13%	-	11%	13%	11%	17%	11%	9%	11%	12%	11%	12%	6%	11%
																	A	
	(1.0)	17	15	2	-	-	15	3	17	-	8	2	9	2	13	1	1	17
		1%	1%	1%	-	-	1%	3%	1%	-	1%	1%	1%	4%	1%	1%	*	1%
								A					A					
	(2.0)	36	29	5	2	-	32	4	33	3	22	3	21	-	27	6	5	31
		2%	2%	3%	1%	-	2%	5%	2%	7%	2%	1%	2%	-	2%	5%	2%	2%
								A		A					A			
	(3.0)	32	24	7	1	-	29	3	28	4	20	6	20	2	29	3	9	23
		2%	1%	4%	1%	-	2%	4%	1%	10%	2%	3%	2%	6%	2%	3%	4%	1%
				Ac				A		A		A				B		
	(4.0)	35	24	7	4	-	32	3	33	2	22	5	22	1	26	3	4	31
		2%	1%	4%	2%	-	2%	4%	2%	5%	2%	2%	2%	2%	1%	3%	2%	2%
				A														
	(5.0)	109	83	16	9	-	97	10	100	6	69	11	64	5	78	14	18	91
		5%	5%	9%	6%	-	5%	12%	5%	14%	5%	5%	5%	12%	5%	12%	8%	5%
				A				A		A		a			A		b	
	(6.0)	64	54	6	4	-	60	4	60	3	49	7	47	3	60	3	12	53
		3%	3%	3%	3%	-	3%	5%	3%	7%	4%	3%	4%	7%	3%	3%	5%	3%
																b		
	(7.0)	147	119	13	16	-	143	4	143	3	94	17	94	2	130	10	24	123
		7%	7%	7%	10%	-	8%	5%	7%	7%	7%	8%	7%	5%	8%	9%	11%	7%
																B		
	(8.0)	220	178	24	18	-	206	13	210	6	160	34	153	7	189	15	24	196
		11%	11%	13%	12%	-	11%	15%	11%	14%	12%	16%	12%	16%	11%	12%	11%	11%

Columns Tested: A,B,C,D - A,B - A,B - A,B - A,B - A,B - A,B



**General Optical Council**

**15. Thinking about your experience the last time you went to the optician, to what extent, if at all, did you experience each of the following?  
Please give your answer on a scale of 0-10, where 0=not at all and 10=to a great extent.**

**You were not pressured to spend money**

Base: All who have ever been to the opticians

	Total	Last time visited an optician				Satisfaction with overall experience at opticians		Satisfaction with eye test		Corrective solutions		Satisfaction with purchasing corrective solutions		Confidence in effective regulation		Awareness of GOC	
		2 years ago or less	More than 2 to less than 5 years	5 years or more ago	Never	Satis fied	Dissat isfied	Satis fied	Dissat isfied	Presc ription glass es	Cont act lens es	Satis fied	Dissat isfied	Conf ident	Not confi dent	Aware	Not aware
		a	b	c	d	a	b	a	b	a	b	a	b	a	b	a	b
Significance Level: 90%		A	B	C	D	A	B	A	B	A	B	A	B	A	B	A	B
Significance Level: 95%																	
Unweighted Total	1994	1656	182	156	-	1896	85	1929	42	1306	216	1263	42	1732	119	214	1780
Weighted Total	1991	1653	182	156	-	1893	84	1924	43	1297	216	1255	41	1731	118	219	1772
	100%	100%	100%	100%	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
(9.0)	221	176	29	16	-	214	6	217	3	148	24	146	1	202	8	35	186
	11%	11%	16%	10%	-	11%	7%	11%	7%	11%	11%	12%	2%	12%	7%	16%	10%
			A									b		b		B	
To a great extent	(10.0) 873	763	53	56	-	853	20	866	4	556	87	541	11	779	38	71	802
	44%	46%	29%	36%	-	45%	24%	45%	9%	43%	40%	43%	25%	45%	32%	32%	45%
		BC				B		B				B		B		A	
Don't know	22	9	3	10	-	12	3	15	1	9	1	5	3	13	3	3	19
	1%	1%	2%	6%	-	1%	4%	1%	2%	1%	*	*	8%	1%	3%	1%	1%
			a	AB			A					A		A			
Not Stated	2	2	-	-	-	1	-	-	-	2	-	2	-	2	-	-	2
	*	*	-	-	-	*	-	-	-	*	-	*	-	*	-	-	*
<b>Nets</b>																	
To no extent (0-3)	298	245	31	23	-	275	21	282	14	189	31	182	9	252	24	29	269
	15%	15%	17%	15%	-	15%	25%	15%	34%	15%	14%	14%	22%	15%	21%	13%	15%
							A		A						a		
Neutral (4-6)	208	161	30	17	-	189	17	193	11	140	23	133	9	164	20	33	175
	10%	10%	16%	11%	-	10%	20%	10%	26%	11%	11%	11%	21%	9%	17%	15%	10%
			A			A		A				A		A		B	
To an extent (7-10)	1461	1236	119	106	-	1416	43	1435	16	957	161	933	20	1300	71	154	1307
	73%	75%	65%	68%	-	75%	51%	75%	38%	74%	74%	74%	49%	75%	60%	70%	74%
		Bc				B		B				B		B			
Mean Score	7.51	7.58	7.01	7.22	-	7.58	6.06	7.56	5.09	7.51	7.49	7.53	6.22	7.60	6.64	7.39	7.52
		B				B		B				B		B			

Columns Tested: A,B,C,D - A,B - A,B - A,B - A,B - A,B - A,B



**General Optical Council**

**15. Thinking about your experience the last time you went to the optician, to what extent, if at all, did you experience each of the following?  
Please give your answer on a scale of 0-10, where 0=not at all and 10=to a great extent.**

**You were not pressured to spend money**

Base: All who have ever been to the opticians

	Total	Ethnicity					Children in household		Products currently used				Product most recently bought				
		White	Mixed/ multiple	Asian or Asian British	Black or Black British	Other	BME	Aged 8 or under	Aged 9-18	Glasses with a prescription	Contact lenses	Reading glasses without a prescription	None of these	Glasses with a prescription	Contact lenses	Reading glasses without a prescription	
		a	b	c	d	e	f	a	b	a	b	c	d	a	b	c	
		A	B	C	D	E	F	A	B	A	B	C	D	A	B	C	
Unweighted Total	1994	1788	24	107	20	9	160	327	469	1306	216	264	443	1156	155	21	
Weighted Total	1991	1783	24	107	20	9	161	330	467	1297	216	262	450	1147	155	21	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Not at all	(0.0)	212	188	3	10	-	2	15	37	56	139	20	24	52	122	15	2
		11%	11%	12%	9%	-	22%	9%	11%	12%	11%	9%	9%	12%	11%	10%	9%
							D										
	(1.0)	17	17	-	-	1	-	1	2	-	8	2	5	2	8	2	-
		1%	1%	-	-	4%	-	1%	1%	-	1%	1%	2%	*	1%	1%	-
						C			b				Ad				
	(2.0)	36	33	-	1	-	-	1	8	11	22	3	5	10	19	2	1
		2%	2%	-	1%	-	-	1%	2%	2%	2%	1%	2%	2%	2%	1%	5%
	(3.0)	32	26	1	3	1	-	5	10	8	20	6	4	6	19	3	-
		2%	1%	4%	3%	5%	-	3%	3%	2%	2%	3%	2%	1%	2%	2%	-
	(4.0)	35	30	-	4	1	-	5	3	10	22	5	7	5	19	5	-
		2%	2%	-	4%	5%	-	3%	1%	2%	2%	2%	3%	1%	2%	3%	-
													d				
	(5.0)	109	97	3	5	2	-	10	23	22	69	11	15	24	59	10	2
		5%	5%	12%	5%	10%	-	6%	7%	5%	5%	5%	6%	5%	5%	7%	10%
	(6.0)	64	54	1	4	1	-	6	6	17	49	7	6	8	43	7	-
		3%	3%	4%	4%	5%	-	4%	2%	4%	4%	3%	2%	2%	4%	5%	-
											d						
	(7.0)	147	124	1	14	2	1	18	26	39	94	17	18	36	87	9	1
		7%	7%	4%	13%	10%	11%	11%	8%	8%	7%	8%	7%	8%	8%	6%	4%
					A			A									
	(8.0)	220	190	4	17	4	1	26	42	47	160	34	31	32	136	24	3
		11%	11%	16%	16%	21%	11%	16%	13%	10%	12%	16%	12%	7%	12%	16%	14%
					a			A			D	D	D				

Columns Tested: A,B,C,D,E,F - A,B - A,B,C,D - A,B,C



### General Optical Council

**15. Thinking about your experience the last time you went to the optician, to what extent, if at all, did you experience each of the following?  
Please give your answer on a scale of 0-10, where 0=not at all and 10=to a great extent.**

**You were not pressured to spend money**

Base: All who have ever been to the opticians

	Total	Ethnicity					Children in household		Products currently used				Product most recently bought				
		White	Mixed/ multiple	Asian or Asian British	Black or Black British	Other	BME	Aged 8 or under	Aged 9-18	Glasses with a prescription	Contact lenses	Reading glasses without a prescription	None of these	Glasses with a prescription	Contact lenses	Reading glasses without a prescription	
		a A	b B	c C	d D	e E	f F	a A	b B	a A	b B	c C	d D	a A	b B	c C	
Significance Level: 90%																	
Significance Level: 95%																	
Unweighted Total	1994	1788	24	107	20	9	160	327	469	1306	216	264	443	1156	155	21	
Weighted Total	1991	1783	24	107	20	9	161	330	467	1297	216	262	450	1147	155	21	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
(9.0)	221	198	2	17	2	1	22	45	53	148	24	33	45	130	17	2	
	11%	11%	8%	16%	10%	12%	14%	14%	11%	11%	11%	13%	10%	11%	11%	10%	
To a great extent	(10.0)	873	805	9	31	6	4	50	124	197	556	87	111	218	493	61	10
	44%	45%	39%	29%	30%	44%	31%	38%	42%	43%	40%	42%	48%	43%	39%	47%	
		CF											AB				
Don't know	22	19	-	1	-	-	1	4	5	9	1	2	11	9	-	-	
	1%	1%	-	1%	-	-	1%	1%	1%	1%	*	1%	2%	1%	-	-	
													Ab				
Not Stated	2	2	-	-	-	-	-	-	1	2	-	-	-	2	-	-	
	*	*	-	-	-	-	-	-	*	*	-	-	-	*	-	-	
<b>Nets</b>																	
To no extent (0-3)	298	264	4	14	2	2	22	57	75	189	31	38	70	169	22	3	
	15%	15%	17%	13%	9%	22%	14%	17%	16%	15%	14%	15%	16%	15%	14%	14%	
Neutral (4-6)	208	181	4	13	4	-	21	33	49	140	23	28	38	121	22	2	
	10%	10%	17%	12%	20%	-	13%	10%	11%	11%	11%	11%	8%	11%	14%	10%	
To an extent (7-10)	1461	1317	16	79	14	7	117	236	337	957	161	193	331	846	111	16	
	73%	74%	67%	74%	71%	78%	73%	72%	72%	74%	74%	74%	74%	74%	71%	76%	
Mean Score	7.51	7.56	7.16	7.29	7.45	7.10	7.28	7.29	7.38	7.51	7.49	7.50	7.58	7.51	7.37	7.67	

Columns Tested: A,B,C,D,E,F - A,B - A,B,C,D - A,B,C



### General Optical Council

#### 16. How satisfied or otherwise were you with your eye test specifically - by which I mean when the optician examined your eyes, rather than the experience of booking an appointment or selecting and purchasing products?

Base: All who have ever been to the opticians

	Gender		Age					Region							Country								
	Total	Male	Female	18-29	30-44	45-59	60-74	75+	North East	North West	Yorks & Humb.	East Mid lands	West Mid lands	East of Eng land	Lon don	South East	South West	Eng land	Wales	Scot land	NI	UK TOTAL	
	a	b	a	b	c	d	e	a	b	c	d	e	f	g	h	i	a	b	c	d	e		
Significance Level: 90%		A	B	A	B	C	D	E	A	B	C	D	E	F	G	H	I	A	B	C	D	E	
Significance Level: 95%																							
Unweighted Total	1994	927	1067	355	470	544	449	176	124	280	220	156	153	119	162	286	170	1670	94	143	87	1994	
Weighted Total	1991	926	1065	366	483	508	422	211	124	279	219	157	152	118	161	284	170	1663	94	141	92	1991	
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Very satisfied	1551	676	875	238	354	417	359	184	103	223	171	122	116	91	117	210	132	1285	80	111	75	1551	
	78%	73%	82%	65%	73%	82%	85%	87%	83%	80%	78%	78%	76%	78%	73%	74%	78%	77%	85%	79%	82%	78%	
		A	A	AB	AB	AB	AB	GH	gh									ae					
Fairly satisfied	373	213	160	108	108	81	55	21	20	40	42	31	31	22	41	64	31	322	12	28	11	373	
	19%	23%	15%	30%	22%	16%	13%	10%	16%	14%	19%	20%	21%	18%	26%	23%	18%	19%	13%	20%	12%	19%	
		B	BCDE	CDE	E							b	aB	B	d								
Not very satisfied	25	14	11	4	13	3	3	2	-	8	1	3	2	4	1	3	1	23	1	-	1	25	
	1%	2%	1%	1%	3%	1%	1%	1%	-	3%	*	2%	1%	3%	1%	1%	1%	1%	1%	-	1%	1%	
				CD						aCgi			ACgi										
Not at all satisfied	17	5	12	6	4	2	4	1	-	5	2	1	-	1	-	3	1	13	1	1	2	17	
	1%	1%	1%	2%	1%	*	1%	1%	-	2%	1%	1%	-	1%	-	1%	1%	1%	1%	1%	3%	1%	
				C						eg											ae		
I did not visit the opticians for an eye test	10	8	2	1	1	3	2	3	-	1	2	-	3	-	-	2	1	9	-	1	-	10	
	1%	1%	*	*	*	1%	*	2%	-	*	1%	-	2%	-	-	1%	1%	1%	-	1%	-	1%	
		B					aB					bdg											
Don't know	11	8	3	8	3	-	-	-	1	-	1	-	-	-	2	2	3	9	-	-	2	11	
	1%	1%	*	2%	1%	-	-	-	1%	-	*	-	-	-	1%	1%	2%	1%	-	-	3%	1%	
		b	BCDE	cd											b	Bde					AcE		
Not Stated	2	1	1	-	-	2	-	-	-	1	-	-	-	-	-	-	1	2	-	-	-	2	
	*	*	*	-	-	*	-	-	-	*	-	-	-	-	-	-	1%	*	-	-	-	*	
<b>Nets</b>																							
Satisfied	1924	889	1035	347	461	498	414	204	123	264	213	153	147	113	158	274	163	1607	92	139	87	1924	
	97%	96%	97%	95%	96%	98%	98%	97%	99%	94%	97%	97%	97%	96%	98%	97%	96%	97%	97%	98%	99%	94%	97%
						AB	AB		Bfi						b					D			
Not satisfied	43	19	23	10	17	5	7	3	-	13	3	4	2	5	1	6	2	36	2	1	3	43	
	2%	2%	2%	3%	4%	1%	2%	2%	-	5%	1%	3%	1%	4%	1%	2%	1%	2%	2%	1%	4%	2%	
				C	Cd				ACeGhI			a		AG							c		

Columns Tested: A,B - A,B,C,D,E - A,B,C,D,E,F,G,H,I - A,B,C,D,E





### General Optical Council

#### 16. How satisfied or otherwise were you with your eye test specifically - by which I mean when the optician examined your eyes, rather than the experience of booking an appointment or selecting and purchasing products?

Base: All who have ever been to the opticians

	Total	Employment status							
		Full time paid job	Part time paid job	Self emp.	Stu dent	Unemp (<6m)	Unemp (>6m)	Home maker	Ret ired
Significance Level: 90%		a	b	c	d	e	f	g	h
Significance Level: 95%		A	B	C	D	E	F	G	H
Unweighted Total	1994	972	142	153	43	17	42	82	502
Weighted Total	1991	961	140	149	46	16	42	81	513
	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very satisfied	1551	725	110	115	28	10	29	59	447
	78%	75%	79%	77%	62%	64%	69%	73%	87%
		D	D	D				ABCDEF	G
Fairly satisfied	373	209	24	29	14	4	12	18	52
	19%	22%	17%	19%	32%	24%	29%	22%	10%
		H	H	H	BcH	h	bH	H	
Not very satisfied	25	11	4	3	1	-	-	1	5
	1%	1%	3%	2%	2%	-	-	1%	1%
			h						
Not at all satisfied	17	3	2	1	2	-	-	2	5
	1%	*	1%	1%	4%	-	-	2%	1%
			a		AcH			A	
I did not visit the opticians for an eye test	10	4	-	1	-	1	-	-	4
	1%	*	-	1%	-	6%	-	-	1%
						ABcGH			
Don't know	11	7	-	-	-	1	1	1	-
	1%	1%	-	-	-	6%	2%	1%	-
		H				ABCH	bcH	H	
Not Stated	2	2	-	-	-	-	-	-	-
	*	*	-	-	-	-	-	-	-
<b>Nets</b>									
Satisfied	1924	934	134	144	43	14	41	77	499
	97%	97%	96%	97%	93%	88%	98%	95%	97%
		E		e					E
Not satisfied	43	14	6	4	3	-	-	3	10
	2%	1%	4%	3%	7%	-	-	4%	2%
			A		Afh				

Columns Tested: A,B,C,D,E,F,G,H



### General Optical Council

#### 16. How satisfied or otherwise were you with your eye test specifically - by which I mean when the optician examined your eyes, rather than the experience of booking an appointment or selecting and purchasing products?

Base: All who have ever been to the opticians

	Total	SEG						Sight					Eye conditions suffer from (personally or family)					Confidence in opticians	
		A	B	C1	C2	D	E	20:20 vision	Short sighted	Long sighted	Partially sighted	Registered blind	Glaucoma	Diabetes	Macular degeneration	Cataracts	Astigmatism	Confident	Not confident
Significance Level: 90%		a	b	c	d	e	f	a	b	c	d	e	a	b	c	d	e	a	b
Significance Level: 95%		A	B	C	D	E	F	A	B	C	D	E	A	B	C	D	E	A	B
Unweighted Total	1994	249	534	353	374	176	158	436	901	403	86	1	212	348	70	202	231	1883	71
Weighted Total	1991	245	535	352	372	176	160	443	891	400	87	1	209	347	70	205	230	1881	71
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very satisfied	1551	198	425	262	301	133	117	322	715	333	60	1	167	277	57	172	185	1501	25
	78%	81%	79%	74%	81%	76%	73%	73%	80%	83%	70%	100%	80%	80%	82%	84%	80%	80%	36%
		cf	cf		CF				AD	AD								B	
Fairly satisfied	373	41	96	79	59	36	34	103	152	58	21	-	31	63	12	30	41	333	29
	19%	17%	18%	22%	16%	20%	21%	23%	17%	15%	24%	-	15%	18%	17%	15%	18%	18%	41%
				abD				BC			bC							A	
Not very satisfied	25	2	5	3	9	4	2	9	8	4	1	-	3	4	-	2	3	18	6
	1%	1%	1%	1%	2%	2%	1%	2%	1%	1%	1%	-	1%	1%	-	1%	1%	1%	9%
					b			b										A	
Not at all satisfied	17	1	3	4	3	1	1	1	9	2	1	-	5	2	-	1	2	9	8
	1%	*	1%	1%	1%	*	1%	*	1%	*	1%	-	2%	1%	-	*	1%	1%	11%
													b					A	
I did not visit the opticians for an eye test	10	2	3	2	-	-	3	1	5	-	3	-	2	1	-	-	-	8	2
	1%	1%	1%	1%	-	-	2%	*	1%	-	4%	-	1%	*	-	-	-	*	3%
		d					bDe				ABC							A	
Don't know	11	-	2	2	-	2	3	6	-	2	-	-	1	1	-	-	-	8	-
	1%	-	*	1%	-	1%	2%	1%	-	1%	-	-	*	*	-	-	-	*	-
					aD	AbD		B		B									
Not Stated	2	1	1	-	-	-	-	-	2	-	-	-	-	-	1	-	-	2	-
	*	*	*	-	-	-	-	-	*	-	-	-	-	-	1%	-	-	*	-
															aBde				
<b>Nets</b>																			
Satisfied	1924	239	521	341	360	169	151	425	867	392	82	1	198	339	69	202	225	1835	54
	97%	97%	97%	97%	97%	96%	94%	96%	97%	98%	94%	100%	95%	98%	99%	99%	98%	98%	77%
		f	f							aD				a		A	a	B	
Not satisfied	43	3	8	7	12	5	3	10	17	6	2	-	8	6	-	3	5	27	14
	2%	1%	2%	2%	3%	3%	2%	2%	2%	1%	2%	-	4%	2%	-	1%	2%	1%	20%
					b													A	

Columns Tested: A,B,C,D,E,F - A,B,C,D,E - A,B,C,D,E - A,B



### General Optical Council

#### 16. How satisfied or otherwise were you with your eye test specifically - by which I mean when the optician examined your eyes, rather than the experience of booking an appointment or selecting and purchasing products?

Base: All who have ever been to the opticians

	Last time visited an optician				Satisfaction with overall experience at opticians		Satisfaction with eye test		Corrective solutions		Satisfaction with purchasing corrective solutions		Confidence in effective regulation		Awareness of GOC		
	Total	2 years ago or less	More than 2 to less than 5 years	5 years or more ago	Never	Satisfied	Dissatisfied	Satisfied	Dissatisfied	Prescription glasses	Contact lenses	Satisfied	Dissatisfied	Confident	Not confident	Aware	Not aware
	a	b	c	d	a	b	a	b	a	b	a	b	a	b	a	b	
	A	B	C	D	A	B	A	B	A	B	A	B	A	B	A	B	
Unweighted Total	1994	1656	182	156	-	1896	85	1929	42	1306	216	1263	42	1732	119	214	1780
Weighted Total	1991	1653	182	156	-	1893	84	1924	43	1297	216	1255	41	1731	118	219	1772
	100%	100%	100%	100%	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very satisfied	1551	1338	125	88	-	1529	20	1551	-	1055	167	1038	16	1384	67	131	1420
	78%	81%	68%	57%	-	81%	24%	81%	-	81%	77%	83%	38%	80%	56%	60%	80%
		BC	C			B		B			B		B			A	
Fairly satisfied	373	273	49	51	-	343	28	373	-	206	42	188	18	314	22	74	300
	19%	16%	27%	33%	-	18%	33%	19%	-	16%	19%	15%	43%	18%	19%	34%	17%
		A	A			A		B			A		A		B		
Not very satisfied	25	18	2	5	-	4	19	-	25	15	3	14	3	10	14	7	18
	1%	1%	1%	3%	-	*	23%	-	59%	1%	1%	1%	8%	1%	12%	3%	1%
			A			A		A					A		A	B	
Not at all satisfied	17	11	4	2	-	4	13	-	17	10	2	5	5	6	11	5	12
	1%	1%	2%	1%	-	*	16%	-	41%	1%	1%	*	12%	*	10%	2%	1%
		A	A			A		A				A		A	B		
I did not visit the opticians for an eye test	10	9	1	-	-	8	2	-	-	8	2	7	-	7	3	1	9
	1%	1%	1%	-	-	*	2%	-	-	1%	1%	1%	-	*	2%	*	1%
						A								A			
Don't know	11	1	1	9	-	4	1	-	-	1	-	-	-	7	1	1	10
	1%	*	1%	6%	-	*	1%	-	-	*	-	-	-	*	1%	*	1%
			a	AB		a											
Not Stated	2	2	-	-	-	1	-	-	-	2	-	2	-	2	-	-	2
	*	*	-	-	-	*	-	-	-	*	-	*	-	*	-	-	*
<b>Nets</b>																	
Satisfied	1924	1611	174	139	-	1872	48	1924	-	1261	209	1226	33	1698	88	205	1719
	97%	97%	95%	90%	-	99%	58%	100%	-	97%	97%	98%	81%	98%	75%	93%	97%
		C	C			B		B			B		B		A		
Not satisfied	43	29	6	7	-	8	33	-	43	25	5	19	8	16	25	12	30
	2%	2%	3%	4%	-	*	39%	-	100%	2%	2%	2%	19%	1%	22%	6%	2%
			A			A		A				A		A	B		

Columns Tested: A,B,C,D - A,B - A,B - A,B - A,B - A,B - A,B



### General Optical Council

#### 16. How satisfied or otherwise were you with your eye test specifically - by which I mean when the optician examined your eyes, rather than the experience of booking an appointment or selecting and purchasing products?

Base: All who have ever been to the opticians

	Total	Ethnicity					Children in household		Products currently used				Product most recently bought			
		White	Mixed/ multiple	Asian or Asian British	Black or Black British	Other	BME	Aged 8 or under	Aged 9-18	Glasses with a prescription	Contact lenses	Reading glasses without a prescription	None of these	Glasses with a prescription	Contact lenses	Reading glasses without a prescription
Significance Level: 90%		a	b	c	d	e	f	a	b	a	b	c	d	a	b	c
Significance Level: 95%		A	B	C	D	E	F	A	B	A	B	C	D	A	B	C
Unweighted Total	1994	1788	24	107	20	9	160	327	469	1306	216	264	443	1156	155	21
Weighted Total	1991	1783	24	107	20	9	161	330	467	1297	216	262	450	1147	155	21
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very satisfied	1551 78%	1420 80%	16 66%	68 64%	14 70%	5 56%	103 64%	248 75%	365 78%	1055 81%	167 77%	201 77%	316 70%	938 82%	119 77%	15 71%
		bCeF								cD	d	d				
Fairly satisfied	373 19%	308 17%	8 34%	35 33%	6 30%	3 33%	52 33%	74 22%	85 18%	206 16%	42 19%	54 21%	110 25%	178 16%	30 19%	5 24%
			A	A		A						a	A			
Not very satisfied	25 1%	22 1%	- -	3 3%	- -	- -	3 2%	3 1%	7 2%	15 1%	3 1%	4 2%	5 1%	15 1%	2 1%	- -
Not at all satisfied	17 1%	13 1%	- -	1 1%	- -	1 11%	2 ACF	1 *	4 1%	10 1%	2 1%	2 1%	5 1%	8 1%	2 1%	- -
I did not visit the opticians for an eye test	10 1%	9 1%	- -	- -	- -	- -	- -	- -	2 *	8 1%	2 1%	1 *	2 *	5 *	2 1%	1 4%
																A
Don't know	11 1%	8 *	- -	- -	- -	- -	- -	4 1%	3 1%	1 *	- -	- -	10 25%	1 *	- -	- -
													ABC			
Not Stated	2 *	2 *	- -	- -	- -	- -	- -	- -	1 *	2 *	- -	- -	- -	2 *	- -	- -
<b>Nets</b>																
Satisfied	1924 97%	1728 97%	24 100%	103 96%	20 100%	8 89%	156 97%	322 98%	450 96%	1261 97%	209 97%	255 97%	427 95%	1116 97%	149 96%	20 96%
										D						
Not satisfied	43 2%	35 2%	- -	4 4%	- -	1 11%	5 3%	4 1%	11 2%	25 2%	5 2%	6 2%	10 2%	23 2%	4 3%	- -
						a										

Columns Tested: A,B,C,D,E,F - A,B - A,B,C,D - A,B,C



### General Optical Council

#### 17. Do you currently have a prescription for glasses or contact lenses?

Base: All who have ever been to the opticians

	Gender		Age					Region								Country						
	Total	Male	Female	18-29	30-44	45-59	60-74	75+	North East	North West	Yorks & Humb.	East Mid lands	West Mid lands	East of Eng land	Lon don	South East	South West	Eng land	Wales	Scot land	NI	UK TOTAL
	a	b	a	b	c	d	e	a	b	c	d	e	f	g	h	i	a	b	c	d	e	
Significance Level: 90%	A	B	A	B	C	D	E	A	B	C	D	E	F	G	H	I	A	B	C	D	E	
Significance Level: 95%																						
Unweighted Total	1994	927	1067	355	470	544	449	176	124	280	220	156	153	119	162	286	170	1670	94	143	87	1994
Weighted Total	1991	926	1065	366	483	508	422	211	124	279	219	157	152	118	161	284	170	1663	94	141	92	1991
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Yes	1395	596	799	200	303	402	330	161	76	203	157	112	104	79	117	196	123	1166	57	106	66	1395
	70%	64%	75%	54%	63%	79%	78%	76%	62%	73%	72%	71%	69%	67%	72%	69%	72%	70%	61%	75%	71%	70%
			A		A	AB	AB	AB		A	a	a		a		a		b		B		b
No	577	314	263	161	177	103	90	46	46	70	62	43	46	38	40	87	47	479	36	36	27	577
	29%	34%	25%	44%	37%	20%	21%	22%	38%	25%	28%	27%	30%	32%	25%	31%	27%	29%	38%	25%	29%	29%
			B	BCDE		CDE			BcdGi									aCe				
Don't know	17	15	2	6	3	2	3	3	1	5	-	2	2	1	4	1	-	16	1	-	-	17
	1%	2%	*	2%	1%	*	1%	2%	1%	2%	-	1%	1%	1%	3%	*	-	1%	1%	-	-	1%
			B	C			c			Chi		c	c		CHI							
Not Stated	2	1	1	-	-	2	-	-	-	1	-	-	-	-	-	-	1	2	-	-	-	2
	*	*	*	-	-	*	-	-	-	*	-	-	-	-	-	-	1%	*	-	-	-	*

Columns Tested: A,B - A,B,C,D,E - A,B,C,D,E,F,G,H,I - A,B,C,D,E



### General Optical Council

#### 17. Do you currently have a prescription for glasses or contact lenses?

Base: All who have ever been to the opticians

	Employment status								
	Total	Full time paid job	Part time paid job	Self emp.	Student	Unemp (<6m)	Unemp (>6m)	Home maker	Ret ired
Significance Level: 90%		a	b	c	d	e	f	g	h
Significance Level: 95%		A	B	C	D	E	F	G	H
Unweighted Total	1994	972	142	153	43	17	42	82	502
Weighted Total	1991	961	140	149	46	16	42	81	513
	100%	100%	100%	100%	100%	100%	100%	100%	100%
Yes	1395	646	113	104	22	10	26	49	397
	70%	67%	80%	70%	49%	64%	62%	60%	77%
		D	ACDFG	D					AcDFG
No	577	307	26	44	20	6	16	31	110
	29%	32%	19%	30%	45%	36%	38%	39%	21%
		BH		BH	aBcH	b	BH	BH	
Don't know	17	6	1	-	3	-	-	1	6
	1%	1%	1%	-	7%	-	-	1%	1%
					ABCfgH				
Not Stated	2	2	-	-	-	-	-	-	-
	*	*	-	-	-	-	-	-	-

Columns Tested: A,B,C,D,E,F,G,H



General Optical Council

17. Do you currently have a prescription for glasses or contact lenses?

Base: All who have ever been to the opticians

	Total	SEG						Sight					Eye conditions suffer from (personally or family)					Confidence in opticians	
		A	B	C1	C2	D	E	20:20 vision	Short sighted	Long sighted	Partially sighted	Registered blind	Glaucoma	Diabetes	Macular degeneration	Cataracts	Astigmatism	Confident	Not confident
		a	b	c	d	e	f	a	b	c	d	e	a	b	c	d	e	a	b
		A	B	C	D	E	F	A	B	C	D	E	A	B	C	D	E	A	B
Unweighted Total	1994	249	534	353	374	176	158	436	901	403	86	1	212	348	70	202	231	1883	71
Weighted Total	1991	245	535	352	372	176	160	443	891	400	87	1	209	347	70	205	230	1881	71
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Yes	1395	192	379	248	259	114	102	118	791	322	60	-	165	240	58	163	204	1345	43
	70%	78%	71%	71%	70%	65%	64%	27%	89%	81%	70%	-	79%	69%	83%	80%	89%	72%	61%
		BCDEF	f					ACD	AD	A			B		B	B	ABD	B	
No	577	52	152	101	112	55	55	322	90	77	25	1	43	105	11	40	25	518	27
	29%	21%	28%	29%	30%	31%	35%	73%	10%	19%	29%	100%	20%	30%	16%	19%	11%	28%	38%
		A	A	A	A	A	A	BCD		B	BC		E	ACDE		E			a
Don't know	17	-	3	3	1	7	3	3	8	1	1	-	1	2	-	2	1	15	1
	1%	-	1%	1%	*	4%	2%	1%	1%	*	1%	-	*	1%	-	1%	*	1%	1%
					ABCD	AD													
Not Stated	2	1	1	-	-	-	-	-	2	-	-	-	-	-	1	-	-	2	-
	*	*	*	-	-	-	-	-	*	-	-	-	-	-	1%	-	-	*	-
															aBde				

Columns Tested: A,B,C,D,E,F - A,B,C,D,E - A,B,C,D,E - A,B



### General Optical Council

#### 17. Do you currently have a prescription for glasses or contact lenses?

Base: All who have ever been to the opticians

	Last time visited an optician				Satisfaction with overall experience at opticians		Satisfaction with eye test		Corrective solutions		Satisfaction with purchasing corrective solutions		Confidence in effective regulation		Awareness of GOC		
	Total	2 years ago or less	More than 2 to less than 5 years	5 years or more ago	Never	Satis fied	Dissat isfied	Satis fied	Dissat isfied	Presc ription glasses	Cont act lenses	Satis fied	Dissat isfied	Conf ident	Not confi dent	Aware	Not aware
		a	b	c	d	a	b	a	b	a	b	a	b	a	b	a	b
Significance Level: 90%		A	B	C	D	A	B	A	B	A	B	A	B	A	B	A	B
Significance Level: 95%		A	B	C	D	A	B	A	B	A	B	A	B	A	B	A	B
Unweighted Total	1994	1656	182	156	-	1896	85	1929	42	1306	216	1263	42	1732	119	214	1780
Weighted Total	1991	1653	182	156	-	1893	84	1924	43	1297	216	1255	41	1731	118	219	1772
	100%	100%	100%	100%	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Yes	1395	1279	90	26	-	1340	53	1360	25	1220	211	1184	38	1209	76	151	1244
	70%	77%	49%	16%	-	71%	64%	71%	60%	94%	98%	94%	93%	70%	64%	69%	70%
		BC	C								A						
No	577	363	88	126	-	537	30	550	15	65	2	61	2	506	39	61	515
	29%	22%	48%	81%	-	28%	35%	29%	35%	5%	1%	5%	4%	29%	33%	28%	29%
		A	AB							B							
Don't know	17	9	4	4	-	15	1	14	2	10	3	8	1	13	3	7	10
	1%	1%	2%	3%	-	1%	1%	1%	5%	1%	1%	1%	2%	1%	3%	3%	1%
		A	A						A						A	B	
Not Stated	2	2	-	-	-	1	-	-	-	2	-	2	-	2	-	-	2
	*	*	-	-	-	*	-	-	-	*	-	*	-	*	-	-	*

Columns Tested: A,B,C,D - A,B - A,B - A,B - A,B - A,B





### General Optical Council

#### 17. Do you currently have a prescription for glasses or contact lenses?

Base: All who have ever been to the opticians

	Ethnicity						Children in household		Products currently used				Product most recently bought			
	Total	White	Mixed/ multiple	Asian or Asian British	Black or Black British	Other	BME	Aged 8 or under	Aged 9-18	Glasses with a prescription	Contact lenses	Reading glasses without a prescription	None of these	Glasses with a prescription	Contact lenses	Reading glasses without a prescription
	a	b	c	d	e	f	a	b	a	b	c	d	a	b	c	
Significance Level: 90%	A	B	C	D	E	F	A	B	A	B	C	D	A	B	C	
Significance Level: 95%																
Unweighted Total	1994	1788	24	107	20	9	160	327	469	1306	216	264	443	1156	155	21
Weighted Total	1991	1783	24	107	20	9	161	330	467	1297	216	262	450	1147	155	21
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Yes	1395	1265	15	72	10	5	102	203	297	1220	211	142	50	1077	151	16
	70%	71%	63%	67%	48%	56%	64%	62%	64%	94%	98%	54%	11%	94%	97%	75%
		Df								CD	ACD	D		C	aC	
No	577	505	9	32	9	4	54	122	165	65	2	117	397	60	2	4
	29%	28%	37%	30%	47%	44%	34%	37%	35%	5%	1%	45%	88%	5%	1%	19%
		a								B		AB	ABC	B		AB
Don't know	17	11	-	3	1	-	4	4	4	10	3	3	2	8	2	1
	1%	1%	-	3%	5%	-	3%	1%	1%	1%	1%	1%	*	1%	1%	5%
		A		A			A									A
Not Stated	2	2	-	-	-	-	-	-	1	2	-	-	-	2	-	-
	*	*	-	-	-	-	-	-	*	*	-	-	-	*	-	-

Columns Tested: A,B,C,D,E,F - A,B - A,B,C,D - A,B,C



General Optical Council

18. Do you currently use any products such as glasses or contact lenses to improve your eyesight?

Base: All Respondents

	Gender		Age					Region									Country					
	Total	Male	Female	18-29	30-44	45-59	60-74	75+	North East	North West	Yorks & Humb.	East Mid lands	West Mid lands	East of Eng land	Lon don	South East	South West	Eng land	Wales	Scot land	NI	UK TOTAL
	a	b	a	b	c	d	e	a	b	c	d	e	f	g	h	i	a	b	c	d	e	
Significance Level: 90%		A	B	A	B	C	D	E	A	B	C	D	E	F	G	H	I	A	B	C	D	E
Significance Level: 95%																						
Unweighted Total	2250	1099	1151	439	564	601	459	187	146	319	247	180	178	132	182	324	193	1901	100	154	95	2250
Weighted Total	2250	1099	1151	452	580	562	432	225	146	318	245	181	177	131	181	322	194	1895	100	154	100	2250
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Glasses with a prescription	1326	579	747	176	295	380	311	163	70	189	151	113	101	73	103	188	122	1110	57	93	66	1326
	59%	53%	65%	39%	51%	68%	72%	72%	48%	59%	62%	62%	57%	55%	57%	58%	63%	59%	57%	60%	66%	59%
			A		A	AB	AB	AB			A	A	A			A	A					
Reading glasses without a prescription (also known as ready readers)	280	144	136	30	42	94	77	38	18	48	27	19	22	19	23	45	24	243	13	17	7	280
	12%	13%	12%	7%	7%	17%	18%	17%	12%	15%	11%	10%	12%	14%	13%	14%	12%	13%	13%	11%	7%	12%
					AB	AB	AB											d				d
Contact lenses	226	79	148	62	88	47	25	5	15	25	21	24	16	11	35	26	12	184	8	20	14	226
	10%	7%	13%	14%	15%	8%	6%	2%	10%	8%	8%	13%	9%	8%	19%	8%	6%	10%	8%	13%	14%	10%
			A	CDE	CDE	E	E					Bhl			ABCEFHI							
None of these	656	375	281	233	237	100	55	31	55	91	71	46	58	41	47	93	51	555	30	43	28	656
	29%	34%	24%	51%	41%	18%	13%	14%	38%	29%	29%	26%	33%	32%	26%	29%	27%	29%	30%	28%	28%	29%
		B		BCDE	CDE	D			BcDGhl													
Don't know	9	7	2	4	5	-	-	-	-	2	-	3	-	-	2	-	2	9	-	-	-	9
	*	1%	*	1%	1%	-	-	-	-	1%	-	2%	-	-	1%	-	1%	*	-	-	-	*
		b		CD	CD							CeH			ch	h						

Columns Tested: A,B - A,B,C,D,E - A,B,C,D,E,F,G,H,I - A,B,C,D,E



### General Optical Council

#### 18. Do you currently use any products such as glasses or contact lenses to improve your eyesight?

Base: All Respondents

	Employment status								
	Total	Full time paid job	Part time paid job	Self emp.	Student	Unemp (<6m)	Unemp (>6m)	Home maker	Ret ired
Significance Level: 90%		a	b	c	d	e	f	g	h
Significance Level: 95%		A	B	C	D	E	F	G	H
Unweighted Total	2250	1126	159	178	53	21	50	94	524
Weighted Total	2250	1116	157	174	56	20	50	93	537
	100%	100%	100%	100%	100%	100%	100%	100%	100%
Glasses with a prescription	1326	602	110	93	25	8	27	49	388
	59%	54%	70%	53%	46%	37%	53%	52%	72%
		ACDEFG						ACDEFG	
Reading glasses without a prescription (also known as ready readers)	280	118	18	26	1	6	4	10	94
	12%	11%	12%	15%	2%	28%	8%	11%	17%
		D	D	aD		ABDFG		D	AbDf
Contact lenses	226	150	17	19	5	1	3	2	25
	10%	13%	11%	11%	9%	5%	6%	2%	5%
		GH	GH	GH	g				
None of these	656	385	35	56	28	8	19	34	72
	29%	34%	22%	32%	51%	40%	39%	37%	13%
		BH	H	BH	ABCH	bH	BH	BH	
Don't know	9	8	-	-	-	-	1	-	-
	*	1%	-	-	-	-	2%	-	-
		h					bcH		

Columns Tested: A,B,C,D,E,F,G,H



**General Optical Council**

**18. Do you currently use any products such as glasses or contact lenses to improve your eyesight?**

Base: All Respondents

	Total	SEG						Sight					Eye conditions suffer from (personally or family)					Confidence in opticians	
		A	B	C1	C2	D	E	20:20 vision	Short sighted	Long sighted	Partially sighted	Registered blind	Glaucoma	Diabetes	Macular degeneration	Cataracts	Astigmatism	Confident	Not confident
Significance Level: 90%		a	b	c	d	e	f	a	b	c	d	e	a	b	c	d	e	a	b
Significance Level: 95%		A	B	C	D	E	F	A	B	C	D	E	A	B	C	D	E	A	B
Unweighted Total	2250	271	604	402	428	197	179	609	932	424	88	1	225	389	76	215	238	2067	88
Weighted Total	2250	267	606	401	426	197	183	618	923	421	89	1	222	388	77	218	237	2067	88
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Glasses with a prescription	1326	181	348	253	237	112	106	104	769	296	54	-	156	239	55	162	196	1279	39
	59%	68%	57%	63%	56%	57%	58%	17%	83%	70%	61%	-	70%	61%	72%	75%	83%	62%	44%
		BDEF		bD					ACD	Ad	A		B		b	B	ABCD	B	
Reading glasses without a prescription (also known as ready readers)	280	36	71	35	60	35	23	53	100	88	11	-	25	55	12	29	19	258	15
	12%	13%	12%	9%	14%	18%	13%	9%	11%	21%	12%	-	11%	14%	16%	14%	8%	12%	17%
		c		C	BC					ABd			E	E	e				
Contact lenses	226	40	78	43	39	12	6	8	171	34	9	-	24	28	8	21	56	217	10
	10%	15%	13%	11%	9%	6%	3%	1%	18%	8%	10%	-	11%	7%	10%	10%	24%	10%	11%
		cDEF	dEF	eF	F				ACD	A	A						ABCD		
None of these	656	55	182	109	132	54	58	460	60	43	23	1	46	107	11	32	23	543	36
	29%	21%	30%	27%	31%	28%	32%	74%	6%	10%	25%	100%	21%	27%	14%	15%	9%	26%	41%
		A	a	A	a	A	A	BCD		B	BC		E	aCDE		e			A
Don't know	9	-	5	1	3	-	-	5	2	-	-	-	1	-	1	-	1	5	1
	*	-	1%	*	1%	-	-	1%	*	-	-	-	*	-	1%	-	*	*	1%
								bc							Bd				

Columns Tested: A,B,C,D,E,F - A,B,C,D,E - A,B,C,D,E - A,B



### General Optical Council

#### 18. Do you currently use any products such as glasses or contact lenses to improve your eyesight?

Base: All Respondents

	Last time visited an optician				Satisfaction with overall experience at opticians		Satisfaction with eye test		Corrective solutions		Satisfaction with purchasing corrective solutions		Confidence in effective regulation		Awareness of GOC		
	Total	2 years ago or less	More than 2 to less than 5 years	5 years or more ago	Never	Satis fied	Dissat isfied	Satis fied	Dissat isfied	Presc ription glass es	Cont act lens es	Satis fied	Dissat isfied	Conf ident	Not confi dent	Aware	Not aware
		a	b	c	d	a	b	a	b	a	b	a	b	a	b	a	b
Significance Level: 90%		A	B	C	D	A	B	A	B	A	B	A	B	A	B	A	B
Significance Level: 95%		A	B	C	D	A	B	A	B	A	B	A	B	A	B	A	B
Unweighted Total	2250	1656	182	156	241	1896	85	1929	42	1334	226	1291	44	1926	149	265	1985
Weighted Total	2250	1653	182	156	244	1893	84	1924	43	1326	226	1283	43	1926	148	271	1979
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Glasses with a prescription	1326	1184	88	25	20	1245	48	1261	25	1326	187	1247	42	1148	72	150	1176
	59%	72%	49%	16%	8%	66%	57%	66%	59%	100%	83%	97%	98%	60%	48%	55%	59%
		BCD	CD	D						B				B			
Reading glasses without a prescription (also known as ready readers)	280	204	32	26	18	248	12	255	6	54	13	33	-	243	17	38	243
	12%	12%	17%	17%	7%	13%	15%	13%	14%	4%	6%	3%	-	13%	12%	14%	12%
		D	aD	D													
Contact lenses	226	204	8	4	8	208	8	209	5	187	226	211	5	201	16	39	188
	10%	12%	4%	3%	3%	11%	10%	11%	12%	14%	100%	16%	11%	10%	11%	14%	9%
		BCD								A						B	
None of these	656	280	65	104	200	419	22	427	10	-	-	-	-	547	57	78	578
	29%	17%	36%	67%	82%	22%	27%	22%	25%	-	-	-	-	28%	39%	29%	29%
		A	A	AB	ABC										A		
Don't know	9	2	2	-	5	4	-	4	-	-	-	-	-	7	1	2	7
	*	*	1%	-	2%	*	-	*	-	-	-	-	-	*	1%	1%	*
			A		Ac												

Columns Tested: A,B,C,D - A,B - A,B - A,B - A,B - A,B



### General Optical Council

#### 18. Do you currently use any products such as glasses or contact lenses to improve your eyesight?

Base: All Respondents

	Ethnicity						Children in household		Products currently used				Product most recently bought			
	Total	White	Mixed/ multiple	Asian or Asian British	Black or Black British	Other	BME	Aged 8 or under	Aged 9-18	Glasses with a prescription	Contact lenses	Reading glasses without a prescription	None of these	Glasses with a prescription	Contact lenses	Reading glasses without a prescription
Significance Level: 90%		a	b	c	d	e	f	a	b	a	b	c	d	a	b	c
Significance Level: 95%		A	B	C	D	E	F	A	B	A	B	C	D	A	B	C
Unweighted Total	2250	2003	30	127	25	11	193	380	543	1334	226	283	646	1177	164	23
Weighted Total	2250	2000	30	128	25	11	195	384	542	1326	226	280	656	1169	164	23
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Glasses with a prescription	1326	1212	9	64	12	5	91	193	280	1326	187	54	-	1169	127	21
	59%	61%	31%	50%	47%	46%	47%	50%	52%	100%	83%	19%	-	100%	77%	91%
		BCF		b						BCD	CD	D		BC		
Reading glasses without a prescription (also known as ready readers)	280	257	5	11	2	-	18	34	63	54	13	280	-	26	7	23
	12%	13%	16%	9%	8%	-	9%	9%	12%	4%	6%	100%	-	2%	4%	100%
										D	D	ABD				AB
Contact lenses	226	181	4	29	2	2	37	65	50	187	226	13	-	54	164	2
	10%	9%	13%	23%	8%	18%	19%	17%	9%	14%	100%	5%	-	5%	100%	9%
				Ad			A	B		CD	ACD	D		AC		
None of these	656	552	13	47	11	6	78	150	201	-	-	-	656	-	-	-
	29%	28%	43%	37%	45%	54%	40%	39%	37%	-	-	-	100%	-	-	-
			a	A	a	a	A						ABC			
Don't know	9	7	-	2	-	-	2	3	3	-	-	-	-	-	-	-
	*	*	-	2%	-	-	1%	1%	1%	-	-	-	-	-	-	-
				A												

Columns Tested: A,B,C,D,E,F - A,B - A,B,C,D - A,B,C



### General Optical Council

#### 19. And which of these did you buy most recently?

Base: All who use prescription glasses or contact lenses

	Gender		Age					Region							Country							
	Total	Male	Female	18-29	30-44	45-59	60-74	75+	North East	North West	Yorks & Humb.	East Mid lands	West Mid lands	East of Eng land	Lon don	South East	South West	Eng land	Wales	Scot land	NI	UK TOTAL
Significance Level: 90%		a	b	a	b	c	d	e	a	b	c	d	e	f	g	h	i	a	b	c	d	e
Significance Level: 95%		A	B	A	B	C	D	E	A	B	C	D	E	F	G	H	I	A	B	C	D	E
Unweighted Total	1373	605	768	184	301	411	339	138	76	190	155	117	105	75	117	192	122	1149	59	101	64	1373
Weighted Total	1365	601	763	189	309	384	318	164	76	190	154	118	104	74	116	190	122	1144	58	96	67	1365
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Glasses with a prescription	1169	530	639	142	240	341	290	156	61	167	136	97	88	65	85	171	110	981	52	80	57	1169
	86%	88%	84%	75%	78%	89%	91%	95%	81%	88%	88%	82%	85%	88%	73%	90%	90%	86%	89%	83%	84%	86%
		B			AB	AB	ABC			G	G	G	G		ADG	adG						
Contact lenses	164	59	105	44	62	35	20	3	13	17	15	18	13	7	26	15	9	133	6	15	11	164
	12%	10%	14%	23%	20%	9%	6%	2%	17%	9%	10%	15%	13%	9%	22%	8%	7%	12%	11%	15%	16%	12%
			A	CDE	CDE	E	e		bHI		bHi			BCeFHI								
Reading glasses without a prescription (also known as ready readers)	23	11	12	2	4	5	8	5	1	6	1	3	3	2	3	2	3	23	-	-	-	23
	2%	2%	2%	1%	1%	1%	2%	3%	1%	3%	1%	3%	3%	3%	3%	1%	2%	2%	-	-	-	2%
None of these	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	9	1	8	1	3	4	1	-	1	-	2	-	-	-	2	2	1	8	-	1	-	9
	1%	*	1%	1%	1%	1%	*	-	1%	-	1%	-	-	-	2%	1%	1%	1%	-	1%	-	1%

Columns Tested: A,B - A,B,C,D,E - A,B,C,D,E - A,B,C,D,E,F,G,H,I - A,B,C,D,E



### General Optical Council

#### 19. And which of these did you buy most recently?

Base: All who use prescription glasses or contact lenses

	Employment status								
	Total	Full time paid job	Part time paid job	Self emp.	Student	Unemp (<6m)	Unemp (>6m)	Home maker	Retired
Significance Level: 90%		a	b	c	d	e	f	g	h
Significance Level: 95%		A	B	C	D	E	F	G	H
Unweighted Total	1373	637	115	99	26	8	27	50	387
Weighted Total	1365	628	113	96	28	8	27	49	394
	100%	100%	100%	100%	100%	100%	100%	100%	100%
Glasses with a prescription	1169	503	98	80	22	6	25	48	366
	86%	80%	87%	84%	81%	75%	92%	98%	93%
			a				ABCDE	ABCDe	
Contact lenses	164	112	9	13	4	1	2	1	20
	12%	18%	8%	13%	15%	13%	8%	2%	5%
		BGH		GH	GH				
Reading glasses without a prescription (also known as ready readers)	23	8	5	2	1	1	-	-	6
	2%	1%	4%	2%	4%	12%	-	-	2%
			A			AcfGH			
None of these	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
Don't know	9	4	1	1	-	-	-	-	1
	1%	1%	1%	1%	-	-	-	-	*

Columns Tested: A,B,C,D,E,F,G,H





### General Optical Council

#### 19. And which of these did you buy most recently?

Base: All who use prescription glasses or contact lenses

	Total	SEG						Sight					Eye conditions suffer from (personally or family)					Confidence in opticians	
		A	B	C1	C2	D	E	20:20 vision	Short sighted	Long sighted	Partially sighted	Registered blind	Glaucoma	Diabetes	Macular degeneration	Cataracts	Astigmatism	Confident	Not confident
Significance Level: 90%		a	b	c	d	e	f	a	b	c	d	e	a	b	c	d	e	a	b
Significance Level: 95%		A	B	C	D	E	F	A	B	C	D	E	A	B	C	D	E	A	B
Unweighted Total	1373	191	363	263	246	114	106	105	798	310	58	-	159	242	55	164	204	1323	42
Weighted Total	1365	188	364	260	242	114	106	108	790	306	58	-	157	242	55	166	203	1315	42
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	100%	100%	100%	100%	100%	100%	100%
Glasses with a prescription	1169	151	301	225	209	103	98	99	651	272	50	-	135	215	49	151	165	1129	32
	86%	80%	83%	87%	86%	90%	92%	92%	82%	89%	86%	-	86%	89%	89%	91%	81%	86%	76%
			a	a	Ab	AB	B	B	B	B	B	-	E	E	E	E	b	b	b
Contact lenses	164	31	54	32	28	9	5	5	125	28	5	-	19	21	6	13	34	156	8
	12%	17%	15%	12%	12%	8%	5%	5%	16%	9%	9%	-	12%	9%	11%	8%	17%	12%	18%
		EF	eF	F	f				AC			-					BD		
Reading glasses without a prescription (also known as ready readers)	23	3	7	3	4	1	3	4	8	4	3	-	2	3	-	-	2	21	2
	2%	2%	2%	1%	2%	1%	3%	4%	1%	1%	5%	-	1%	1%	-	-	1%	2%	5%
								B			Bc	-						a	a
None of these	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	9	3	2	-	1	1	-	-	6	2	-	-	1	3	-	2	2	9	-
	1%	2%	1%	-	*	1%	-	-	1%	1%	-	-	1%	1%	-	1%	1%	1%	-
		C																	

Columns Tested: A,B,C,D,E,F - A,B,C,D,E - A,B,C,D,E - A,B



### General Optical Council

#### 19. And which of these did you buy most recently?

Base: All who use prescription glasses or contact lenses

	Last time visited an optician				Satisfaction with overall experience at opticians		Satisfaction with eye test		Corrective solutions		Satisfaction with purchasing corrective solutions		Confidence in effective regulation		Awareness of GOC		
	Total	2 years ago or less	More than 2 to less than 5 years	5 years or more ago	Never	Satis fied	Dissat isfied	Satis fied	Dissat isfied	Presc ription glass es	Cont act lens es	Satis fied	Dissat isfied	Conf ident	Not confi dent	Aware	Not aware
	a	b	c	d	a	b	a	b	a	b	a	b	a	b	a	b	
	A	B	C	D	A	B	A	B	A	B	A	B	A	B	A	B	
Unweighted Total	1373	1223	90	28	24	1285	52	1303	27	1334	226	1291	44	1187	77	161	1212
Weighted Total	1365	1214	91	28	25	1277	51	1294	27	1326	226	1283	43	1181	76	165	1200
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Glasses with a prescription	1169	1043	82	23	15	1099	44	1116	23	1169	54	1125	38	1008	63	134	1035
	86%	86%	91%	82%	63%	86%	87%	86%	85%	88%	24%	88%	89%	85%	83%	81%	86%
		D	D							B							
Contact lenses	164	145	6	4	7	149	6	149	4	127	164	158	5	145	13	26	138
	12%	12%	7%	15%	29%	12%	12%	11%	15%	10%	72%	12%	11%	12%	17%	16%	11%
					AB					A						b	
Reading glasses without a prescription (also known as ready readers)	23	18	2	1	2	20	1	20	-	21	2	-	-	21	-	4	19
	2%	1%	3%	4%	8%	2%	2%	2%	-	2%	1%	-	-	2%	-	3%	2%
					A												
None of these	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	9	9	-	-	-	9	-	9	-	9	6	-	-	7	-	-	9
	1%	1%	-	-	-	1%	-	1%	-	1%	3%	-	-	1%	-	-	1%
										A							

Columns Tested: A,B,C,D - A,B - A,B - A,B - A,B - A,B



### General Optical Council

#### 19. And which of these did you buy most recently?

Base: All who use prescription glasses or contact lenses

	Ethnicity						Children in household		Products currently used				Product most recently bought			
	Total	White	Mixed/ multiple	Asian or Asian British	Black or Black British	Other	BME	Aged 8 or under	Aged 9-18	Glasses with a prescription	Contact lenses	Reading glasses without a prescription	None of these	Glasses with a prescription	Contact lenses	Reading glasses without a prescription
	a	b	c	d	e	f	a	b	a	b	c	d	a	b	c	
	A	B	C	D	E	F	A	B	A	B	C	D	A	B	C	
Unweighted Total	1373	1246	12	74	12	5	103	208	290	1334	226	61	-	1177	164	23
Weighted Total	1365	1237	12	74	12	5	104	209	287	1326	226	60	-	1169	164	23
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	100%	100%	100%
Glasses with a prescription	1169	1076	8	53	11	3	75	159	245	1169	54	26	-	1169	-	-
	86%	87%	67%	71%	92%	61%	73%	76%	85%	88%	24%	44%	-	100%	-	-
		BCeF							A	BC		B		BC		
Contact lenses	164	133	4	18	1	2	25	45	35	127	164	7	-	-	164	-
	12%	11%	33%	25%	8%	39%	24%	21%	12%	10%	72%	11%	-	-	100%	-
		A	A	A	A	A	A	B			AC			AC		
Reading glasses without a prescription (also known as ready readers)	23	21	-	2	-	-	2	4	4	21	2	23	-	-	-	23
	2%	2%	-	3%	-	-	2%	2%	1%	2%	1%	38%	-	-	-	100%
												AB				AB
None of these	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	9	7	-	1	-	-	1	1	3	9	6	4	-	-	-	-
	1%	1%	-	1%	-	-	1%	1%	1%	1%	3%	7%	-	-	-	-
										A	A					

Columns Tested: A,B,C,D,E,F - A,B - A,B,C,D - A,B,C

### General Optical Council

#### 20. And when did you last purchase those glasses with prescription / contact lenses

Base: All who have glasses or contact lenses and know which they purchased most recently (and answered the question)

	Gender		Age					Region							Country							
	Total	Male	Female	18-29	30-44	45-59	60-74	75+	North East	North West	Yorks & Humb.	East Mid lands	West Mid lands	East of Eng land	Lon don	South East	South West	Eng land	Wales	Scot land	NI	UK TOTAL
Significance Level: 90%		a	b	a	b	c	d	e	a	b	c	d	e	f	g	h	i	a	b	c	d	e
Significance Level: 95%		A	B	A	B	C	D	E	A	B	C	D	E	F	G	H	I	A	B	C	D	E
Unweighted Total	1341	593	748	181	294	402	330	134	74	185	152	114	102	73	112	188	118	1118	59	100	64	1341
Weighted Total	1333	589	743	186	302	376	309	159	74	184	151	115	101	72	111	186	119	1113	58	95	67	1333
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
2 years ago or less	1056	436	619	143	226	307	257	122	58	142	133	90	76	52	77	150	98	876	46	77	57	1056
	79%	74%	83%	77%	75%	82%	83%	76%	78%	77%	88%	78%	75%	72%	69%	81%	83%	79%	80%	81%	84%	79%
			A			B	aBe				aBDEFGH				G	fG						
More than 2 years but less than 5 years ago	157	81	76	21	38	42	30	26	7	29	13	15	10	16	14	24	11	140	3	9	6	157
	12%	14%	10%	11%	13%	11%	10%	16%	9%	16%	9%	13%	10%	22%	13%	13%	9%	13%	5%	9%	9%	12%
			B					D						ACEghI			b					
5 years or more ago	49	29	21	6	16	10	12	5	3	7	5	3	7	2	6	8	2	43	2	4	-	49
	4%	5%	3%	3%	5%	3%	4%	3%	4%	4%	3%	3%	7%	3%	5%	4%	2%	4%	3%	5%	-	4%
			B			c								I								
Don't know	71	43	28	16	22	16	10	7	6	6	-	7	8	2	14	4	7	54	7	5	5	71
	5%	7%	4%	9%	7%	4%	3%	4%	8%	3%	-	6%	8%	3%	13%	2%	6%	5%	12%	5%	7%	5%
			B	CD	D				bCH	C		Ch	bCH	C	BCdFHi	c	Ch		AE			
Net: More than 2 years ago	207	110	97	27	54	52	42	31	10	36	18	18	17	18	20	32	13	183	5	13	6	207
	15%	19%	13%	15%	18%	14%	14%	19%	14%	20%	12%	16%	17%	25%	18%	17%	11%	16%	8%	14%	9%	15%
			B							cl				aCl			b					
Mean Score	1.41	1.61	1.25	1.33	1.52	1.31	1.41	1.50	1.21	1.40	1.24	1.39	1.85	1.66	1.57	1.50	1.23	1.43	1.19	1.48	1.02	1.41
			B								ci			acl	i		d			D		d

Columns Tested: A,B - A,B,C,D,E - A,B,C,D,E,F,G,H,I - A,B,C,D,E



### General Optical Council

#### 20. And when did you last purchase those glasses with prescription / contact lenses

Base: All who have glasses or contact lenses and know which they purchased most recently (and answered the question)

Total	Employment status								
	Full time paid job	Part time paid job	Self emp.	Student	Unemp (<6m)	Unemp (>6m)	Home maker	Retired	
	a	b	c	d	e	f	g	h	
	A	B	C	D	E	F	G	H	
Unweighted Total	1341	625	109	96	25	7	27	50	380
Weighted Total	1333	616	107	93	27	7	27	49	386
	100%	100%	100%	100%	100%	100%	100%	100%	100%
2 years ago or less	1056	497	82	68	19	7	19	37	311
	79%	81%	76%	73%	73%	100%	69%	76%	80%
		c							
More than 2 years but less than 5 years ago	157	68	14	12	5	-	4	7	45
	12%	11%	13%	13%	19%	-	15%	14%	12%
5 years or more ago	49	23	7	8	-	-	-	-	11
	4%	4%	6%	8%	-	-	-	-	3%
		gh	AGH						
Don't know	71	27	4	5	2	-	4	5	20
	5%	4%	4%	6%	8%	-	15%	10%	5%
							ABcH	a	
Net: More than 2 years ago	207	91	21	20	5	-	4	7	56
	15%	15%	20%	21%	19%	-	15%	14%	14%
			h						
Mean Score	1.41	1.35	1.68	1.85	1.44	.81	1.07	1.18	1.38
			agh	AH	e				

Columns Tested: A,B,C,D,E,F,G,H



### General Optical Council

#### 20. And when did you last purchase those glasses with prescription / contact lenses

Base: All who have glasses or contact lenses and know which they purchased most recently (and answered the question)

	Total	SEG					Sight					Eye conditions suffer from (personally or family)					Confidence in opticians		
		A	B	C1	C2	D	E	20:20 vision	Short sighted	Long sighted	Partially sighted	Registered blind	Glaucoma	Diabetes	Macular degeneration	Cataracts	Astigmatism	Confident	Not confident
Significance Level: 90%		a	b	c	d	e	f	a	b	c	d	e	a	b	c	d	e	a	b
Significance Level: 95%		A	B	C	D	E	F	A	B	C	D	E	A	B	C	D	E	A	B
Unweighted Total	1341	185	354	260	241	112	103	101	784	304	55	-	156	236	55	162	200	1293	40
Weighted Total	1333	182	355	257	237	112	103	104	776	300	55	-	154	236	55	164	199	1285	40
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	100%	100%	100%	100%	100%	100%	100%
2 years ago or less	1056	157	288	185	196	87	75	82	622	237	44	-	121	178	45	128	159	1026	27
79%		86%	81%	72%	83%	78%	72%	79%	80%	79%	80%	-	78%	75%	81%	78%	80%	80%	67%
		CeF	Cf	CF														B	
More than 2 years but less than 5 years ago	157	17	37	42	26	15	12	16	85	42	5	-	20	29	5	23	22	148	6
12%		9%	10%	16%	11%	13%	12%	15%	11%	14%	10%	-	13%	12%	9%	14%	11%	12%	16%
				ABd															
5 years or more ago	49	3	15	12	9	6	2	3	31	7	5	-	8	15	3	9	7	43	4
4%		2%	4%	5%	4%	5%	2%	3%	4%	2%	9%	-	5%	6%	6%	5%	3%	3%	10%
				a		a					C							A	
Don't know	71	5	15	19	7	4	14	3	38	14	1	-	5	14	2	4	11	68	3
5%		3%	4%	7%	3%	3%	14%	3%	5%	5%	2%	-	3%	6%	4%	3%	6%	5%	7%
				AbD		ABCDE													
Net: More than 2 years ago	207	20	52	54	34	21	14	19	117	49	10	-	28	44	8	32	29	191	10
15%		11%	15%	21%	14%	19%	14%	18%	15%	16%	18%	-	18%	19%	15%	20%	15%	15%	26%
				ABd		a												a	
Mean Score	1.41	1.31	1.34	1.63	1.37	1.64	1.23	1.40	1.36	1.51	1.59	-	1.46	1.56	1.42	1.54	1.31	1.38	1.92
				BdF		f												a	

Columns Tested: A,B,C,D,E,F - A,B,C,D,E - A,B,C,D,E - A,B



### General Optical Council

#### 20. And when did you last purchase those glasses with prescription / contact lenses

Base: All who have glasses or contact lenses and know which they purchased most recently (and answered the question)

	Last time visited an optician				Satisfaction with overall experience at opticians		Satisfaction with eye test		Corrective solutions		Satisfaction with purchasing corrective solutions		Confidence in effective regulation		Awareness of GOC		
	Total	2 years ago or less	More than 2 to less than 5 years	5 years or more ago	Never	Satis fied	Dissat isfied	Satis fied	Dissat isfied	Presc ription glass es	Cont act lens es	Satis fied	Dissat isfied	Conf ident	Not confi dent	Aware	Not aware
		a	b	c	d	a	b	a	b	a	b	a	b	a	b	a	b
Significance Level: 90%		A	B	C	D	A	B	A	B	A	B	A	B	A	B	A	B
Significance Level: 95%		A	B	C	D	A	B	A	B	A	B	A	B	A	B	A	B
Unweighted Total	1341	1196	88	27	22	1256	51	1274	27	1304	218	1291	44	1159	77	157	1184
Weighted Total	1333	1187	88	27	22	1248	50	1265	27	1296	218	1283	43	1153	76	161	1172
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
2 years ago or less	1056	1037	6	2	5	1004	39	1017	20	1030	186	1020	33	921	61	100	956
	79%	87%	7%	7%	24%	80%	78%	80%	74%	79%	85%	80%	77%	80%	80%	62%	82%
		BCD			B					A						A	
More than 2 years but less than 5 years ago	157	85	67	2	3	145	9	151	3	154	8	149	7	136	6	36	122
	12%	7%	76%	8%	13%	12%	19%	12%	12%	12%	4%	12%	17%	12%	8%	22%	10%
			ACD							B						B	
5 years or more ago	49	26	4	20	-	48	1	47	1	45	4	49	-	39	3	7	42
	4%	2%	4%	75%	-	4%	2%	4%	3%	3%	2%	4%	-	3%	4%	4%	4%
				ABD													
Don't know	71	39	11	3	14	50	1	49	3	67	20	65	3	58	6	18	53
	5%	3%	13%	10%	63%	4%	2%	4%	11%	5%	9%	5%	7%	5%	8%	11%	5%
			A	A	ABC				a		A					B	
Net: More than 2 years ago	207	111	71	22	3	193	10	198	4	200	12	198	7	174	9	43	164
	15%	9%	80%	82%	13%	15%	21%	16%	15%	15%	6%	15%	17%	15%	12%	27%	14%
			AD	AD						B						B	
Mean Score	1.41	1.22	2.91	5.67	1.67	1.41	1.35	1.41	1.45	1.40	.84	1.41	1.34	1.33	1.35	1.77	1.36
			AD	ABD						B						B	

Columns Tested: A,B,C,D - A,B - A,B - A,B - A,B - A,B



### General Optical Council

#### 20. And when did you last purchase those glasses with prescription / contact lenses

Base: All who have glasses or contact lenses and know which they purchased most recently (and answered the question)

	Ethnicity						Children in household		Products currently used				Product most recently bought			
	Total	White	Mixed/ multiple	Asian or Asian British	Black or Black British	Other	BME	Aged 8 or under	Aged 9-18	Glasses with a prescription	Contact lenses	Reading glasses without a prescription	None of these	Glasses with a prescription	Contact lenses	Reading glasses without a prescription
	a	b	c	d	e	f	a	b	a	b	c	d	a	b	c	
	A	B	C	D	E	F	A	B	A	B	C	D	A	B	C	
Unweighted Total	1341	1218	12	71	12	5	100	203	283	1304	218	34	-	1177	164	-
Weighted Total	1333	1209	12	71	12	5	101	204	281	1296	218	33	-	1169	164	-
Significance Level: 90%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	100%	100%	-
Significance Level: 95%																
2 years ago or less	1056	966	7	57	6	4	74	161	225	1030	186	25	-	918	138	-
	79%	80%	59%	80%	48%	78%	74%	79%	80%	79%	85%	76%	-	79%	84%	-
		bD		D			d				A			a		
More than 2 years but less than 5 years ago	157	144	1	5	3	1	10	23	24	154	8	6	-	152	5	-
	12%	12%	8%	7%	25%	22%	10%	11%	9%	12%	4%	18%	-	13%	3%	-
				C						B		B		B		
5 years or more ago	49	42	3	3	-	-	6	7	13	45	4	1	-	45	4	-
	4%	3%	24%	4%	-	-	6%	4%	5%	3%	2%	3%	-	4%	2%	-
			ACdF													
Don't know	71	56	1	6	3	-	10	13	19	67	20	1	-	54	17	-
	5%	5%	8%	9%	26%	-	10%	6%	7%	5%	9%	3%	-	5%	10%	-
				Ac			A				A			A		
Net: More than 2 years ago	207	186	4	8	3	1	16	30	37	200	12	7	-	198	9	-
	15%	15%	33%	11%	25%	22%	16%	15%	13%	15%	6%	21%	-	17%	5%	-
			c							B		B		B		
Mean Score	1.41	1.39	2.92	1.46	1.46	1.75	1.66	1.36	1.44	1.40	.84	1.52	-	1.49	.75	-
			ACf							B		B		B		

Columns Tested: A,B,C,D,E,F - A,B - A,B,C,D - A,B,C





### General Optical Council

#### 21. Where did you purchase your glasses with prescription / contact lenses

Base: All who have glasses or contact lenses and know which they purchased most recently

	Gender		Age					Region							Country							
	Total	Male	Female	18-29	30-44	45-59	60-74	75+	North East	North West	Yorks & Humb.	East Mid lands	West Mid lands	East of Eng land	Lon don	South East	South West	Eng land	Wales	Scot land	NI	UK TOTAL
	a	b	a	b	c	d	e	a	b	c	d	e	f	g	h	i	a	b	c	d	e	
Significance Level: 90%		A	B	A	B	C	D	E	A	B	C	D	E	F	G	H	I	A	B	C	D	E
Significance Level: 95%																						
Unweighted Total	1341	593	748	181	294	402	330	134	74	185	152	114	102	73	112	188	118	1118	59	100	64	1341
Weighted Total	1333	589	743	186	302	376	309	159	74	184	151	115	101	72	111	186	119	1113	58	95	67	1333
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The opticians you had your eye test in	1102	481	620	140	235	322	260	145	61	153	121	99	83	56	78	158	105	914	51	79	57	1102
	83%	82%	83%	75%	78%	86%	84%	91%	83%	83%	80%	86%	82%	78%	70%	85%	88%	82%	88%	84%	85%	83%
				AB	AB	ABd			g	G	g	G	G			G	cFG					
A different opticians than the one you had your eye test in	108	47	61	16	24	33	25	10	5	12	17	8	9	10	12	12	8	92	4	9	3	108
	8%	8%	8%	9%	8%	9%	8%	6%	7%	6%	11%	7%	9%	14%	11%	6%	7%	8%	7%	9%	4%	8%
													bHi									
The internet	53	28	25	15	26	5	6	1	2	7	3	4	4	1	12	9	3	45	2	1	5	53
	4%	5%	3%	8%	9%	1%	2%	1%	3%	4%	2%	3%	4%	1%	11%	5%	2%	4%	4%	1%	8%	4%
				CDE	CDE									ABCDDeFHI							C	
A supermarket or high street store that does not offer eye tests	53	26	27	10	16	14	12	1	6	8	9	3	5	3	7	4	3	47	1	4	1	53
	4%	4%	4%	5%	5%	4%	4%	1%	8%	4%	6%	3%	5%	4%	6%	2%	2%	4%	1%	4%	2%	4%
				E	E	e	e		dHi		h			h								
Other	13	5	8	2	2	2	6	1	-	4	1	1	-	1	-	4	-	11	-	1	1	13
	1%	1%	1%	1%	1%	1%	2%	1%	-	2%	1%	1%	-	1%	-	2%	-	1%	-	1%	1%	1%
							c															
Don't know	4	2	2	3	-	-	-	1	-	-	-	-	-	1	2	-	-	3	-	1	-	4
	*	*	*	2%	-	-	-	1%	-	-	-	-	-	2%	2%	-	-	*	-	1%	-	*
				BCD			c							bh	bch							

Columns Tested: A,B - A,B,C,D,E - A,B,C,D,E,F,G,H,I - A,B,C,D,E



### General Optical Council

#### 21. Where did you purchase your glasses with prescription / contact lenses

Base: All who have glasses or contact lenses and know which they purchased most recently

	Employment status								
	Total	Full time paid job	Part time paid job	Self emp.	Student	Unemp (<6m)	Unemp (>6m)	Home maker	Retired
Significance Level: 90%		a	b	c	d	e	f	g	h
Significance Level: 95%		A	B	C	D	E	F	G	H
Unweighted Total	1341	625	109	96	25	7	27	50	380
Weighted Total	1333	616	107	93	27	7	27	49	386
	100%	100%	100%	100%	100%	100%	100%	100%	100%
The opticians you had your eye test in	1102	493	87	80	21	7	19	45	330
	83%	80%	81%	86%	81%	100%	69%	92%	85%
				F				AbF	AF
A different opticians than the one you had your eye test in	108	54	8	9	2	-	3	3	28
	8%	9%	7%	10%	8%	-	11%	6%	7%
The internet	53	37	5	1	1	-	2	-	7
	4%	6%	5%	1%	4%	-	8%	-	2%
		CgH	h				cGH		
A supermarket or high street store that does not offer eye tests	53	25	6	2	2	-	2	-	16
	4%	4%	6%	2%	8%	-	7%	-	4%
			g	g	g		g		
Other	13	4	1	1	-	-	-	1	6
	1%	1%	1%	1%	-	-	-	2%	1%
Don't know	4	2	-	-	-	-	1	-	-
	*	*	-	-	-	-	4%	-	-
							ABCH		

Columns Tested: A,B,C,D,E,F,G,H

### General Optical Council

#### 21. Where did you purchase your glasses with prescription / contact lenses

Base: All who have glasses or contact lenses and know which they purchased most recently

	Total	SEG						Sight					Eye conditions suffer from (personally or family)					Confidence in opticians	
		A	B	C1	C2	D	E	20:20 vision	Short sighted	Long sighted	Partially sighted	Registered blind	Glaucoma	Diabetes	Macular degeneration	Cataracts	Astigmatism	Confident	Not confident
Significance Level: 90%		a	b	c	d	e	f	a	b	c	d	e	a	b	c	d	e	a	b
Significance Level: 95%		A	B	C	D	E	F	A	B	C	D	E	A	B	C	D	E	A	B
Unweighted Total	1341	185	354	260	241	112	103	101	784	304	55	-	156	236	55	162	200	1293	40
Weighted Total	1333	182	355	257	237	112	103	104	776	300	55	-	154	236	55	164	199	1285	40
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	100%	100%	100%	100%	100%	100%	100%
The opticians you had your eye test in	1102	148	275	210	201	99	93	81	644	250	45	-	130	187	48	132	160	1064	30
	83%	81%	78%	82%	85%	89%	90%	78%	83%	83%	82%	-	84%	79%	88%	80%	80%	83%	75%
				B	aBc	ABC													
A different opticians than the one you had your eye test in	108	20	34	20	18	6	6	11	59	24	6	-	13	26	2	21	20	106	2
	8%	11%	10%	8%	7%	5%	6%	11%	8%	8%	11%	-	8%	11%	3%	13%	10%	8%	5%
		e											c		c				
The internet	53	5	27	15	2	3	1	3	38	9	2	-	4	6	3	5	11	47	6
	4%	3%	8%	6%	1%	3%	1%	3%	5%	3%	4%	-	3%	2%	6%	3%	5%	4%	15%
			ADeF	DF														A	
A supermarket or high street store that does not offer eye tests	53	7	15	9	12	4	2	6	23	17	2	-	6	13	2	5	4	51	2
	4%	4%	4%	3%	5%	4%	2%	6%	3%	6%	4%	-	4%	5%	3%	3%	2%	4%	5%
									B				e						
Other	13	2	4	1	5	-	1	3	10	-	-	-	2	4	-	2	4	13	-
	1%	1%	1%	*	2%	-	1%	3%	1%	-	-	-	1%	2%	-	1%	2%	1%	-
				c				C	c										
Don't know	4	-	-	2	-	-	-	-	2	1	-	-	-	-	-	-	1	4	-
	*	-	-	1%	-	-	-	-	*	*	-	-	-	-	-	-	1%	*	-
				b															

Columns Tested: A,B,C,D,E,F - A,B,C,D,E - A,B,C,D,E - A,B



### General Optical Council

#### 21. Where did you purchase your glasses with prescription / contact lenses

Base: All who have glasses or contact lenses and know which they purchased most recently

	Last time visited an optician				Satisfaction with overall experience at opticians		Satisfaction with eye test		Corrective solutions		Satisfaction with purchasing corrective solutions		Confidence in effective regulation		Awareness of GOC		
	Total	2 years ago or less	More than 2 to less than 5 years	5 years or more ago	Never	Satis fied	Dissat isfied	Satis fied	Dissat isfied	Presc ription glass es	Cont act lens es	Satis fied	Dissat isfied	Conf ident	Not confi dent	Aware	Not aware
	a	b	c	d	a	b	a	b	a	b	a	b	a	b	a	b	
	A	B	C	D	A	B	A	B	A	B	A	B	A	B	A	B	
Unweighted Total	1341	1196	88	27	22	1256	51	1274	27	1304	218	1291	44	1159	77	157	1184
Weighted Total	1333	1187	88	27	22	1248	50	1265	27	1296	218	1283	43	1153	76	161	1172
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The opticians you had your eye test in	1102	992	68	18	18	1038	37	1049	22	1084	153	1064	37	958	58	118	984
	83%	84%	77%	67%	82%	83%	74%	83%	81%	84%	70%	83%	85%	83%	77%	73%	84%
		C								B							A
A different opticians than the one you had your eye test in	108	95	7	4	1	103	2	103	2	104	15	106	2	91	5	16	92
	8%	8%	8%	15%	4%	8%	4%	8%	8%	8%	7%	8%	4%	8%	7%	10%	8%
The internet	53	44	6	2	-	49	3	50	1	43	37	52	1	48	5	15	38
	4%	4%	7%	8%	-	4%	6%	4%	4%	3%	17%	4%	2%	4%	7%	10%	3%
										A							B
A supermarket or high street store that does not offer eye tests	53	42	5	3	3	44	6	48	1	49	8	48	4	42	7	10	43
	4%	4%	6%	11%	14%	4%	11%	4%	4%	4%	4%	4%	9%	4%	9%	6%	4%
			A	A			A						a		A		
Other	13	13	-	-	-	11	2	12	1	12	3	13	-	11	1	-	13
	1%	1%	-	-	-	1%	4%	1%	4%	1%	1%	1%	-	1%	1%	-	1%
							A										
Don't know	4	2	2	-	-	3	-	3	-	4	2	-	-	3	-	1	3
	*	*	2%	-	-	*	-	*	-	*	1%	-	-	*	-	1%	*
			A														

Columns Tested: A,B,C,D - A,B - A,B - A,B - A,B - A,B



## General Optical Council

## 21. Where did you purchase your glasses with prescription / contact lenses

Base: All who have glasses or contact lenses and know which they purchased most recently

	Ethnicity						Children in household		Products currently used				Product most recently bought			
	Total	White	Mixed/ multiple	Asian or Asian British	Black or Black British	Other	BME	Aged 8 or under	Aged 9-18	Glasses with a prescription	Contact lenses	Reading glasses without a prescription	None of these	Glasses with a prescription	Contact lenses	Reading glasses without a prescription
	a	b	c	d	e	f	a	b	a	b	c	d	a	b	c	
	A	B	C	D	E	F	A	B	A	B	C	D	A	B	C	
Unweighted Total	1341	1218	12	71	12	5	100	203	283	1304	218	34	-	1177	164	-
Weighted Total	1333	1209	12	71	12	5	101	204	281	1296	218	33	-	1169	164	-
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	100%	100%	-
The opticians you had your eye test in	1102	1009	8	51	9	3	71	152	230	1084	153	23	-	989	113	-
	83%	83%	67%	72%	74%	58%	71%	75%	82%	84%	70%	70%	-	85%	69%	-
		CF							A	BC				B		
A different opticians than the one you had your eye test in	108	97	2	7	1	1	11	18	27	104	15	3	-	100	8	-
	8%	8%	17%	10%	9%	22%	11%	9%	10%	8%	7%	9%	-	9%	5%	-
The internet	53	46	2	5	-	-	7	21	8	43	37	5	-	19	34	-
	4%	4%	16%	7%	-	-	7%	10%	3%	3%	17%	15%	-	2%	21%	-
		A						B		A	A			A		
A supermarket or high street store that does not offer eye tests	53	42	-	8	2	-	10	11	12	49	8	2	-	48	5	-
	4%	3%	-	11%	17%	-	10%	6%	4%	4%	4%	6%	-	4%	3%	-
			A	A		A										
Other	13	12	-	-	-	1	1	2	2	12	3	-	-	10	3	-
	1%	1%	-	-	-	20%	1%	1%	1%	1%	1%	-	-	1%	2%	-
						ACF										
Don't know	4	3	-	-	-	-	-	-	1	4	2	-	-	3	1	-
	*	*	-	-	-	-	-	-	*	*	1%	-	-	*	1%	-

Columns Tested: A,B,C,D,E,F - A,B - A,B,C,D - A,B,C

**General Optical Council**

**22. What is the main reason that you purchased your glasses with prescription / contact lenses from there?**

Base: All who knew where they purchased their glasses or contact lenses

	Gender		Age					Region							Country							
	Total	Male	Female	18-29	30-44	45-59	60-74	75+	North East	North West	Yorks & Humb.	East Mid lands	West Mid lands	East of Eng land	Lon don	South East	South West	Eng land	Wales	Scot land	NI	UK TOTAL
Significance Level: 90%		a	b	a	b	c	d	e	a	b	c	d	e	f	g	h	i	a	b	c	d	e
Significance Level: 95%		A	B	A	B	C	D	E	A	B	C	D	E	F	G	H	I	A	B	C	D	E
Unweighted Total	1337	591	746	178	294	402	330	133	74	185	152	114	102	72	110	188	118	1115	59	99	64	1337
Weighted Total	1329	587	741	183	302	376	309	158	74	184	151	115	101	71	109	186	119	1110	58	94	67	1329
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Convenience	463	225	237	64	106	137	96	59	25	61	58	42	35	23	31	67	48	390	19	32	22	463
	35%	38%	32%	35%	35%	37%	31%	38%	34%	33%	38%	37%	34%	32%	28%	36%	41%	35%	33%	34%	33%	35%
Pricing	273	120	152	51	84	63	59	15	11	39	26	21	24	16	25	41	25	227	14	17	15	273
	21%	20%	21%	28%	28%	17%	19%	9%	15%	21%	17%	18%	23%	22%	23%	22%	21%	20%	24%	18%	22%	21%
Always bought them there	197	76	120	17	26	62	51	40	7	29	25	18	15	11	15	24	19	162	9	16	9	197
	15%	13%	16%	10%	9%	16%	17%	25%	10%	16%	17%	16%	15%	15%	13%	13%	16%	15%	16%	17%	14%	15%
Relationship with optician	127	56	71	13	17	39	39	19	11	16	14	9	13	3	13	15	10	104	4	10	9	127
	10%	10%	10%	7%	5%	10%	13%	12%	14%	9%	10%	8%	12%	4%	12%	8%	8%	9%	8%	10%	13%	10%
Range of products	112	44	68	14	29	31	29	9	6	17	11	9	9	7	12	11		93	5	10	4	112
	8%	7%	9%	8%	10%	8%	9%	6%	8%	9%	7%	8%	9%	10%	11%	7%	9%	8%	8%	11%	6%	8%
Previous positive buying experience	46	18	27	3	9	12	12	9	4	5	7	4	1	3	4	7	2	37	3	4	2	46
	3%	3%	4%	2%	3%	3%	4%	6%	5%	3%	5%	3%	1%	4%	4%	4%	2%	3%	5%	4%	3%	3%
Recommended by a friend or family member	19	8	11	6	4	5	2	2	-	3	1	3	-	1	1	3	1	13	1	1	3	19
	1%	1%	2%	3%	1%	1%	1%	1%	-	2%	1%	3%	-	1%	1%	2%	1%	1%	2%	1%	5%	1%
Other	62	23	39	3	19	18	19	3	6	12	8	3	4	6	3	13	1	55	2	4	2	62
	5%	4%	5%	2%	6%	5%	6%	2%	8%	6%	5%	3%	4%	9%	3%	7%	1%	5%	3%	4%	3%	5%
Don't know	31	16	15	11	8	8	2	1	5	3	1	5	1	2	6	3	2	28	1	1	1	31
	2%	3%	2%	6%	3%	2%	1%	1%	7%	2%	1%	4%	1%	3%	6%	2%	2%	3%	2%	1%	1%	2%

Columns Tested: A,B - A,B,C,D,E - A,B,C,D,E,F,G,H,I - A,B,C,D,E



**General Optical Council**

**22. What is the main reason that you purchased your glasses with prescription / contact lenses from there?**

Base: All who knew where they purchased their glasses or contact lenses

	Employment status								
	Total	Full time paid job	Part time paid job	Self emp.	Stu dent	Unemp (<6m)	Unemp (>6m)	Home maker	Ret ired
Significance Level: 90%		a	b	c	d	e	f	g	h
Significance Level: 95%		A	B	C	D	E	F	G	H
Unweighted Total	1337	623	109	96	25	7	26	50	380
Weighted Total	1329	614	107	93	27	7	26	49	386
	100%	100%	100%	100%	100%	100%	100%	100%	100%
Convenience	463	209	39	32	13	2	8	22	133
	35%	34%	37%	35%	49%	26%	31%	46%	34%
								a	
Pricing	273	147	24	23	6	-	3	9	59
	21%	24%	22%	24%	24%	-	12%	18%	15%
		H	h	H					
Always bought them there	197	78	11	13	1	4	4	5	75
	15%	13%	10%	14%	4%	59%	15%	10%	20%
					ABCD	FGH		ABd	
Relationship with optician	127	55	11	7	1	-	5	5	43
	10%	9%	10%	7%	4%	-	19%	10%	11%
							acd		
Range of products	112	55	11	9	2	1	1	3	27
	8%	9%	10%	10%	8%	14%	4%	6%	7%
Previous positive buying experience	46	19	2	3	-	-	1	-	20
	3%	3%	2%	3%	-	-	4%	-	5%
									ag
Recommended by a friend or family member	19	12	-	-	1	-	1	-	3
	1%	2%	-	-	4%	-	4%	-	1%
				Bc			Bc		
Other	62	27	5	5	-	-	1	4	20
	5%	4%	5%	5%	-	-	4%	8%	5%
Don't know	31	12	5	2	2	-	2	1	5
	2%	2%	4%	2%	8%	-	8%	2%	1%
			H	aH			AH		

Columns Tested: A,B,C,D,E,F,G,H



### General Optical Council

#### 22. What is the main reason that you purchased your glasses with prescription / contact lenses from there?

Base: All who knew where they purchased their glasses or contact lenses

	Total	SEG						Sight					Eye conditions suffer from (personally or family)					Confidence in opticians	
		A	B	C1	C2	D	E	20:20 vision	Short sighted	Long sighted	Partially sighted	Registered blind	Glaucoma	Diabetes	Macular degeneration	Cataracts	Astigmatism	Confident	Not confident
Significance Level: 90%		a	b	c	d	e	f	a	b	c	d	e	a	b	c	d	e	a	b
Significance Level: 95%		A	B	C	D	E	F	A	B	C	D	E	A	B	C	D	E	A	B
Unweighted Total	1337	185	354	258	241	112	103	101	782	303	55	-	156	236	55	162	199	1289	40
Weighted Total	1329	182	355	255	237	112	103	104	774	299	55	-	154	236	55	164	198	1281	40
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	100%	100%	100%	100%	100%	100%	100%
Convenience	463	48	135	85	79	43	44	31	281	94	21	-	54	78	24	64	67	439	19
	35%	27%	38%	33%	33%	38%	42%	29%	36%	31%	38%	-	35%	33%	44%	39%	34%	34%	48%
			A			A	A												a
Pricing	273	38	78	63	50	17	14	18	173	65	7	-	31	45	6	30	47	263	10
	21%	21%	22%	25%	21%	15%	14%	17%	22%	22%	13%	-	20%	19%	11%	18%	23%	21%	24%
			f	EF					d								C		
Always bought them there	197	28	47	40	26	21	17	11	99	54	9	-	29	35	10	30	21	194	3
	15%	15%	13%	16%	11%	19%	16%	11%	13%	18%	16%	-	19%	15%	19%	18%	11%	15%	7%
					D					aB			E		E				
Relationship with optician	127	21	24	23	30	9	12	21	61	24	9	-	16	28	4	12	14	127	-
	10%	11%	7%	9%	13%	8%	11%	20%	8%	8%	16%	-	10%	12%	7%	8%	7%	10%	-
		b		B				BC			Bc							B	
Range of products	112	17	31	18	25	9	4	5	67	31	5	-	9	19	5	16	23	108	2
	8%	9%	9%	7%	11%	8%	4%	5%	9%	10%	9%	-	6%	8%	9%	9%	12%	8%	5%
		f		F					a						a				
Previous positive buying experience	46	8	13	7	9	4	4	5	28	9	1	-	4	9	1	2	5	45	-
	3%	4%	4%	3%	4%	4%	4%	5%	4%	3%	2%	-	3%	4%	2%	1%	3%	3%	-
Recommended by a friend or family member	19	3	5	6	-	-	1	1	9	9	-	-	-	4	-	1	3	19	-
	1%	2%	1%	3%	-	-	1%	1%	1%	3%	-	-	-	2%	-	1%	2%	1%	-
		D	d	De						B									
Other	62	12	16	8	14	6	5	5	42	10	2	-	7	11	3	7	13	61	2
	5%	7%	4%	3%	6%	5%	5%	5%	5%	3%	3%	-	5%	4%	5%	4%	7%	5%	5%
		c																	
Don't know	31	7	5	5	4	3	3	7	14	2	2	-	4	7	2	2	4	27	4
	2%	4%	1%	2%	2%	3%	3%	7%	2%	1%	4%	-	3%	3%	3%	1%	2%	2%	10%
		b						BC			c								A

Columns Tested: A,B,C,D,E,F - A,B,C,D,E - A,B,C,D,E - A,B





### General Optical Council

#### 22. What is the main reason that you purchased your glasses with prescription / contact lenses from there?

Base: All who knew where they purchased their glasses or contact lenses

	Last time visited an optician				Satisfaction with overall experience at opticians		Satisfaction with eye test		Corrective solutions		Satisfaction with purchasing corrective solutions		Confidence in effective regulation		Awareness of GOC		
	Total	2 years ago or less	More than 2 to less than 5 years	5 years or more ago	Never	Satis fied	Dissat isfied	Satis fied	Dissat isfied	Presc ription glass es	Cont act lens es	Satis fied	Dissat isfied	Conf ident	Not confi dent	Aware	Not aware
		a	b	c	d	a	b	a	b	a	b	a	b	a	b	a	b
Significance Level: 90%		A	B	C	D	A	B	A	B	A	B	A	B	A	B	A	B
Significance Level: 95%																	
Unweighted Total	1337	1194	86	27	22	1253	51	1271	27	1300	216	1291	44	1156	77	156	1181
Weighted Total	1329	1185	86	27	22	1245	50	1262	27	1292	216	1283	43	1150	76	159	1169
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Convenience	463	401	46	7	9	429	23	439	12	455	53	440	23	401	24	51	412
	35%	34%	54%	26%	40%	34%	45%	35%	45%	35%	25%	34%	52%	35%	31%	32%	35%
			AC							B		A					
Pricing	273	242	19	4	4	256	9	259	4	256	68	267	5	236	18	46	226
	21%	20%	22%	15%	18%	21%	18%	20%	15%	20%	32%	21%	12%	20%	24%	29%	19%
										A						B	
Always bought them there	197	177	9	6	4	185	7	185	4	195	32	188	8	178	7	22	175
	15%	15%	10%	22%	19%	15%	13%	15%	14%	15%	15%	15%	18%	15%	9%	14%	15%
Relationship with optician	127	123	1	-	1	123	1	124	-	122	22	126	1	112	6	15	112
	10%	10%	1%	-	4%	10%	2%	10%	-	9%	10%	10%	2%	10%	8%	9%	10%
		Bc				b		b				b					
Range of products	112	103	3	4	-	109	1	110	-	111	12	112	-	95	3	9	103
	8%	9%	4%	16%	-	9%	2%	9%	-	9%	6%	9%	-	8%	4%	6%	9%
				Bd		b						B					
Previous positive buying experience	46	43	2	1	-	45	1	46	-	45	6	45	1	35	5	1	45
	3%	4%	2%	4%	-	4%	2%	4%	-	3%	3%	3%	2%	3%	7%	1%	4%
															a		A
Recommended by a friend or family member	19	18	-	1	-	19	-	19	-	19	3	19	-	18	-	1	18
	1%	1%	-	4%	-	2%	-	1%	-	1%	1%	1%	-	2%	-	1%	2%
				b													
Other	62	55	5	2	1	56	6	58	2	62	8	58	4	53	7	1	61
	5%	5%	6%	7%	5%	4%	12%	5%	7%	5%	4%	4%	9%	5%	9%	1%	5%
							A								a		A
Don't know	31	25	1	2	3	25	3	23	5	28	12	29	2	23	6	13	17
	2%	2%	1%	8%	14%	2%	6%	2%	18%	2%	6%	2%	5%	2%	8%	8%	1%
			ab		AB		a		A		A				A		B

Columns Tested: A,B,C,D - A,B - A,B - A,B - A,B - A,B



## General Optical Council

## 22. What is the main reason that you purchased your glasses with prescription / contact lenses from there?

Base: All who knew where they purchased their glasses or contact lenses

	Total	Ethnicity					Children in household		Products currently used				Product most recently bought			
		White	Mixed/ multiple	Asian or Asian British	Black or Black British	Other	BME	Aged 8 or under	Aged 9-18	Glasses with a prescription	Contact lenses	Reading glasses without a prescription	None of these	Glasses with a prescription	Contact lenses	Reading glasses without a prescription
	a	b	c	d	e	f	a	b	a	b	c	d	a	b	c	
	A	B	C	D	E	F	A	B	A	B	C	D	A	B	C	
Unweighted Total	1337	1215	12	71	12	5	100	203	282	1300	216	34	-	1174	163	-
Weighted Total	1329	1206	12	71	12	5	101	204	279	1292	216	33	-	1166	163	-
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	100%	100%	-
Convenience	463	429	3	14	7	4	29	65	104	455	53	8	-	427	36	-
	35%	36%	27%	20%	58%	80%	28%	32%	37%	35%	25%	24%	-	37%	22%	-
		C			CF	AbCF				B				B		
Pricing	273	250	2	18	1	-	21	54	59	256	68	8	-	215	58	-
	21%	21%	16%	26%	8%	-	21%	26%	21%	20%	32%	26%	-	18%	36%	-
										A				A		
Always bought them there	197	179	1	8	1	1	11	27	31	195	32	5	-	169	28	-
	15%	15%	8%	11%	7%	20%	11%	13%	11%	15%	15%	15%	-	14%	17%	-
Relationship with optician	127	109	1	15	2	-	18	18	20	122	22	4	-	113	14	-
	10%	9%	8%	21%	18%	-	18%	9%	7%	9%	10%	11%	-	10%	9%	-
				A			A									
Range of products	112	101	2	6	-	-	8	14	27	111	12	1	-	109	3	-
	8%	8%	16%	8%	-	-	8%	7%	10%	9%	6%	3%	-	9%	2%	-
														B		
Previous positive buying experience	46	42	-	3	-	-	3	6	4	45	6	2	-	41	5	-
	3%	3%	-	4%	-	-	3%	3%	1%	3%	3%	6%	-	3%	3%	-
Recommended by a friend or family member	19	18	-	-	-	-	-	3	6	19	3	-	-	16	3	-
	1%	1%	-	-	-	-	-	1%	2%	1%	1%	-	-	1%	2%	-
Other	62	56	2	4	-	-	6	11	17	62	8	3	-	56	6	-
	5%	5%	16%	6%	-	-	6%	5%	6%	5%	4%	9%	-	5%	4%	-
			a													
Don't know	31	23	1	3	1	-	5	7	11	28	12	2	-	21	10	-
	2%	2%	8%	4%	9%	-	5%	3%	4%	2%	6%	6%	-	2%	6%	-
				a			A			A				A		

Columns Tested: A,B,C,D,E,F - A,B - A,B,C,D - A,B,C

### General Optical Council

#### 22. What is the main reason that you purchased your glasses with prescription / contact lenses from there?

Base: All who knew where they purchased their glasses or contact lenses

	Where purchased					
	Total	The opticians you had your eye test in	A different opticians than the one you had your eye test in	A supermarket or high street store that does not offer eye tests	The internet	Other
		a	b	c	d	e
		A	B	C	D	E
Unweighted Total	1337	1108	109	54	53	13
Weighted Total	1329	1102	108	53	53	13
	100%	100%	100%	100%	100%	100%
Convenience	463	418	24	14	4	3
	35%	38%	22%	26%	8%	23%
		BcD	D	D		
Pricing	273	166	37	19	44	6
	21%	15%	35%	36%	83%	45%
			A	A	ABCE	A
Always bought them there	197	181	11	3	-	1
	15%	16%	11%	5%	-	8%
		CD	D	d		D
Relationship with optician	127	116	9	-	2	-
	10%	11%	8%	-	4%	-
		C	C			
Range of products	112	93	17	3	-	-
	8%	8%	15%	6%	-	-
		D	AcD	d		
Previous positive buying experience	46	40	2	4	-	-
	3%	4%	2%	7%	-	-
				d		
Recommended by a friend or family member	19	17	1	1	-	-
	1%	2%	1%	2%	-	-
Other	62	48	4	7	-	3
	5%	4%	4%	13%	-	24%
				ABD		ABD
Don't know	31	23	2	3	3	-
	2%	2%	2%	6%	6%	-
				a	a	

Columns Tested: A,B,C,D,E

### General Optical Council

#### 23. How satisfied or otherwise were you with your experience of buying your glasses or contact lenses? Please rate your experience of buying these products, as opposed to rating the products themselves

Base: All who knew where they purchased their glasses or contact lenses

	Gender		Age					Region									Country					
	Total	Male	Female	18-29	30-44	45-59	60-74	75+	North East	North West	Yorks & Humb.	East Mid lands	West Mid lands	East of Eng land	Lon don	South East	South West	Eng land	Wales	Scot land	NI	UK TOTAL
	a	b	c	d	e	a	b	c	d	e	f	g	h	i	a	b	c	d	e			
Significance Level: 90%		A	B	A	B	C	D	E	A	B	C	D	E	F	G	H	I	A	B	C	D	E
Significance Level: 95%																						
Unweighted Total	1337	591	746	178	294	402	330	133	74	185	152	114	102	72	110	188	118	1115	59	99	64	1337
Weighted Total	1329	587	741	183	302	376	309	158	74	184	151	115	101	71	109	186	119	1110	58	94	67	1329
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very satisfied	942	411	531	114	204	259	239	126	50	136	113	83	72	39	70	134	79	777	46	71	48	942
	71%	70%	72%	62%	68%	69%	77%	80%	68%	74%	75%	72%	71%	55%	64%	72%	67%	70%	81%	76%	71%	71%
						a	ABC	ABC		Fg	Fg	F	F		F		a					
Fairly satisfied	341	160	181	65	91	102	58	25	22	43	33	30	26	26	34	49	33	294	11	18	17	341
	26%	27%	24%	35%	30%	27%	19%	16%	30%	23%	22%	26%	26%	36%	31%	26%	28%	27%	19%	19%	26%	26%
				cDE	DE	DE								BC	c							
Not very satisfied	36	13	22	5	6	12	7	5	-	4	5	1	2	5	5	4	5	31	-	3	2	36
	3%	2%	3%	3%	2%	3%	2%	3%	-	2%	3%	1%	2%	7%	4%	2%	4%	3%	-	3%	3%	3%
														AbDeh	ad		ad					
Not at all satisfied	8	2	6	-	1	2	4	1	-	1	1	1	1	1	-	-	1	6	-	2	-	8
	1%	*	1%	-	*	1%	1%	1%	-	1%	1%	1%	1%	1%	-	-	1%	1%	-	2%	-	1%
Don't know	2	1	1	-	-	-	1	1	2	-	-	-	-	-	-	-	-	2	-	-	-	2
	*	*	*	-	-	-	*	1%	3%	-	-	-	-	-	-	-	*	-	-	-	-	*
								c	BCdegHi													
<b>Nets</b>																						
Satisfied	1283	571	712	178	295	361	297	151	72	179	145	113	98	65	104	182	112	1071	58	89	65	1283
	97%	97%	96%	97%	98%	96%	96%	96%	97%	97%	96%	98%	97%	92%	96%	98%	95%	96%	100%	95%	97%	97%
										F	F	F			F		c					
Not satisfied	43	15	28	5	7	14	11	6	-	5	6	2	3	6	5	4	6	37	-	4	2	43
	3%	3%	4%	3%	2%	4%	4%	4%	-	3%	4%	2%	3%	8%	4%	2%	5%	3%	-	5%	3%	3%
										a				ABDH	a	A				b		

Columns Tested: A,B - A,B,C,D,E - A,B,C,D,E,F,G,H,I - A,B,C,D,E



### General Optical Council

#### 23. How satisfied or otherwise were you with your experience of buying your glasses or contact lenses? Please rate your experience of buying these products, as opposed to rating the products themselves

Base: All who knew where they purchased their glasses or contact lenses

	Employment status								
	Total	Full time paid job	Part time paid job	Self emp.	Student	Unemp (<6m)	Unemp (>6m)	Home maker	Retired
Significance Level: 90%		a	b	c	d	e	f	g	h
Significance Level: 95%		A	B	C	D	E	F	G	H
Unweighted Total	1337	623	109	96	25	7	26	50	380
Weighted Total	1329	614	107	93	27	7	26	49	386
	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very satisfied	942	421	69	62	17	5	17	37	306
	71%	69%	64%	67%	63%	70%	65%	75%	79%
									ABCdf
Fairly satisfied	341	178	36	30	9	2	9	7	63
	26%	29%	34%	32%	33%	30%	35%	15%	16%
		GH	GH	GH	gH		GH		
Not very satisfied	36	15	2	-	1	-	-	5	11
	3%	2%	2%	-	4%	-	-	10%	3%
					C				ABCfH
Not at all satisfied	8	1	-	1	-	-	-	-	5
	1%	*	-	1%	-	-	-	-	1%
									A
Don't know	2	-	-	-	-	-	-	-	2
	*	-	-	-	-	-	-	-	1%
									a
<b>Nets</b>									
Satisfied	1283	598	105	92	25	7	26	44	368
	97%	97%	98%	99%	96%	100%	100%	90%	95%
		Gh	G	G			g		g
Not satisfied	43	15	2	1	1	-	-	5	16
	3%	3%	2%	1%	4%	-	-	10%	4%
									ABCfh

Columns Tested: A,B,C,D,E,F,G,H



### General Optical Council

#### 23. How satisfied or otherwise were you with your experience of buying your glasses or contact lenses? Please rate your experience of buying these products, as opposed to rating the products themselves

Base: All who knew where they purchased their glasses or contact lenses

	Total	SEG						Sight					Eye conditions suffer from (personally or family)					Confidence in opticians	
		A	B	C1	C2	D	E	20:20 vision	Short sighted	Long sighted	Partially sighted	Registered blind	Glaucoma	Diabetes	Macular degeneration	Cataracts	Astigmatism	Confident	Not confident
		a	b	c	d	e	f	a	b	c	d	e	a	b	c	d	e	a	b
Significance Level: 90%		A	B	C	D	E	F	A	B	C	D	E	A	B	C	D	E	A	B
Significance Level: 95%		A	B	C	D	E	F	A	B	C	D	E	A	B	C	D	E	A	B
Unweighted Total	1337	185	354	258	241	112	103	101	782	303	55	-	156	236	55	162	199	1289	40
Weighted Total	1329	182	355	255	237	112	103	104	774	299	55	-	154	236	55	164	198	1281	40
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	100%	100%	100%	100%	100%	100%	100%
Very satisfied	942	133	256	178	167	73	76	79	553	217	33	-	108	177	40	122	131	926	12
	71%	73%	72%	70%	70%	65%	74%	76%	71%	72%	60%	-	70%	75%	73%	74%	66%	72%	30%
								D	d	d				E	e		B		
Fairly satisfied	341	42	87	71	65	33	24	22	199	71	20	-	40	52	11	39	60	319	19
	26%	23%	25%	28%	27%	29%	23%	21%	26%	24%	36%	-	26%	22%	20%	24%	30%	25%	47%
										Abc							b	A	
Not very satisfied	36	7	9	6	3	5	3	2	17	10	2	-	3	5	3	3	4	29	6
	3%	4%	3%	2%	1%	5%	3%	2%	2%	3%	3%	-	2%	2%	5%	2%	2%	2%	15%
		d			D												A		
Not at all satisfied	8	-	1	-	3	2	-	1	6	1	-	-	4	1	1	-	4	5	3
	1%	-	*	-	1%	1%	-	1%	1%	*	-	-	2%	*	2%	-	2%	*	7%
				c	c								bd	d	d		d	A	
Don't know	2	-	1	-	-	-	-	-	-	-	-	-	-	1	-	-	-	2	-
	*	-	*	-	-	-	-	-	-	-	-	-	-	*	-	-	-	*	-
<b>Nets</b>																			
Satisfied	1283	175	344	249	232	105	100	101	752	288	53	-	148	229	51	161	191	1245	31
	97%	96%	97%	98%	98%	94%	97%	97%	97%	96%	97%	-	96%	97%	93%	98%	96%	97%	77%
				e	e										c		B		
Not satisfied	43	7	10	6	6	7	3	3	22	11	2	-	7	6	4	3	7	33	9
	3%	4%	3%	2%	2%	6%	3%	3%	3%	4%	3%	-	4%	2%	7%	2%	4%	3%	23%
					cd										bd		A		

Columns Tested: A,B,C,D,E,F - A,B,C,D,E - A,B,C,D,E - A,B



### General Optical Council

#### 23. How satisfied or otherwise were you with your experience of buying your glasses or contact lenses? Please rate your experience of buying these products, as opposed to rating the products themselves

Base: All who knew where they purchased their glasses or contact lenses

	Last time visited an optician				Satisfaction with overall experience at opticians		Satisfaction with eye test		Corrective solutions		Satisfaction with purchasing corrective solutions		Confidence in effective regulation		Awareness of GOC		
	Total	2 years ago or less	More than 2 to less than 5 years	5 years or more ago	Never	Satis fied	Dissat isfied	Satis fied	Dissat isfied	Presc ription glass es	Cont act lens es	Satis fied	Dissat isfied	Conf ident	Not confi dent	Aware	Not aware
		a	b	c	d	a	b	a	b	a	b	a	b	a	b	a	b
Significance Level: 90%		A	B	C	D	A	B	A	B	A	B	A	B	A	B	A	B
Significance Level: 95%																	
Unweighted Total	1337	1194	86	27	22	1253	51	1271	27	1300	216	1291	44	1156	77	156	1181
Weighted Total	1329	1185	86	27	22	1245	50	1262	27	1292	216	1283	43	1150	76	159	1169
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very satisfied	942	861	47	14	11	911	11	914	2	919	159	942	-	841	31	103	839
	71%	73%	55%	53%	51%	73%	22%	72%	8%	71%	74%	73%	-	73%	41%	65%	72%
		BCD				B		B				B		B		a	
Fairly satisfied	341	287	33	12	9	312	19	312	17	328	52	341	-	285	29	54	287
	26%	24%	39%	44%	40%	25%	37%	25%	62%	25%	24%	27%	-	25%	38%	34%	25%
			A	A	a	a		A				B		A	B		
Not very satisfied	36	31	3	-	2	19	14	31	3	35	4	-	36	20	12	2	34
	3%	3%	4%	-	9%	2%	28%	2%	12%	3%	2%	-	82%	2%	16%	1%	3%
					a	A		A				A		A			
Not at all satisfied	8	6	2	-	-	1	7	3	5	8	1	-	8	4	4	-	8
	1%	*	2%	-	-	*	14%	*	18%	1%	*	-	18%	*	5%	-	1%
			A			A		A				A		A			
Don't know	2	1	-	1	-	2	-	2	-	2	-	-	-	1	-	-	2
	*	*	-	4%	-	*	-	*	-	*	-	-	-	*	-	-	*
				Ab													
<b>Nets</b>																	
Satisfied	1283	1148	81	26	20	1223	30	1226	19	1247	211	1283	-	1125	60	157	1126
	97%	97%	94%	96%	91%	98%	59%	97%	70%	97%	98%	100%	-	98%	79%	99%	96%
						B		B				B		B			
Not satisfied	43	36	5	-	2	20	21	33	8	42	5	-	43	24	16	2	41
	3%	3%	6%	-	9%	2%	41%	3%	30%	3%	2%	-	100%	2%	21%	1%	4%
						A		A				A		A			

Columns Tested: A,B,C,D - A,B - A,B - A,B - A,B - A,B



### General Optical Council

#### 23. How satisfied or otherwise were you with your experience of buying your glasses or contact lenses? Please rate your experience of buying these products, as opposed to rating the products themselves

Base: All who knew where they purchased their glasses or contact lenses

	Ethnicity						Children in household		Products currently used				Product most recently bought				
	Total	White	Mixed/ multiple	Asian or Asian British	Black or Black British	Other	BME	Aged 8 or under	Aged 9-18	Glasses with a prescription	Contact lenses	Reading glasses without a prescription	None of these	Glasses with a prescription	Contact lenses	Reading glasses without a prescription	
Significance Level: 90%		a	b	c	d	e	f	a	b	a	b	c	d	a	b	c	
Significance Level: 95%		A	B	C	D	E	F	A	B	A	B	C	D	A	B	C	
Unweighted Total	1337	1215	12	71	12	5	100	203	282	1300	216	34	-	1174	163	-	
Weighted Total	1329	1206	12	71	12	5	101	204	279	1292	216	33	-	1166	163	-	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	100%	100%	-	
Very satisfied	942	878	6	38	5	4	54	126	195	919	159	22	-	820	122	-	
	71%	73%	52%	53%	43%	81%	53%	62%	70%	71%	74%	65%	-	70%	75%	-	
		CDF							a								
Fairly satisfied	341	289	5	31	6	1	43	71	77	328	52	12	-	305	36	-	
	26%	24%	40%	44%	49%	19%	43%	35%	28%	25%	24%	35%	-	26%	22%	-	
		A						b									
Not very satisfied	36	29	1	2	1	-	4	7	5	35	4	-	-	32	4	-	
	3%	2%	8%	3%	8%	-	4%	3%	2%	3%	2%	-	-	3%	2%	-	
Not at all satisfied	8	8	-	-	-	-	-	-	2	8	1	-	-	7	1	-	
	1%	1%	-	-	-	-	-	-	1%	1%	*	-	-	1%	1%	-	
Don't know	2	2	-	-	-	-	-	-	-	2	-	-	-	2	-	-	
	*	*	-	-	-	-	-	-	-	*	-	-	-	*	-	-	
<b>Nets</b>																	
Satisfied	1283	1167	11	70	11	5	97	197	272	1247	211	33	-	1125	158	-	
	97%	97%	92%	97%	92%	100%	96%	97%	97%	97%	98%	100%	-	97%	97%	-	
Not satisfied	43	36	1	2	1	-	4	7	7	42	5	-	-	38	5	-	
	3%	3%	8%	3%	8%	-	4%	3%	3%	3%	2%	-	-	3%	3%	-	

Columns Tested: A,B,C,D,E,F - A,B - A,B,C,D - A,B,C



## General Optical Council

**24. And what was the main reason why you were satisfied with the experience of buying your glasses or contact lenses? Please rate your experience of buying these products, as opposed to rating the products themselves. And for which other reasons were you satisfied?**

### a) Main reason

Base: All satisfied with their purchasing experience

	Gender		Age					Region								Country						
	Total	Male	Female	18-29	30-44	45-59	60-74	75+	North East	North West	Yorks & Humb.	East Mid lands	West Mid lands	East of Eng land	Lon don	South East	South West	Eng land	Wales	Scot land	NI	UK TOTAL
Significance Level: 90%		a	b	a	b	c	d	e	a	b	c	d	e	f	g	h	i	a	b	c	d	e
Significance Level: 95%		A	B	A	B	C	D	E	A	B	C	D	E	F	G	H	I	A	B	C	D	E
Unweighted Total	1291	575	716	173	287	387	317	127	72	180	146	112	99	66	105	184	112	1076	59	94	62	1291
Weighted Total	1283	571	712	178	295	361	297	151	72	179	145	113	98	65	104	182	112	1071	58	89	65	1283
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Helpful staff	217	75	143	29	37	77	48	26	10	36	28	21	16	14	17	22	16	179	6	18	15	217
	17%	13%	20%	16%	13%	21%	16%	17%	14%	20%	19%	19%	17%	21%	16%	12%	14%	17%	11%	20%	22%	17%
			A			Bd				H	h		h								b	
Reasonable pricing / good value for money	197	95	102	30	57	49	49	12	10	23	18	14	17	11	23	30	18	163	9	13	11	197
	15%	17%	14%	17%	19%	14%	16%	8%	14%	13%	12%	12%	17%	16%	22%	17%	16%	15%	15%	14%	17%	15%
				E	CE	e	E								bCd							
Good range of products	166	68	98	21	43	55	31	17	11	23	30	12	12	5	10	20	13	136	11	13	7	166
	13%	12%	14%	12%	15%	15%	10%	11%	16%	13%	21%	11%	12%	7%	10%	11%	12%	13%	18%	15%	11%	13%
						d					bDeFGHi											
Good advice on purchases	112	45	67	12	23	32	24	21	5	10	14	9	11	4	9	25	12	99	-	7	7	112
	9%	8%	9%	7%	8%	9%	8%	14%	7%	6%	10%	8%	11%	6%	8%	14%	11%	9%	-	7%	10%	9%
							ABcD									B		B		B	B	B
Good overall experience/service / no problems / got what I wanted	95	48	47	7	18	20	30	19	5	17	9	4	10	7	12	13	5	82	2	7	4	95
	7%	8%	7%	4%	6%	6%	10%	13%	7%	10%	6%	3%	10%	11%	11%	7%	5%	8%	3%	8%	5%	7%
							AbC	ABC		D		d	D	Di								
Quick service / quick and easy	85	45	39	22	24	25	8	6	5	12	5	11	5	4	9	14	8	73	6	4	2	85
	7%	8%	6%	12%	8%	7%	3%	4%	7%	7%	3%	10%	5%	6%	9%	8%	7%	7%	10%	4%	3%	7%
				CDE	D	D					C			c	c							
Not pressured to purchase	69	22	47	6	11	20	22	9	6	12	11	7	3	1	4	9	6	58	4	3	3	69
	5%	4%	7%	4%	4%	6%	7%	6%	8%	7%	8%	6%	3%	1%	4%	5%	5%	5%	7%	3%	5%	5%
			A				ab		f		f											
Polite / good communication	56	24	32	4	13	19	15	5	4	9	12	4	2	2	1	6	5	44	7	4	2	56
	4%	4%	5%	2%	5%	5%	5%	3%	5%	5%	8%	4%	2%	3%	1%	3%	4%	4%	12%	4%	3%	4%
									g	g	EGH								AcD			
Sight was improved / could see better / worked well	56	32	25	5	4	16	18	13	3	9	1	6	4	1	1	14	6	45	1	5	6	56
	4%	6%	3%	3%	1%	4%	6%	9%	4%	5%	1%	5%	4%	1%	1%	8%	5%	4%	2%	5%	9%	4%
						B	B	ABc	c	Cg		Cg	c		CfG	Cg					abe	
Liked the glasses / appearance / suit me	27	14	13	5	9	3	8	2	2	5	3	3	1	1	1	4	3	23	3	1	-	27
	2%	2%	2%	3%	3%	1%	3%	2%	3%	3%	2%	3%	1%	2%	1%	2%	3%	2%	5%	1%	-	2%
				C	C		c												cde			

Columns Tested: A,B - A,B,C,D,E - A,B,C,D,E,F,G,H,I - A,B,C,D,E

### General Optical Council

24. And what was the main reason why you were satisfied with the experience of buying your glasses or contact lenses? Please rate your experience of buying these products, as opposed to rating the products themselves. And for which other reasons were you satisfied?

**a) Main reason**

Base: All satisfied with their purchasing experience

	Gender		Age					Region									Country					
	Total	Male	Female	18-29	30-44	45-59	60-74	75+	North East	North West	Yorks & Humb.	East Midlands	West Midlands	East of England	London	South East	South West	England	Wales	Scotland	NI	UK TOTAL
Significance Level: 90%		a	b	a	b	c	d	e	a	b	c	d	e	f	g	h	i	a	b	c	d	e
Significance Level: 95%		A	B	A	B	C	D	E	A	B	C	D	E	F	G	H	I	A	B	C	D	E
Unweighted Total	1291	575	716	173	287	387	317	127	72	180	146	112	99	66	105	184	112	1076	59	94	62	1291
Weighted Total	1283	571	712	178	295	361	297	151	72	179	145	113	98	65	104	182	112	1071	58	89	65	1283
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Convenient	16	8	8	3	4	3	6	-	-	3	1	2	2	1	1	1	2	13	1	2	-	16
	1%	1%	1%	2%	1%	1%	2%	-	-	2%	1%	2%	2%	2%	1%	1%	2%	1%	2%	2%	-	1%
Quality / good quality	12	5	7	-	3	3	4	2	2	2	-	2	1	1	1	-	2	11	-	1	-	12
	1%	1%	1%	-	1%	1%	1%	2%	3%	1%	-	2%	1%	1%	1%	-	2%	1%	-	1%	-	1%
									CH			h		h		ch						
Routine / straightforward / confirmed what I know	12	5	7	2	2	2	5	1	1	-	2	1	-	-	-	4	1	9	-	2	1	12
	1%	1%	1%	1%	1%	1%	2%	1%	1%	-	1%	1%	-	-	-	2%	1%	1%	-	2%	2%	1%
																b						
Professional / competent / efficient	12	4	8	1	4	4	2	1	-	-	-	-	2	3	2	2	3	12	-	-	-	12
	1%	1%	1%	1%	1%	1%	1%	1%	-	-	-	-	2%	5%	2%	1%	3%	1%	-	-	-	1%
													bc	aBCDh	bc	BCd						
Home delivery / fast/efficient delivery service	10	4	6	2	7	1	-	-	1	2	-	1	2	1	2	-	-	9	-	1	-	10
	1%	1%	1%	1%	2%	*	-	-	1%	1%	-	1%	2%	2%	2%	-	-	1%	-	1%	-	1%
				d	CDe							ch	h	ch								
Negative comments	10	7	3	4	2	3	1	-	-	-	3	2	-	1	3	-	-	9	-	1	-	10
	1%	1%	*	2%	1%	1%	*	-	-	-	2%	2%	-	1%	3%	-	-	1%	-	1%	-	1%
				De							bh	bh		h	BeHi							
Good aftercare	6	3	3	1	1	2	1	1	-	-	-	-	-	1	-	-	1	2	2	2	-	6
	*	1%	*	1%	*	*	*	1%	-	-	-	-	-	1%	-	-	1%	*	3%	2%	-	*
														h					AE	AE		
Everything in one place / one stop shop	5	2	3	-	-	4	1	-	-	3	-	-	-	1	-	-	-	4	-	1	-	5
	*	*	*	-	-	1%	*	-	-	2%	-	-	-	1%	-	-	-	*	-	1%	-	*
						b				h				h								
Always see the same person / been going for years / they know me	3	1	2	-	-	1	1	1	-	-	1	1	1	-	-	-	-	3	-	-	-	3
	*	*	*	-	-	*	*	1%	-	-	1%	1%	1%	-	-	-	-	*	-	-	-	*
Seen on time / not kept waiting	3	1	2	-	-	-	3	-	-	-	2	-	-	-	-	1	-	3	-	-	-	3
	*	*	*	-	-	-	1%	-	-	-	1%	-	-	-	-	1%	-	*	-	-	-	*
						bc																
Local / convenient to get to	3	2	1	-	-	2	1	-	-	-	-	-	1	1	-	-	-	2	-	1	-	3
	*	*	*	-	-	*	*	-	-	-	-	-	1%	1%	-	-	-	*	-	1%	-	*
													h	h								

Columns Tested: A,B - A,B,C,D,E - A,B,C,D,E,F,G,H,I - A,B,C,D,E



## General Optical Council

**24. And what was the main reason why you were satisfied with the experience of buying your glasses or contact lenses? Please rate your experience of buying these products, as opposed to rating the products themselves. And for which other reasons were you satisfied?**

### a) Main reason

Base: All satisfied with their purchasing experience

	Gender		Age					Region									Country					
	Total	Male	Female	18-29	30-44	45-59	60-74	75+	North East	North West	Yorks & Humb.	East Mid lands	West Mid lands	East of Eng land	Lon don	South East	South West	Eng land	Wales	Scot land	NI	UK TOTAL
Significance Level: 90%		a	b	a	b	c	d	e	a	b	c	d	e	f	g	h	i	a	b	c	d	e
Significance Level: 95%		A	B	A	B	C	D	E	A	B	C	D	E	F	G	H	I	A	B	C	D	E
Unweighted Total	1291	575	716	173	287	387	317	127	72	180	146	112	99	66	105	184	112	1076	59	94	62	1291
Weighted Total	1283	571	712	178	295	361	297	151	72	179	145	113	98	65	104	182	112	1071	58	89	65	1283
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Well looked after / good care / helpful / understanding	2	1	1	-	-	1	-	1	-	-	-	-	1	-	-	-	1	2	-	-	-	2
	*	*	*	-	-	*	-	1%	-	-	-	-	1%	-	-	-	1%	*	-	-	-	*
Other	27	9	19	2	5	7	9	3	2	1	3	4	2	1	-	6	3	22	-	2	4	27
	2%	2%	3%	1%	2%	2%	3%	2%	3%	1%	2%	4%	2%	2%	-	3%	3%	2%	-	2%	6%	2%
									g		BG				bg					Abe		
Don't know	83	52	31	21	26	14	13	9	5	12	3	9	6	5	9	12	7	69	6	4	4	83
	6%	9%	4%	12%	9%	4%	5%	6%	7%	7%	2%	8%	6%	8%	9%	7%	6%	6%	11%	5%	6%	6%
		B		CD	CD				c	C	C	c	C	C	C	c						

Columns Tested: A,B - A,B,C,D,E - A,B,C,D,E,F,G,H,I - A,B,C,D,E

## General Optical Council

**24. And what was the main reason why you were satisfied with the experience of buying your glasses or contact lenses? Please rate your experience of buying these products, as opposed to rating the products themselves. And for which other reasons were you satisfied?**

### a) Main reason

Base: All satisfied with their purchasing experience

	Total	Employment status							
		Full time paid job	Part time paid job	Self emp.	Student	Unemp (<6m)	Unemp (>6m)	Home maker	Retired
Significance Level: 90%		a	b	c	d	e	f	g	h
Significance Level: 95%		A	B	C	D	E	F	G	H
Unweighted Total	1291	607	107	95	24	7	26	45	362
Weighted Total	1283	598	105	92	25	7	26	44	368
	100%	100%	100%	100%	100%	100%	100%	100%	100%
Helpful staff	217	106	20	13	3	2	1	7	62
	17%	18%	19%	14%	12%	30%	4%	16%	17%
		f	f			F			f
Reasonable pricing / good value for money	197	98	17	18	4	1	3	7	48
	15%	16%	16%	19%	16%	14%	11%	16%	13%
Good range of products	166	85	18	12	4	-	3	2	43
	13%	14%	17%	13%	15%	-	12%	5%	12%
		g	G						
Good advice on purchases	112	51	4	10	1	1	2	6	34
	9%	8%	4%	11%	4%	15%	7%	14%	9%
		b		b				B	b
Good overall experience/service / no problems / got what I wanted	95	31	8	6	-	-	2	7	38
	7%	5%	8%	6%	-	-	8%	16%	10%
								AcD	Ad
Quick service / quick and easy	85	48	8	6	2	-	2	5	12
	7%	8%	8%	7%	8%	-	8%	12%	3%
		H	H					H	
Not pressured to purchase	69	28	5	5	-	-	2	1	28
	5%	5%	5%	5%	-	-	8%	2%	8%
									a
Polite / good communication	56	23	5	4	1	1	3	2	16
	4%	4%	5%	4%	4%	12%	11%	4%	4%
							a		
Sight was improved / could see better / worked well	56	20	4	3	1	-	1	3	24
	4%	3%	4%	3%	4%	-	4%	7%	6%
									A
Liked the glasses / appearance / suit me	27	13	2	2	2	-	1	-	7
	2%	2%	2%	2%	8%	-	4%	-	2%
				agh					

Columns Tested: A,B,C,D,E,F,G,H

## General Optical Council

**24. And what was the main reason why you were satisfied with the experience of buying your glasses or contact lenses? Please rate your experience of buying these products, as opposed to rating the products themselves. And for which other reasons were you satisfied?**

### a) Main reason

Base: All satisfied with their purchasing experience

	Total	Employment status							
		Full time paid job	Part time paid job	Self emp.	Student	Unemp (<6m)	Unemp (>6m)	Home maker	Retired
		a	b	c	d	e	f	g	h
Significance Level: 90%		A	B	C	D	E	F	G	H
Significance Level: 95%									
Unweighted Total	1291	607	107	95	24	7	26	45	362
Weighted Total	1283	598	105	92	25	7	26	44	368
	100%	100%	100%	100%	100%	100%	100%	100%	100%
Convenient	16	5	3	2	-	-	-	-	5
	1%	1%	3%	2%	-	-	-	-	1%
			a						
Quality / good quality	12	7	-	-	-	-	1	-	4
	1%	1%	-	-	-	-	4%	-	1%
							Bc		
Routine / straightforward / confirmed what I know	12	7	2	-	-	-	-	1	2
	1%	1%	2%	-	-	-	-	2%	*
Professional / competent / efficient	12	6	1	-	1	1	1	-	2
	1%	1%	1%	-	4%	14%	4%	-	1%
					ch	ABCGH	ch		
Home delivery / fast/efficient delivery service	10	9	-	-	-	-	-	1	-
	1%	2%	-	-	-	-	-	2%	-
		H						H	
Negative comments	10	6	-	3	1	-	-	-	-
	1%	1%	-	3%	4%	-	-	-	-
		h		abH	BH				
Good aftercare	6	2	-	-	-	-	-	-	3
	*	*	-	-	-	-	-	-	1%
Everything in one place / one stop shop	5	3	-	1	-	-	-	-	1
	*	*	-	1%	-	-	-	-	*
Always see the same person / been going for years / they know me	3	1	-	-	-	-	-	-	2
	*	*	-	-	-	-	-	-	1%
Seen on time / not kept waiting	3	1	-	-	-	-	-	-	1
	*	*	-	-	-	-	-	-	*
Local / convenient to get to	3	1	1	-	-	-	-	-	1
	*	*	1%	-	-	-	-	-	*

Columns Tested: A,B,C,D,E,F,G,H

## General Optical Council

**24. And what was the main reason why you were satisfied with the experience of buying your glasses or contact lenses? Please rate your experience of buying these products, as opposed to rating the products themselves. And for which other reasons were you satisfied?**

### a) Main reason

Base: All satisfied with their purchasing experience

	Employment status								
	Total	Full time paid job	Part time paid job	Self emp.	Student	Unemp (<6m)	Unemp (>6m)	Home maker	Retired
		a	b	c	d	e	f	g	h
		A	B	C	D	E	F	G	H
Unweighted Total	1291	607	107	95	24	7	26	45	362
Weighted Total	1283	598	105	92	25	7	26	44	368
	100%	100%	100%	100%	100%	100%	100%	100%	100%
Well looked after / good care / helpful / understanding	2	1	-	-	-	-	-	-	1
	*	*	-	-	-	-	-	-	*
Other	27	13	3	-	-	1	-	-	11
	2%	2%	3%	-	-	14%	-	-	3%
						AbCdfGh			c
Don't know	83	34	4	8	5	-	4	2	24
	6%	6%	4%	8%	21%	-	16%	5%	6%
				ABcGH			ABh		

Columns Tested: A,B,C,D,E,F,G,H

### General Optical Council

24. And what was the main reason why you were satisfied with the experience of buying your glasses or contact lenses? Please rate your experience of buying these products, as opposed to rating the products themselves. And for which other reasons were you satisfied?

**a) Main reason**

Base: All satisfied with their purchasing experience

	Total	SEG						Sight					Eye conditions suffer from (personally or family)					Confidence in opticians	
		A	B	C1	C2	D	E	20:20 vision	Short sighted	Long sighted	Partially sighted	Registered blind	Glaucoma	Diabetes	Macular degeneration	Cataracts	Astigmatism	Confident	Not confident
		a	b	c	d	e	f	a	b	c	d	e	a	b	c	d	e	a	b
Significance Level: 90%		A	B	C	D	E	F	A	B	C	D	E	A	B	C	D	E	A	B
Significance Level: 95%																			
Unweighted Total	1291	178	343	252	235	105	100	98	759	292	53	-	149	229	51	159	191	1253	31
Weighted Total	1283	175	344	249	232	105	100	101	752	288	53	-	148	229	51	161	191	1245	31
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	100%	100%	100%	100%	100%	100%	100%
Helpful staff	217	32	52	48	40	17	13	16	137	41	6	-	21	40	14	22	36	212	4
	17%	18%	15%	19%	17%	16%	13%	15%	18%	14%	11%	-	14%	17%	AD	14%	19%	17%	13%
Reasonable pricing / good value for money	197	21	64	34	39	15	13	16	128	39	7	-	23	35	6	25	33	189	8
	15%	12%	19%	14%	17%	14%	13%	16%	17%	13%	13%	-	16%	15%	12%	15%	17%	15%	25%
Good range of products	166	16	49	37	31	17	13	11	94	48	5	-	15	34	8	24	23	161	4
	13%	9%	14%	15%	13%	16%	13%	11%	13%	17%	10%	-	10%	15%	16%	15%	12%	13%	14%
Good advice on purchases	112	25	29	17	17	9	12	9	68	20	8	-	12	26	4	18	18	111	1
	9%	14%	8%	7%	7%	8%	12%	9%	9%	7%	14%	-	8%	11%	8%	11%	10%	9%	3%
Good overall experience/service / no problems / got what I wanted	95	13	23	15	14	6	11	5	38	30	7	-	13	13	5	9	5	94	1
	7%	8%	7%	6%	6%	6%	10%	5%	5%	10%	13%	-	9%	6%	10%	5%	2%	8%	3%
Quick service / quick and easy	85	9	32	20	9	5	7	5	61	14	3	-	10	11	4	5	19	81	4
	7%	5%	9%	8%	4%	5%	7%	5%	8%	5%	5%	-	7%	5%	8%	3%	10%	6%	13%
Not pressured to purchase	69	10	16	12	15	10	3	7	35	22	2	-	11	17	1	15	8	68	-
	5%	6%	5%	5%	7%	9%	3%	7%	5%	8%	4%	-	8%	7%	2%	9%	4%	5%	-
Polite / good communication	56	6	12	12	9	4	5	3	30	14	5	-	7	7	1	7	8	54	1
	4%	3%	4%	5%	4%	4%	5%	3%	4%	5%	9%	-	5%	3%	2%	4%	4%	4%	3%
Sight was improved / could see better / worked well	56	11	11	9	15	3	3	4	27	16	4	-	5	12	3	4	6	56	-
	4%	6%	3%	3%	6%	3%	3%	4%	4%	6%	8%	-	3%	5%	7%	3%	3%	5%	-
Liked the glasses / appearance / suit me	27	2	7	3	9	3	2	4	15	7	-	-	3	2	-	6	7	26	1
	2%	1%	2%	1%	4%	3%	2%	4%	2%	2%	-	-	2%	1%	-	4%	4%	2%	3%

Columns Tested: A,B,C,D,E,F - A,B,C,D,E - A,B,C,D,E - A,B



### General Optical Council

24. And what was the main reason why you were satisfied with the experience of buying your glasses or contact lenses? Please rate your experience of buying these products, as opposed to rating the products themselves. And for which other reasons were you satisfied?

**a) Main reason**

Base: All satisfied with their purchasing experience

	SEG						Sight					Eye conditions suffer from (personally or family)					Confidence in opticians		
	A	B	C1	C2	D	E	20:20 vision	Short sighted	Long sighted	Partially sighted	Registered blind	Glaucoma	Diabetes	Macular degeneration	Cataracts	Astigmatism	Confident	Not confident	
	a	b	c	d	e	f	a	b	c	d	e	a	b	c	d	e	a	b	
Significance Level: 90%	A	B	C	D	E	F	A	B	C	D	E	A	B	C	D	E	A	B	
Significance Level: 95%																			
Unweighted Total	1291	178	343	252	235	105	100	98	759	292	53	-	149	229	51	159	191	1253	31
Weighted Total	1283	175	344	249	232	105	100	101	752	288	53	-	148	229	51	161	191	1245	31
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	100%	100%	100%	100%	100%	100%	100%
Convenient	16	5	2	3	4	-	2	3	10	3	-	-	2	3	-	1	2	16	-
	1%	3%	1%	1%	2%	-	2%	3%	1%	1%	-	-	1%	1%	-	1%	1%	1%	-
		Be																	
Quality / good quality	12	3	1	2	3	1	-	1	6	2	-	-	3	1	-	1	1	12	-
	1%	2%	*	1%	1%	1%	-	1%	1%	1%	-	-	2%	*	-	1%	1%	1%	-
		b																	
Routine / straightforward / confirmed what I know	12	3	5	1	2	-	1	2	5	4	-	-	1	2	-	3	2	12	-
	1%	2%	1%	*	1%	-	1%	2%	1%	1%	-	-	1%	1%	-	2%	1%	1%	-
Professional / competent / efficient	12	2	2	3	1	1	2	-	7	5	-	-	1	-	-	3	2	11	-
	1%	1%	1%	1%	*	1%	2%	-	1%	2%	-	-	1%	-	-	2%	1%	1%	-
															B				
Home delivery / fast/efficient delivery service	10	1	4	3	1	-	1	-	9	1	-	-	1	-	1	1	2	10	-
	1%	1%	1%	1%	*	-	1%	-	1%	*	-	-	1%	-	2%	1%	1%	1%	-
															B				
Negative comments	10	1	5	-	3	1	-	1	6	3	-	-	1	1	-	1	-	10	-
	1%	1%	1%	-	1%	1%	-	1%	1%	1%	-	-	1%	*	-	1%	-	1%	-
			c		c														
Good aftercare	6	1	2	-	1	-	1	-	4	2	-	-	1	1	-	2	1	6	-
	*	1%	1%	-	*	-	1%	-	1%	1%	-	-	1%	*	-	1%	*	*	-
Everything in one place / one stop shop	5	1	-	-	2	2	-	1	3	1	-	-	-	-	-	-	2	3	1
	*	1%	-	-	1%	2%	-	1%	*	*	-	-	-	-	-	-	1%	*	3%
						BC													A
Always see the same person / been going for years / they know me	3	-	1	-	1	-	1	-	2	-	1	-	-	-	-	-	-	3	-
	*	-	*	-	*	-	1%	-	*	-	2%	-	-	-	-	-	-	*	-
							c				bC								
Seen on time / not kept waiting	3	-	-	-	1	-	-	-	1	1	-	-	-	-	-	-	-	3	-
	*	-	-	-	*	-	-	-	*	*	-	-	-	-	-	-	-	*	-

Columns Tested: A,B,C,D,E,F - A,B,C,D,E - A,B,C,D,E - A,B





### General Optical Council

24. And what was the main reason why you were satisfied with the experience of buying your glasses or contact lenses? Please rate your experience of buying these products, as opposed to rating the products themselves. And for which other reasons were you satisfied?

**a) Main reason**

Base: All satisfied with their purchasing experience

	SEG						Sight					Eye conditions suffer from (personally or family)					Confidence in opticians		
	A	B	C1	C2	D	E	20:20 vision	Short sighted	Long sighted	Partially sighted	Registered blind	Glaucoma	Diabetes	Macular degeneration	Cataracts	Astigmatism	Confident	Not confident	
	a	b	c	d	e	f	a	b	c	d	e	a	b	c	d	e	a	b	
Significance Level: 90%	A	B	C	D	E	F	A	B	C	D	E	A	B	C	D	E	A	B	
Significance Level: 95%																			
Unweighted Total	1291	178	343	252	235	105	100	98	759	292	53	-	149	229	51	159	191	1253	31
Weighted Total	1283	175	344	249	232	105	100	101	752	288	53	-	148	229	51	161	191	1245	31
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	100%	100%	100%	100%	100%	100%	100%
Local / convenient to get to	3	-	1	2	-	-	-	-	1	2	-	-	1	-	-	-	1	3	-
	*	-	*	1%	-	-	-	-	*	1%	-	-	1%	-	-	-	1%	*	-
Well looked after / good care / helpful / understanding	2	-	1	-	-	-	1	1	1	-	-	-	-	-	-	-	-	2	-
	*	-	*	-	-	-	1%	1%	*	-	-	-	-	-	-	-	-	*	-
							c	c											
Other	27	3	3	8	5	5	3	2	17	4	-	-	4	6	1	5	6	27	-
	2%	2%	1%	3%	2%	5%	3%	2%	2%	1%	-	-	3%	3%	2%	3%	3%	2%	-
				B	B	B	b												
Don't know	83	10	21	19	13	7	6	11	47	10	6	-	12	18	3	9	10	76	6
	6%	6%	6%	8%	5%	7%	6%	10%	6%	3%	11%	-	8%	8%	6%	6%	5%	6%	20%
								C	c		C							A	

Columns Tested: A,B,C,D,E,F - A,B,C,D,E - A,B,C,D,E - A,B



## General Optical Council

**24. And what was the main reason why you were satisfied with the experience of buying your glasses or contact lenses? Please rate your experience of buying these products, as opposed to rating the products themselves. And for which other reasons were you satisfied?**

### a) Main reason

Base: All satisfied with their purchasing experience

	Last time visited an optician				Satisfaction with overall experience at opticians		Satisfaction with eye test		Corrective solutions		Satisfaction with purchasing corrective solutions		Confidence in effective regulation		Awareness of GOC		
	Total	2 years ago or less	More than 2 to less than 5 years	5 years or more ago	Never	Satisfied	Dissatisfied	Satisfied	Dissatisfied	Prescription glasses	Contact lenses	Satisfied	Dissatisfied	Confident	Not confident	Aware	Not aware
Significance Level: 90%		a	b	c	d	a	b	a	b	a	b	a	b	a	b	a	b
Significance Level: 95%		A	B	C	D	A	B	A	B	A	B	A	B	A	B	A	B
Unweighted Total	1291	1156	81	26	20	1231	30	1235	19	1255	211	1291	-	1131	61	154	1137
Weighted Total	1283	1148	81	26	20	1223	30	1226	19	1247	211	1283	-	1125	60	157	1126
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	100%	100%	100%	100%
Helpful staff	217	195	14	2	4	202	8	207	3	212	28	217	-	189	12	19	198
	17%	17%	18%	8%	20%	17%	26%	17%	15%	17%	13%	17%	-	17%	20%	12%	18%
Reasonable pricing / good value for money	197	177	12	4	2	193	-	187	2	190	38	197	-	179	9	24	172
	15%	15%	15%	15%	10%	16%	-	15%	10%	15%	18%	15%	-	16%	14%	15%	15%
						B											
Good range of products	166	147	15	3	1	160	5	161	2	164	17	166	-	147	6	31	135
	13%	13%	18%	12%	5%	13%	16%	13%	10%	13%	8%	13%	-	13%	10%	20%	12%
						B				B						B	
Good advice on purchases	112	105	2	2	2	107	2	107	1	112	12	112	-	101	3	6	106
	9%	9%	2%	8%	11%	9%	7%	9%	5%	9%	6%	9%	-	9%	5%	4%	9%
						B										A	
Good overall experience/service / no problems / got what I wanted	95	84	7	2	1	92	1	93	-	93	10	95	-	85	1	9	85
	7%	7%	8%	7%	5%	7%	3%	8%	-	7%	5%	7%	-	8%	2%	6%	8%
														b			
Quick service / quick and easy	85	76	6	1	2	81	2	81	2	80	28	85	-	73	3	7	77
	7%	7%	8%	4%	10%	7%	7%	7%	11%	6%	13%	7%	-	6%	5%	5%	7%
										A							
Not pressured to purchase	69	63	2	3	-	68	1	68	1	69	5	69	-	59	6	6	62
	5%	6%	3%	12%	-	6%	4%	6%	6%	6%	2%	5%	-	5%	10%	4%	6%
				b						b							
Polite / good communication	56	51	3	1	1	53	1	53	1	54	10	56	-	50	3	3	53
	4%	4%	4%	4%	5%	4%	3%	4%	5%	4%	5%	4%	-	4%	5%	2%	5%
Sight was improved / could see better / worked well	56	54	1	1	-	55	1	55	1	54	6	56	-	51	3	8	48
	4%	5%	1%	4%	-	5%	3%	4%	5%	4%	3%	4%	-	5%	5%	5%	4%

Columns Tested: A,B,C,D - A,B - A,B - A,B - A,B - A,B

### General Optical Council

24. And what was the main reason why you were satisfied with the experience of buying your glasses or contact lenses? Please rate your experience of buying these products, as opposed to rating the products themselves. And for which other reasons were you satisfied?

**a) Main reason**

Base: All satisfied with their purchasing experience

	Last time visited an optician				Satisfaction with overall experience at opticians		Satisfaction with eye test		Corrective solutions		Satisfaction with purchasing corrective solutions		Confidence in effective regulation		Awareness of GOC		
	Total	2 years ago or less	More than 2 to less than 5 years	5 years or more ago	Never	Satisfied	Dissatisfied	Satisfied	Dissatisfied	Prescription glasses	Contact lenses	Satisfied	Dissatisfied	Confident	Not confident	Aware	Not aware
Significance Level: 90%		a	b	c	d	a	b	a	b	a	b	a	b	a	b	a	b
Significance Level: 95%		A	B	C	D	A	B	A	B	A	B	A	B	A	B	A	B
Unweighted Total	1291	1156	81	26	20	1231	30	1235	19	1255	211	1291	-	1131	61	154	1137
Weighted Total	1283	1148	81	26	20	1223	30	1226	19	1247	211	1283	-	1125	60	157	1126
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	100%	100%	100%	100%
Liked the glasses / appearance / suit me	27	26	-	1	-	26	1	27	-	26	3	27	-	24	1	6	21
	2%	2%	-	4%	-	2%	3%	2%	-	2%	1%	2%	-	2%	2%	4%	2%
				b													
Convenient	16	16	-	-	-	16	-	16	-	15	7	16	-	14	1	1	15
	1%	1%	-	-	-	1%	-	1%	-	1%	3% A	1%	-	1%	2%	1%	1%
Quality / good quality	12	10	-	1	1	11	-	11	-	12	-	12	-	10	1	1	11
	1%	1%	-	4%	5%	1%	-	1%	-	1%	-	1%	-	1%	2%	1%	1%
				b	ab												
Routine / straightforward / confirmed what I know	12	12	-	-	-	11	1	12	-	11	3	12	-	10	2	1	11
	1%	1%	-	-	-	1%	3%	1%	-	1%	1%	1%	-	1%	3% a	1%	1%
Professional / competent / efficient	12	12	-	-	-	12	-	12	-	12	3	12	-	10	1	-	12
	1%	1%	-	-	-	1%	-	1%	-	1%	1%	1%	-	1%	2%	-	1%
Home delivery / fast/efficient delivery service	10	10	-	-	-	10	-	10	-	10	9	10	-	9	-	1	9
	1%	1%	-	-	-	1%	-	1%	-	1%	4% A	1%	-	1%	-	1%	1%
Negative comments	10	7	3	-	-	10	-	10	-	9	3	10	-	8	1	3	7
	1%	1%	4%	-	-	1%	-	1%	-	1%	1%	1%	-	1%	2%	2%	1%
			A													b	
Good aftercare	6	6	-	-	-	6	-	6	-	6	2	6	-	3	2	-	6
	*	1%	-	-	-	*	-	*	-	*	1%	*	-	*	3% A	-	1%
Everything in one place / one stop shop	5	3	2	-	-	5	-	5	-	5	1	5	-	4	-	1	4
	*	*	2%	-	-	*	-	*	-	*	*	*	-	*	-	1%	*
			A														

Columns Tested: A,B,C,D - A,B - A,B - A,B - A,B - A,B



### General Optical Council

24. And what was the main reason why you were satisfied with the experience of buying your glasses or contact lenses? Please rate your experience of buying these products, as opposed to rating the products themselves. And for which other reasons were you satisfied?

**a) Main reason**

Base: All satisfied with their purchasing experience

	Last time visited an optician				Satisfaction with overall experience at opticians		Satisfaction with eye test		Corrective solutions		Satisfaction with purchasing corrective solutions		Confidence in effective regulation		Awareness of GOC		
	Total	2 years ago or less	More than 2 to less than 5 years	5 years or more ago	Never	Satis fied	Dissat isfied	Satis fied	Dissat isfied	Presc ription glasses	Cont act lenses	Satis fied	Dissat isfied	Conf ident	Not confi dent	Aware	Not aware
Significance Level: 90%		a	b	c	d	a	b	a	b	a	b	a	b	a	b	a	b
Significance Level: 95%		A	B	C	D	A	B	A	B	A	B	A	B	A	B	A	B
Unweighted Total	1291	1156	81	26	20	1231	30	1235	19	1255	211	1291	-	1131	61	154	1137
Weighted Total	1283	1148	81	26	20	1223	30	1226	19	1247	211	1283	-	1125	60	157	1126
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	100%	100%	100%	100%
Always see the same person / been going for years / they know me	3 *	3 *	- -	- -	- -	3 *	- -	2 *	- -	3 *	2 1% a	3 *	- -	3 *	- -	- -	3 *
Seen on time / not kept waiting	3 *	3 *	- -	- -	- -	3 *	- -	3 *	- -	3 *	- -	3 *	- -	3 *	- -	- -	3 *
Local / convenient to get to	3 *	2 *	1 1% a	- -	- -	3 *	- -	3 *	- -	3 *	- -	3 *	- -	3 *	- -	- -	3 *
Well looked after / good care / helpful / understanding	2 *	1 *	- -	- -	1 6% AB	1 *	- -	1 *	- -	2 *	- -	2 *	- -	2 *	- -	1 1% b	1 *
Other	27 2%	22 2%	3 4%	2 7% a	- -	24 2%	3 10% A	26 2%	1 5%	26 2%	6 3%	27 2%	- -	22 2%	1 2%	3 2%	24 2%
Don't know	83 6%	65 6%	10 12% A	3 12%	5 25% A	73 6%	4 14% a	72 6%	5 27% A	77 6%	18 9%	83 6%	- -	66 6%	5 8%	24 15% B	59 5%

Columns Tested: A,B,C,D - A,B - A,B - A,B - A,B - A,B - A,B



## General Optical Council

**24. And what was the main reason why you were satisfied with the experience of buying your glasses or contact lenses? Please rate your experience of buying these products, as opposed to rating the products themselves. And for which other reasons were you satisfied?**

### a) Main reason

Base: All satisfied with their purchasing experience

	Ethnicity						Children in household		Products currently used				Product most recently bought			
	Total	White	Mixed/ multiple	Asian or Asian British	Black or Black British	Other	BME	Aged 8 or under	Aged 9-18	Glasses with a prescription	Contact lenses	Reading glasses without a prescription	None of these	Glasses with a prescription	Contact lenses	Reading glasses without a prescription
	a	b	c	d	e	f	a	b	a	b	c	d	a	b	c	
	A	B	C	D	E	F	A	B	A	B	C	D	A	B	C	
Unweighted Total	1291	1176	11	69	11	5	96	196	275	1255	211	34	-	1133	158	-
Weighted Total	1283	1167	11	70	11	5	97	197	272	1247	211	33	-	1125	158	-
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	100%	100%	-
Helpful staff	217	206	1	7	2	-	10	26	43	212	28	3	-	196	22	-
	17%	18%	9%	10%	16%	-	10%	13%	16%	17%	13%	9%	-	17%	14%	-
		f														
Reasonable pricing / good value for money	197	177	4	11	1	2	18	32	40	190	38	4	-	167	29	-
	15%	15%	35%	16%	9%	41%	19%	16%	15%	15%	18%	12%	-	15%	19%	-
		a														
Good range of products	166	153	2	10	1	-	13	37	44	164	17	4	-	159	7	-
	13%	13%	17%	15%	9%	-	14%	19%	16%	13%	8%	12%	-	14%	4%	-
										B				B		
Good advice on purchases	112	101	-	6	1	1	8	11	30	112	12	3	-	104	8	-
	9%	9%	-	9%	9%	20%	8%	6%	11%	9%	6%	9%	-	9%	5%	-
									A					b		
Good overall experience/service / no problems / got what I wanted	95	82	1	7	1	1	10	13	14	93	10	4	-	90	5	-
	7%	7%	9%	10%	11%	19%	10%	7%	5%	7%	5%	12%	-	8%	3%	-
												b		B		
Quick service / quick and easy	85	78	-	7	-	-	7	19	26	80	28	1	-	59	25	-
	7%	7%	-	10%	-	-	7%	9%	9%	6%	13%	3%	-	5%	16%	-
											Ac			A		
Not pressured to purchase	69	65	-	2	1	-	3	8	14	69	5	2	-	64	4	-
	5%	6%	-	3%	9%	-	3%	4%	5%	6%	2%	6%	-	6%	3%	-
										b						
Polite / good communication	56	53	1	-	1	-	2	9	12	54	10	1	-	51	5	-
	4%	5%	9%	-	9%	-	2%	5%	4%	4%	5%	3%	-	5%	3%	-
		c	C													

Columns Tested: A,B,C,D,E,F - A,B - A,B,C,D - A,B,C

## General Optical Council

**24. And what was the main reason why you were satisfied with the experience of buying your glasses or contact lenses? Please rate your experience of buying these products, as opposed to rating the products themselves. And for which other reasons were you satisfied?**

### a) Main reason

Base: All satisfied with their purchasing experience

	Ethnicity						Children in household		Products currently used				Product most recently bought			
	Total	White	Mixed/ multiple	Asian or Asian British	Black or Black British	Other	BME	Aged 8 or under	Aged 9-18	Glasses with a prescription	Contact lenses	Reading glasses without a prescription	None of these	Glasses with a prescription	Contact lenses	Reading glasses without a prescription
	a	b	c	d	e	f	a	b	a	b	c	d	a	b	c	
	A	B	C	D	E	F	A	B	A	B	C	D	A	B	C	
Unweighted Total	1291	1176	11	69	11	5	96	196	275	1255	211	34	-	1133	158	-
Weighted Total	1283	1167	11	70	11	5	97	197	272	1247	211	33	-	1125	158	-
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	100%	100%	-
Sight was improved / could see better / worked well	56 4%	55 5%	-	1 1%	-	-	1 1%	4 2%	9 3%	54 4%	6 3%	2 6%	-	52 5%	4 2%	-
Liked the glasses / appearance / suit me	27 2%	22 2%	-	5 7%	-	-	5 5%	6 3%	5 2%	26 2%	3 1%	1 3%	-	26 2%	1 1%	-
Convenient	16 1%	13 1%	1 9%	1 1%	-	-	2 2%	2 1%	1 *	15 1%	7 3%	-	-	9 1%	7 4%	-
Quality / good quality	12 1%	11 1%	-	1 2%	-	-	1 1%	1 1%	-	12 1%	-	-	-	12 1%	-	-
Routine / straightforward / confirmed what I know	12 1%	11 1%	-	1 1%	-	-	1 1%	2 1%	3 1%	11 1%	3 1%	-	-	9 1%	3 2%	-
Professional / competent / efficient	12 1%	10 1%	-	-	-	1 20%	1 1%	2 1%	3 1%	12 1%	3 1%	-	-	9 1%	3 2%	-
Home delivery / fast/efficient delivery service	10 1%	10 1%	-	-	-	-	-	1 1%	1 *	10 1%	9 4%	-	-	1 *	9 6%	-
Negative comments	10 1%	6 1%	-	3 4%	-	-	3 3%	4 2%	4 1%	9 1%	3 1%	-	-	7 1%	3 2%	-
Good aftercare	6 *	6 *	-	-	-	-	-	1 1%	-	6 *	2 1%	1 2%	-	5 *	1 1%	-

Columns Tested: A,B,C,D,E,F - A,B - A,B,C,D - A,B,C

### General Optical Council

24. And what was the main reason why you were satisfied with the experience of buying your glasses or contact lenses? Please rate your experience of buying these products, as opposed to rating the products themselves. And for which other reasons were you satisfied?

**a) Main reason**

Base: All satisfied with their purchasing experience

	Ethnicity						Children in household		Products currently used				Product most recently bought			
	Total	White	Mixed/ multiple	Asian or Asian British	Black or Black British	Other	BME	Aged 8 or under	Aged 9-18	Glasses with a prescription	Contact lenses	Reading glasses without a prescription	None of these	Glasses with a prescription	Contact lenses	Reading glasses without a prescription
	a	b	c	d	e	f	a	b	a	b	c	d	a	b	c	
	A	B	C	D	E	F	A	B	A	B	C	D	A	B	C	
Unweighted Total	1291	1176	11	69	11	5	96	196	275	1255	211	34	-	1133	158	-
Weighted Total	1283	1167	11	70	11	5	97	197	272	1247	211	33	-	1125	158	-
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	100%	100%	-
Everything in one place / one stop shop	5	5	-	-	-	-	-	-	1	5	1	1	-	4	1	-
	*	*	-	-	-	-	-	-	*	*	*	2%	-	*	1%	-
												a				
Always see the same person / been going for years / they know me	3	3	-	-	-	-	-	-	-	3	2	-	-	1	2	-
	*	*	-	-	-	-	-	-	-	*	1%	-	-	*	1%	-
											a			A		
Seen on time / not kept waiting	3	2	-	-	-	-	-	-	-	3	-	-	-	3	-	-
	*	*	-	-	-	-	-	-	-	*	-	-	-	*	-	-
Local / convenient to get to	3	3	-	-	-	-	-	-	1	3	-	-	-	3	-	-
	*	*	-	-	-	-	-	-	*	*	-	-	-	*	-	-
Well looked after / good care / helpful / understanding	2	2	-	-	-	-	-	1	-	2	-	1	-	2	-	-
	*	*	-	-	-	-	-	*	-	*	-	3%	-	*	-	-
												AB				
Other	27	24	-	3	-	-	3	3	4	26	6	2	-	23	5	-
	2%	2%	-	4%	-	-	3%	1%	1%	2%	3%	6%	-	2%	3%	-
Don't know	83	72	1	4	3	-	8	16	20	77	18	4	-	69	14	-
	6%	6%	12%	6%	28%	-	9%	8%	7%	6%	9%	12%	-	6%	9%	-

Columns Tested: A,B,C,D,E,F - A,B - A,B,C,D - A,B,C



## General Optical Council

**24. And what was the main reason why you were satisfied with the experience of buying your glasses or contact lenses? Please rate your experience of buying these products, as opposed to rating the products themselves. And for which other reasons were you satisfied?**

### b) Other reasons

Base: All satisfied with their purchasing experience

	Gender		Age					Region								Country						
	Total	Male	Female	18-29	30-44	45-59	60-74	75+	North East	North West	Yorks & Humb.	East Mid lands	West Mid lands	East of Eng land	Lon don	South East	South West	Eng land	Wales	Scot land	NI	UK TOTAL
Significance Level: 90%		a	b	a	b	c	d	e	a	b	c	d	e	f	g	h	i	a	b	c	d	e
Significance Level: 95%		A	B	A	B	C	D	E	A	B	C	D	E	F	G	H	I	A	B	C	D	E
Unweighted Total	1291	575	716	173	287	387	317	127	72	180	146	112	99	66	105	184	112	1076	59	94	62	1291
Weighted Total	1283	571	712	178	295	361	297	151	72	179	145	113	98	65	104	182	112	1071	58	89	65	1283
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Reasonable pricing / good value for money	164	68	96	15	49	55	40	6	8	19	27	11	9	7	15	24	13	131	11	12	10	164
	13%	12%	14%	8%	17%	15%	13%	4%	11%	11%	18%	10%	9%	10%	14%	13%	11%	12%	20%	13%	16%	13%
					AE	AE	aE				BDE								a			
Helpful staff	153	56	97	19	35	41	40	17	13	17	24	14	11	5	10	17	13	123	8	10	11	153
	12%	10%	14%	11%	12%	11%	13%	11%	18%	10%	16%	12%	11%	7%	10%	9%	12%	12%	13%	12%	18%	12%
			A						bfgH		bfH											
Good range of products	106	45	61	12	24	33	26	10	5	20	17	5	4	2	10	25	9	97	5	4	1	106
	8%	8%	9%	7%	8%	9%	9%	7%	7%	11%	12%	5%	4%	3%	10%	14%	8%	9%	8%	4%	1%	8%
										def	DEF					DEF		cD	d			d
Polite / good communication	87	30	57	7	22	29	19	10	2	10	15	9	9	5	5	12	8	75	4	4	4	87
	7%	5%	8%	4%	7%	8%	6%	7%	3%	5%	10%	8%	9%	7%	5%	7%	7%	7%	8%	4%	6%	7%
			a			a					abg											
Good advice on purchases	69	22	47	5	17	18	23	5	3	14	11	2	5	3	7	7	7	58	4	5	1	69
	5%	4%	7%	3%	6%	5%	8%	3%	4%	8%	8%	2%	5%	5%	6%	4%	6%	5%	8%	6%	1%	5%
			A				Ae			Dh	D				d	d			d			
Not pressured to purchase	39	8	31	4	8	20	5	2	2	8	6	1	2	2	7	5	2	34	3	2	-	39
	3%	1%	4%	2%	3%	5%	2%	2%	3%	4%	4%	1%	2%	3%	6%	3%	2%	3%	4%	2%	-	3%
			A		abDe					d					Di				d			
Quick service / quick and easy	37	12	25	6	5	9	7	10	2	4	6	5	1	1	3	5	3	30	1	4	2	37
	3%	2%	3%	3%	2%	3%	2%	7%	3%	2%	4%	4%	1%	1%	3%	3%	3%	3%	1%	5%	3%	3%
							BCD															
Home delivery / fast/efficient delivery service	10	4	6	4	2	2	1	1	-	2	2	1	2	1	-	1	-	9	-	-	1	10
	1%	1%	1%	2%	1%	1%	*	1%	-	1%	1%	1%	2%	1%	-	1%	-	1%	-	-	2%	1%
				cD																		
Convenient	10	5	5	2	6	2	-	-	-	4	1	2	-	-	-	1	2	10	-	-	-	10
	1%	1%	1%	1%	2%	1%	-	-	-	2%	1%	2%	-	-	-	1%	2%	1%	-	-	-	1%
				d	cD																	
Negative comments	10	8	2	2	1	3	3	1	-	2	2	-	1	1	2	-	-	8	2	-	-	10
	1%	1%	*	1%	*	1%	1%	1%	-	1%	1%	-	1%	2%	2%	-	-	1%	4%	-	-	1%
		B												h	h				AcE			

Columns Tested: A,B - A,B,C,D,E - A,B,C,D,E,F,G,H,I - A,B,C,D,E



## General Optical Council

**24. And what was the main reason why you were satisfied with the experience of buying your glasses or contact lenses? Please rate your experience of buying these products, as opposed to rating the products themselves. And for which other reasons were you satisfied?**

### b) Other reasons

Base: All satisfied with their purchasing experience

	Gender			Age					Region									Country				
	Total	Male	Female	18-29	30-44	45-59	60-74	75+	North East	North West	Yorks & Humb.	East Midlands	West Midlands	East of England	London	South East	South West	England	Wales	Scotland	NI	UK TOTAL
Significance Level: 90%		a	b	a	b	c	d	e	a	b	c	d	e	f	g	h	i	a	b	c	d	e
Significance Level: 95%		A	B	A	B	C	D	E	A	B	C	D	E	F	G	H	I	A	B	C	D	E
Unweighted Total	1291	575	716	173	287	387	317	127	72	180	146	112	99	66	105	184	112	1076	59	94	62	1291
Weighted Total	1283	571	712	178	295	361	297	151	72	179	145	113	98	65	104	182	112	1071	58	89	65	1283
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Sight was improved / could see better / worked well	10 1%	3 1%	7 1%	1 1%	4 1%	1 *	3 1%	1 1%	2 3%	1 1%	3 2%	1 1%	- -	- -	- -	2 1%	- -	9 1%	- -	1 1%	- -	10 1%
Good overall experience/service / no problems / got what I wanted	9 1%	5 1%	4 1%	1 1%	- -	5 1%	2 1%	1 1%	1 1%	1 1%	- -	- -	2 2%	- -	2 2%	- 1%	1 1%	7 1%	- -	1 1%	1 1%	9 1%
Good aftercare	8 1%	1 *	7 1%	1 1%	1 *	4 1%	2 1%	- -	2 3%	2 1%	- -	1 1%	- -	- -	1 1%	- 1%	1 1%	7 1%	- -	1 1%	- -	8 1%
Liked the glasses / appearance / suit me	7 1%	3 1%	4 1%	3 2%	3 1%	1 *	- -	- -	- -	- -	1 1%	- -	2 2%	- -	2 2%	1 1%	- -	6 1%	- -	1 1%	- -	7 1%
Professional / competent / efficient	7 1%	2 *	5 1%	- -	1 *	3 1%	3 1%	- -	1 1%	1 1%	- -	2 2%	1 1%	- -	- 1%	2 -	- -	7 1%	- -	- -	- -	7 1%
Local / convenient to get to	4 *	1 *	3 *	- -	1 *	2 *	1 *	- -	- -	- -	1 1%	- -	- -	- -	- -	1 1%	- -	2 *	1 2%	1 1%	- -	4 *
Routine / straightforward / confirmed what I know	2 *	1 *	1 *	- -	1 *	- -	1 *	- -	- -	- -	- -	- -	1 1%	- -	- -	- 1%	1 *	2 *	- -	- -	- -	2 *
Everything in one place / one stop shop	2 *	2 *	- -	- -	- -	- -	2 1%	- -	- -	- -	- -	- -	1 1%	- -	- -	- -	- -	1 *	- -	- -	1 1%	2 *
Quality / good quality	1 *	- -	1 *	- -	- -	- -	- 1%	1 c	- -	- -	- -	- -	- -	- -	- -	1 1%	- -	1 *	- -	- -	- -	1 *
Children were reassured / put at ease	1 *	- -	1 *	- -	1 *	- -	- -	- -	1 1%	- -	- -	- -	- -	- -	- -	- -	- -	1 *	- -	- -	- -	1 *
Always see the same person / been going for years / they know me	1 *	- -	1 *	- -	- -	1 *	- -	- -	- -	- -	- -	- -	- -	- -	- 1%	- -	- -	1 *	- -	- -	- -	1 *

Columns Tested: A,B - A,B,C,D,E - A,B,C,D,E,F,G,H,I - A,B,C,D,E

## General Optical Council

**24. And what was the main reason why you were satisfied with the experience of buying your glasses or contact lenses? Please rate your experience of buying these products, as opposed to rating the products themselves. And for which other reasons were you satisfied?**

### b) Other reasons

Base: All satisfied with their purchasing experience

	Gender		Age					Region									Country					
	Total	Male	Female	18-29	30-44	45-59	60-74	75+	North East	North West	Yorks & Humb.	East Mid lands	West Mid lands	East of Eng land	Lon don	South East	South West	Eng land	Wales	Scot land	NI	UK TOTAL
Significance Level: 90%		a	b	a	b	c	d	e	a	b	c	d	e	f	g	h	i	a	b	c	d	e
Significance Level: 95%		A	B	A	B	C	D	E	A	B	C	D	E	F	G	H	I	A	B	C	D	E
Unweighted Total	1291	575	716	173	287	387	317	127	72	180	146	112	99	66	105	184	112	1076	59	94	62	1291
Weighted Total	1283	571	712	178	295	361	297	151	72	179	145	113	98	65	104	182	112	1071	58	89	65	1283
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Seen on time / not kept waiting	1	1	-	-	-	-	1	-	-	-	-	-	-	-	-	1	-	1	-	-	-	1
	*	*	-	-	-	-	*	-	-	-	-	-	-	-	-	1%	-	*	-	-	-	*
Pleasant environment / comfortable / clean	1	1	-	-	-	-	1	-	-	-	-	-	-	-	-	1	-	1	-	-	-	1
	*	*	-	-	-	-	*	-	-	-	-	-	-	-	-	1%	-	*	-	-	-	*
Other	13	6	8	1	1	4	5	2	-	1	-	-	3	-	1	2	2	9	2	3	-	13
	1%	1%	1%	1%	*	1%	2%	1%	-	1%	-	-	3%	-	1%	1%	2%	1%	3%	3%	-	1%
													bCd						a	Ae		
Don't know	679	333	347	107	149	179	149	95	39	100	58	67	53	39	50	96	61	563	30	50	36	679
	53%	58%	49%	60%	51%	50%	50%	63%	54%	56%	40%	59%	54%	61%	48%	53%	54%	53%	52%	56%	56%	53%
		B		bCD			BCD		C	C		Cg	C	Cg		C	C					

Columns Tested: A,B - A,B,C,D,E - A,B,C,D,E,F,G,H,I - A,B,C,D,E

## General Optical Council

**24. And what was the main reason why you were satisfied with the experience of buying your glasses or contact lenses? Please rate your experience of buying these products, as opposed to rating the products themselves. And for which other reasons were you satisfied?**

### b) Other reasons

Base: All satisfied with their purchasing experience

	Total	Employment status							
		Full time paid job	Part time paid job	Self emp.	Student	Unemp (<6m)	Unemp (>6m)	Home maker	Retired
		a	b	c	d	e	f	g	h
		A	B	C	D	E	F	G	H
Unweighted Total	1291	607	107	95	24	7	26	45	362
Weighted Total	1283	598	105	92	25	7	26	44	368
	100%	100%	100%	100%	100%	100%	100%	100%	100%
Reasonable pricing / good value for money	164	89	14	10	2	1	4	4	38
	13%	15%	13%	10%	8%	12%	15%	9%	10%
		H							
Helpful staff	153	76	13	7	1	1	4	4	45
	12%	13%	12%	8%	4%	14%	15%	9%	12%
Good range of products	106	42	14	9	-	-	4	5	32
	8%	7%	13%	10%	-	-	15%	11%	9%
			Ad				d		
Polite / good communication	87	44	5	6	-	-	2	3	26
	7%	7%	5%	6%	-	-	8%	7%	7%
Good advice on purchases	69	32	6	10	1	1	2	1	16
	5%	5%	6%	11%	4%	14%	7%	2%	4%
			AgH						
Not pressured to purchase	39	24	4	-	1	-	2	3	5
	3%	4%	4%	-	4%	-	7%	7%	1%
		CH	c		c		CH	CH	
Quick service / quick and easy	37	12	4	4	2	-	1	-	15
	3%	2%	4%	4%	8%	-	4%	-	4%
					Ag				a
Home delivery / fast/efficient delivery service	10	6	-	1	1	-	-	-	2
	1%	1%	-	1%	4%	-	-	-	1%
					Bh				
Convenient	10	9	-	1	-	-	-	-	-
	1%	2%	-	1%	-	-	-	-	-
		H		H					
Negative comments	10	4	1	1	1	-	-	-	3
	1%	1%	1%	1%	4%	-	-	-	1%
					a				

Columns Tested: A,B,C,D,E,F,G,H

## General Optical Council

**24. And what was the main reason why you were satisfied with the experience of buying your glasses or contact lenses? Please rate your experience of buying these products, as opposed to rating the products themselves. And for which other reasons were you satisfied?**

### b) Other reasons

Base: All satisfied with their purchasing experience

	Total	Employment status							
		Full time paid job	Part time paid job	Self emp.	Student	Unemp (<6m)	Unemp (>6m)	Home maker	Retired
		a	b	c	d	e	f	g	h
		A	B	C	D	E	F	G	H
Unweighted Total	1291	607	107	95	24	7	26	45	362
Weighted Total	1283	598	105	92	25	7	26	44	368
	100%	100%	100%	100%	100%	100%	100%	100%	100%
Sight was improved / could see better / worked well	10	5	1	1	-	-	-	-	3
	1%	1%	1%	1%	-	-	-	-	1%
Good overall experience/service / no problems / got what I wanted	9	5	-	-	-	-	-	-	4
	1%	1%	-	-	-	-	-	-	1%
Good aftercare	8	5	1	1	-	-	-	-	1
	1%	1%	1%	1%	-	-	-	-	*
Liked the glasses / appearance / suit me	7	6	-	-	-	-	-	1	-
	1%	1%	-	-	-	-	-	2%	-
		h						H	
Professional / competent / efficient	7	3	-	-	-	-	-	1	3
	1%	*	-	-	-	-	-	2%	1%
Local / convenient to get to	4	3	1	-	-	-	-	-	-
	*	*	1%	-	-	-	-	-	-
			h						
Routine / straightforward / confirmed what I know	2	1	-	-	-	-	-	-	1
	*	*	-	-	-	-	-	-	*
Everything in one place / one stop shop	2	-	-	-	-	-	-	-	2
	*	-	-	-	-	-	-	-	*
									a
Quality / good quality	1	-	-	-	-	-	-	-	1
	*	-	-	-	-	-	-	-	*
Children were reassured / put at ease	1	1	-	-	-	-	-	-	-
	*	*	-	-	-	-	-	-	-
Always see the same person / been going for years / they know me	1	1	-	-	-	-	-	-	-
	*	*	-	-	-	-	-	-	-

Columns Tested: A,B,C,D,E,F,G,H

## General Optical Council

**24. And what was the main reason why you were satisfied with the experience of buying your glasses or contact lenses? Please rate your experience of buying these products, as opposed to rating the products themselves. And for which other reasons were you satisfied?**

### b) Other reasons

Base: All satisfied with their purchasing experience

	Employment status								
	Total	Full time paid job	Part time paid job	Self emp.	Student	Unemp (<6m)	Unemp (>6m)	Home maker	Retired
	a	b	c	d	e	f	g	h	
	A	B	C	D	E	F	G	H	
Unweighted Total	1291	607	107	95	24	7	26	45	362
Weighted Total	1283	598	105	92	25	7	26	44	368
	100%	100%	100%	100%	100%	100%	100%	100%	100%
Seen on time / not kept waiting	1	1	-	-	-	-	-	-	-
	*	*	-	-	-	-	-	-	-
Pleasant environment / comfortable / clean	1	-	-	-	-	-	-	-	1
	*	-	-	-	-	-	-	-	*
Other	13	5	2	1	-	-	-	-	6
	1%	1%	2%	1%	-	-	-	-	2%
Don't know	679	296	56	43	17	4	18	26	208
	53%	49%	53%	47%	68%	59%	70%	60%	56%
					ac		AC		Ac

Columns Tested: A,B,C,D,E,F,G,H

### General Optical Council

24. And what was the main reason why you were satisfied with the experience of buying your glasses or contact lenses? Please rate your experience of buying these products, as opposed to rating the products themselves. And for which other reasons were you satisfied?

**b) Other reasons**

Base: All satisfied with their purchasing experience

	Total	SEG						Sight					Eye conditions suffer from (personally or family)					Confidence in opticians	
		A	B	C1	C2	D	E	20:20 vision	Short sighted	Long sighted	Partially sighted	Registered blind	Glaucoma	Diabetes	Macular degeneration	Cataracts	Astigmatism	Confident	Not confident
		a	b	c	d	e	f	a	b	c	d	e	a	b	c	d	e	a	b
Significance Level: 90%		A	B	C	D	E	F	A	B	C	D	E	A	B	C	D	E	A	B
Significance Level: 95%																			
Unweighted Total	1291	178	343	252	235	105	100	98	759	292	53	-	149	229	51	159	191	1253	31
Weighted Total	1283	175	344	249	232	105	100	101	752	288	53	-	148	229	51	161	191	1245	31
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	100%	100%	100%	100%	100%	100%	100%
Reasonable pricing / good value for money	164	24	56	33	28	10	8	7	101	46	7	-	19	27	6	20	33	161	2
	13%	14%	16%	13%	12%	10%	8%	6%	14%	16%	13%	-	13%	12%	11%	12%	17%	13%	7%
			f						a	A							b		
Helpful staff	153	22	33	27	37	13	7	14	79	44	9	-	24	27	6	18	20	149	2
	12%	13%	10%	11%	16%	12%	7%	14%	10%	15%	17%	-	16%	12%	12%	11%	10%	12%	6%
				BcF						B									
Good range of products	106	9	32	20	18	10	10	13	56	27	4	-	14	23	4	16	22	101	5
	8%	5%	9%	8%	8%	9%	10%	13%	8%	9%	8%	-	9%	10%	8%	10%	11%	8%	16%
								b											
Polite / good communication	87	18	22	16	18	4	4	6	52	22	2	-	11	17	3	11	15	87	-
	7%	10%	6%	7%	8%	4%	4%	6%	7%	8%	4%	-	8%	7%	6%	7%	8%	7%	-
		ef																	
Good advice on purchases	69	10	19	13	17	7	-	8	46	12	1	-	9	11	2	8	14	67	2
	5%	5%	5%	5%	7%	7%	-	8%	6%	4%	2%	-	6%	5%	4%	5%	7%	5%	6%
		F	F	F	F	F													
Not pressured to purchase	39	7	10	8	8	2	3	1	24	9	2	-	4	8	2	5	10	37	2
	3%	4%	3%	3%	3%	2%	3%	1%	3%	3%	4%	-	3%	3%	4%	3%	5%	3%	7%
Quick service / quick and easy	37	3	11	13	4	3	2	3	24	9	-	-	3	9	3	6	7	37	-
	3%	2%	3%	5%	2%	3%	2%	3%	3%	3%	-	-	2%	4%	6%	4%	4%	3%	-
			aD																
Home delivery / fast/efficient delivery service	10	2	4	4	-	-	-	-	7	3	-	-	2	2	-	1	4	10	-
	1%	1%	1%	2%	-	-	-	-	1%	1%	-	-	1%	1%	-	1%	2%	1%	-
			d	D															
Convenient	10	2	5	1	1	1	-	1	7	1	-	-	2	2	-	1	1	9	1
	1%	1%	1%	*	*	1%	-	1%	1%	*	-	-	1%	1%	-	1%	1%	1%	3%
Negative comments	10	1	2	4	1	1	1	3	4	2	1	-	1	2	-	-	1	10	-
	1%	1%	1%	2%	*	1%	1%	3%	1%	1%	2%	-	1%	1%	-	-	1%	1%	-
								B											

Columns Tested: A,B,C,D,E,F - A,B,C,D,E - A,B,C,D,E - A,B



### General Optical Council

24. And what was the main reason why you were satisfied with the experience of buying your glasses or contact lenses? Please rate your experience of buying these products, as opposed to rating the products themselves. And for which other reasons were you satisfied?

**b) Other reasons**

Base: All satisfied with their purchasing experience

	SEG						Sight					Eye conditions suffer from (personally or family)					Confidence in opticians		
	Total	A	B	C1	C2	D	E	20:20 vision	Short sighted	Long sighted	Partially sighted	Registered blind	Glaucoma	Diabetes	Macular degeneration	Cataracts	Astigmatism	Confident	Not confident
		a	b	c	d	e	f	a	b	c	d	e	a	b	c	d	e	a	b
Significance Level: 90%		A	B	C	D	E	F	A	B	C	D	E	A	B	C	D	E	A	B
Significance Level: 95%		A	B	C	D	E	F	A	B	C	D	E	A	B	C	D	E	A	B
Unweighted Total	1291	178	343	252	235	105	100	98	759	292	53	-	149	229	51	159	191	1253	31
Weighted Total	1283	175	344	249	232	105	100	101	752	288	53	-	148	229	51	161	191	1245	31
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	100%	100%	100%	100%	100%	100%	100%
Sight was improved / could see better / worked well	10 1%	1 *	1 *	3 1%	1 *	2 2%	1 1%	- -	6 1%	4 1%	- -	- -	1 1%	1 1%	2 4%	1 1%	4 2%	10 1%	- -
Good overall experience/service / no problems / got what I wanted	9 1%	2 1%	1 *	2 1%	4 2%	- -	- -	- -	5 1%	4 1%	- -	- -	2 1%	4 2%	1 2%	- -	- -	9 1%	- -
Good aftercare	8 1%	1 1%	2 1%	2 1%	2 1%	1 1%	- -	2 2%	3 *	3 1%	- -	- -	- -	1 *	- -	- -	- -	8 1%	- -
Liked the glasses / appearance / suit me	7 1%	1 1%	4 1%	- -	1 *	- -	1 1%	- -	4 1%	2 1%	1 2%	- -	- -	1 *	1 2%	1 1%	2 1%	7 1%	- -
Professional / competent / efficient	7 1%	2 1%	- -	2 1%	1 *	- -	1 1%	- -	7 1%	- -	- -	- -	- -	1 *	1 2%	- -	- -	7 1%	- -
Local / convenient to get to	4 *	1 1%	2 1%	1 *	- -	- -	- -	- -	3 *	1 *	- -	- -	- -	1 *	1 2%	1 1%	2 1%	4 *	- -
Routine / straightforward / confirmed what I know	2 *	1 1%	- -	- -	- -	1 1%	- -	- -	2 *	- -	- -	- -	- -	- -	- -	- -	1 1%	2 *	- -
Everything in one place / one stop shop	2 *	- -	1 *	1 *	- -	- -	- -	- -	2 *	- -	- -	- -	- -	- -	- -	- -	1 *	1 *	1 3%
Quality / good quality	1 *	1 1%	- -	- -	- -	- -	- -	1 1%	- -	- -	- -	- -	- -	- -	- -	1 1%	- -	1 *	- -
Children were reassured / put at ease	1 *	- -	- -	- -	1 *	- -	- -	- -	1 *	- -	- -	- -	- -	- -	- -	- -	- -	1 *	- -

Columns Tested: A,B,C,D,E,F - A,B,C,D,E - A,B,C,D,E - A,B



### General Optical Council

24. And what was the main reason why you were satisfied with the experience of buying your glasses or contact lenses? Please rate your experience of buying these products, as opposed to rating the products themselves. And for which other reasons were you satisfied?

**b) Other reasons**

Base: All satisfied with their purchasing experience

	SEG						Sight					Eye conditions suffer from (personally or family)					Confidence in opticians		
	Total	A	B	C1	C2	D	E	20:20 vision	Short sighted	Long sighted	Partially sighted	Registered blind	Glaucoma	Diabetes	Macular degeneration	Cataracts	Astigmatism	Confident	Not confident
		a	b	c	d	e	f	a	b	c	d	e	a	b	c	d	e	a	b
Significance Level: 90%		A	B	C	D	E	F	A	B	C	D	E	A	B	C	D	E	A	B
Significance Level: 95%																			
Unweighted Total	1291	178	343	252	235	105	100	98	759	292	53	-	149	229	51	159	191	1253	31
Weighted Total	1283	175	344	249	232	105	100	101	752	288	53	-	148	229	51	161	191	1245	31
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	100%	100%	100%	100%	100%	100%	100%
Always see the same person / been going for years / they know me	1 *	1 1%	-	-	-	-	-	-	1 *	-	-	-	-	1 *	-	1 1%	-	1 *	-
Seen on time / not kept waiting	1 *	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1 *	-
Pleasant environment / comfortable / clean	1 *	-	-	1 *	-	-	-	1 1%	-	-	-	-	-	1 *	-	-	-	1 *	-
Other	13 1%	3 2%	5 1%	2 1%	3 1%	1 1%	-	2 2%	8 1%	4 1%	-	-	2 1%	2 1%	-	-	2 1%	13 1%	-
Don't know	679 53%	82 47%	172 50%	127 51%	120 52%	61 58%	67 66%	51 51%	403 54%	130 45%	29 55%	-	72 49%	114 50%	25 49%	82 51%	85 44%	655 53%	19 62%
						a	ABCD												

Columns Tested: A,B,C,D,E,F - A,B,C,D,E - A,B,C,D,E - A,B





### General Optical Council

24. And what was the main reason why you were satisfied with the experience of buying your glasses or contact lenses? Please rate your experience of buying these products, as opposed to rating the products themselves. And for which other reasons were you satisfied?

**b) Other reasons**

Base: All satisfied with their purchasing experience

	Last time visited an optician				Satisfaction with overall experience at opticians		Satisfaction with eye test		Corrective solutions		Satisfaction with purchasing corrective solutions		Confidence in effective regulation		Awareness of GOC		
	Total	2 years ago or less	More than 2 to less than 5 years	5 years or more ago	Never	Satisfied	Dissatisfied	Satisfied	Dissatisfied	Prescription glasses	Contact lenses	Satisfied	Dissatisfied	Confident	Not confident	Aware	Not aware
Significance Level: 90%		a	b	c	d	a	b	a	b	a	b	a	b	a	b	a	b
Significance Level: 95%		A	B	C	D	A	B	A	B	A	B	A	B	A	B	A	B
Unweighted Total	1291	1156	81	26	20	1231	30	1235	19	1255	211	1291	-	1131	61	154	1137
Weighted Total	1283	1148	81	26	20	1223	30	1226	19	1247	211	1283	-	1125	60	157	1126
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	100%	100%	100%	100%
Reasonable pricing / good value for money	164	152	8	3	1	156	7	161	2	161	26	164	-	145	10	17	147
	13%	13%	10%	12%	5%	13%	23% a	13%	11%	13%	12%	13%	-	13%	16%	11%	13%
Helpful staff	153	142	3	3	4	145	3	145	1	152	21	153	-	136	7	15	138
	12%	12%	4%	11%	21% B	12%	10%	12%	5%	12%	10%	12%	-	12%	12%	10%	12%
Good range of products	106	103	2	1	-	103	3	103	2	104	13	106	-	97	3	11	95
	8%	9%	3%	4%	-	8%	10%	8%	10%	8%	6%	8%	-	9%	5%	7%	8%
Polite / good communication	87	84	1	-	-	83	2	82	1	84	14	87	-	76	7	2	85
	7%	7%	1%	-	-	7%	7%	7%	5%	7%	7%	7%	-	7%	11%	1%	8% A
Good advice on purchases	69	64	2	-	-	66	-	66	-	68	16	69	-	59	7	3	66
	5%	6%	2%	-	-	5%	-	5%	-	5%	7%	5%	-	5%	11% A	2%	6% A
Not pressured to purchase	39	38	-	1	-	39	-	39	-	39	8	39	-	35	2	4	35
	3%	3%	-	4% b	-	3%	-	3%	-	3%	4%	3%	-	3%	3%	2%	3%
Quick service / quick and easy	37	32	4	-	1	35	1	35	1	35	7	37	-	34	2	6	31
	3%	3%	5%	-	6%	3%	3%	3%	5%	3%	3%	3%	-	3%	3%	4%	3%
Home delivery / fast/efficient delivery service	10	9	-	-	-	9	-	9	-	10	6	10	-	8	-	2	8
	1%	1%	-	-	-	1%	-	1%	-	1%	3% A	1%	-	1%	-	1%	1%
Convenient	10	9	1	-	-	10	-	9	1	10	2	10	-	10	-	2	8
	1%	1%	1%	-	-	1%	-	1%	5% A	1%	1%	1%	-	1%	-	1%	1%

Columns Tested: A,B,C,D - A,B - A,B - A,B - A,B - A,B - A,B



**General Optical Council**

**24. And what was the main reason why you were satisfied with the experience of buying your glasses or contact lenses? Please rate your experience of buying these products, as opposed to rating the products themselves. And for which other reasons were you satisfied?**

**b) Other reasons**

Base: All satisfied with their purchasing experience

	Last time visited an optician				Satisfaction with overall experience at opticians		Satisfaction with eye test		Corrective solutions		Satisfaction with purchasing corrective solutions		Confidence in effective regulation		Awareness of GOC		
	Total	2 years ago or less	More than 2 to less than 5 years	5 years or more ago	Never	Satisfied	Dissatisfied	Satisfied	Dissatisfied	Prescription glasses	Contact lenses	Satisfied	Dissatisfied	Confident	Not confident	Aware	Not aware
Significance Level: 90%		a	b	c	d	a	b	a	b	a	b	a	b	a	b	a	b
Significance Level: 95%		A	B	C	D	A	B	A	B	A	B	A	B	A	B	A	B
Unweighted Total	1291	1156	81	26	20	1231	30	1235	19	1255	211	1291	-	1131	61	154	1137
Weighted Total	1283	1148	81	26	20	1223	30	1226	19	1247	211	1283	-	1125	60	157	1126
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	100%	100%	100%	100%
Negative comments	10	6	2	1	1	9	-	9	-	9	2	10	-	10	-	3	7
	1%	1%	2%	4%	6%	1%	-	1%	-	1%	1%	1%	-	1%	-	2%	1%
			A	A	A											b	
Sight was improved / could see better / worked well	10	9	1	-	-	10	-	10	-	10	2	10	-	10	-	-	10
	1%	1%	1%	-	-	1%	-	1%	-	1%	1%	1%	-	1%	-	-	1%
Good overall experience/service / no problems / got what I wanted	9	9	-	-	-	8	-	8	-	9	1	9	-	6	-	1	8
	1%	1%	-	-	-	1%	-	1%	-	1%	*	1%	-	1%	-	1%	1%
Good aftercare	8	8	-	-	-	8	-	8	-	7	4	8	-	8	-	-	8
	1%	1%	-	-	-	1%	-	1%	-	1%	2%	1%	-	1%	-	-	1%
											A						
Liked the glasses / appearance / suit me	7	6	-	-	1	6	-	6	-	6	3	7	-	7	-	2	5
	1%	1%	-	-	5%	*	-	*	-	*	1%	1%	-	1%	-	1%	*
					AB												
Professional / competent / efficient	7	7	-	-	-	7	-	7	-	7	2	7	-	6	-	-	7
	1%	1%	-	-	-	1%	-	1%	-	1%	1%	1%	-	1%	-	-	1%
Local / convenient to get to	4	4	-	-	-	4	-	4	-	4	-	4	-	4	-	1	3
	*	*	-	-	-	*	-	*	-	*	-	*	-	*	-	1%	*
Routine / straightforward / confirmed what I know	2	2	-	-	-	2	-	2	-	2	-	2	-	2	-	-	2
	*	*	-	-	-	*	-	*	-	*	-	*	-	*	-	-	*
Everything in one place / one stop shop	2	1	1	-	-	2	-	2	-	1	1	2	-	2	-	-	2
	*	*	1%	-	-	*	-	*	-	*	*	*	-	*	-	-	*
			A														

Columns Tested: A,B,C,D - A,B - A,B - A,B - A,B - A,B - A,B



### General Optical Council

24. And what was the main reason why you were satisfied with the experience of buying your glasses or contact lenses? Please rate your experience of buying these products, as opposed to rating the products themselves. And for which other reasons were you satisfied?

**b) Other reasons**

Base: All satisfied with their purchasing experience

	Last time visited an optician				Satisfaction with overall experience at opticians		Satisfaction with eye test		Corrective solutions		Satisfaction with purchasing corrective solutions		Confidence in effective regulation		Awareness of GOC		
	Total	2 years ago or less	More than 2 to less than 5 years	5 years or more ago	Never	Satisfied	Dissatisfied	Satisfied	Dissatisfied	Prescription glasses	Contact lenses	Satisfied	Dissatisfied	Confident	Not confident	Aware	Not aware
Significance Level: 90%		a	b	c	d	a	b	a	b	a	b	a	b	a	b	a	b
Significance Level: 95%		A	B	C	D	A	B	A	B	A	B	A	B	A	B	A	B
Unweighted Total	1291	1156	81	26	20	1231	30	1235	19	1255	211	1291	-	1131	61	154	1137
Weighted Total	1283	1148	81	26	20	1223	30	1226	19	1247	211	1283	-	1125	60	157	1126
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	100%	100%	100%	100%
Quality / good quality	1	1	-	-	-	1	-	1	-	1	-	1	-	1	-	-	1
	*	*	-	-	-	*	-	*	-	*	-	*	-	*	-	-	*
Children were reassured / put at ease	1	1	-	-	-	1	-	1	-	1	-	1	-	1	-	-	1
	*	*	-	-	-	*	-	*	-	*	-	*	-	*	-	-	*
Always see the same person / been going for years / they know me	1	1	-	-	-	1	-	1	-	1	-	1	-	1	-	-	1
	*	*	-	-	-	*	-	*	-	*	-	*	-	*	-	-	*
Seen on time / not kept waiting	1	1	-	-	-	1	-	1	-	1	-	1	-	-	1	-	1
	*	*	-	-	-	*	-	*	-	*	-	*	-	-	2% A	-	*
Pleasant environment / comfortable / clean	1	1	-	-	-	1	-	1	-	1	-	1	-	1	-	-	1
	*	*	-	-	-	*	-	*	-	*	-	*	-	*	-	-	*
Other	13	12	1	-	-	13	-	13	-	12	2	13	-	11	1	3	10
	1%	1%	1%	-	-	1%	-	1%	-	1%	1%	1%	-	1%	2%	2%	1%
Don't know	679	591	57	18	12	647	17	647	13	659	108	679	-	583	34	94	586
	53%	51%	70%	69%	58%	53%	57%	53%	69%	53%	51%	53%	-	52%	56%	59%	52%
			A	a												b	

Columns Tested: A,B,C,D - A,B - A,B - A,B - A,B - A,B - A,B



## General Optical Council

**24. And what was the main reason why you were satisfied with the experience of buying your glasses or contact lenses? Please rate your experience of buying these products, as opposed to rating the products themselves. And for which other reasons were you satisfied?**

### b) Other reasons

Base: All satisfied with their purchasing experience

	Ethnicity						Children in household		Products currently used				Product most recently bought			
	Total	White	Mixed/ multiple	Asian or Asian British	Black or Black British	Other	BME	Aged 8 or under	Aged 9-18	Glasses with a prescription	Contact lenses	Reading glasses without a prescription	None of these	Glasses with a prescription	Contact lenses	Reading glasses without a prescription
	a	b	c	d	e	f	a	b	a	b	c	d	a	b	c	
	A	B	C	D	E	F	A	B	A	B	C	D	A	B	C	
Unweighted Total	1291	1176	11	69	11	5	96	196	275	1255	211	34	-	1133	158	-
Weighted Total	1283	1167	11	70	11	5	97	197	272	1247	211	33	-	1125	158	-
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	100%	100%	-
Reasonable pricing / good value for money	164	150	1	11	-	1	13	36	38	161	26	4	-	143	21	-
	13%	13%	9%	16%	-	20%	14%	18%	14%	13%	12%	11%	-	13%	13%	-
Helpful staff	153	139	1	10	1	-	12	27	37	152	21	6	-	140	13	-
	12%	12%	8%	15%	9%	-	12%	14%	13%	12%	10%	18%	-	12%	8%	-
Good range of products	106	100	1	3	-	2	6	17	22	104	13	2	-	99	7	-
	8%	9%	8%	4%	-	41%	6%	9%	8%	8%	6%	6%	-	9%	4%	-
						ACDF							-	B		-
Polite / good communication	87	79	2	4	-	1	7	13	22	84	14	6	-	78	8	-
	7%	7%	18%	6%	-	20%	7%	7%	8%	7%	7%	17%	-	7%	5%	-
												AB				
Good advice on purchases	69	62	1	5	-	-	6	12	19	68	16	3	-	58	11	-
	5%	5%	9%	7%	-	-	6%	6%	7%	5%	7%	9%	-	5%	7%	-
Not pressured to purchase	39	35	-	4	-	-	4	5	13	39	8	1	-	35	4	-
	3%	3%	-	6%	-	-	4%	3%	5%	3%	4%	3%	-	3%	2%	-
Quick service / quick and easy	37	35	-	1	-	-	1	6	10	35	7	-	-	31	6	-
	3%	3%	-	1%	-	-	1%	3%	4%	3%	3%	-	-	3%	4%	-
Home delivery / fast/efficient delivery service	10	10	-	-	-	-	-	1	2	10	6	-	-	4	6	-
	1%	1%	-	-	-	-	-	1%	1%	1%	3%	-	-	*	4%	-
											A			A		
Convenient	10	8	-	2	-	-	2	-	4	10	2	-	-	8	2	-
	1%	1%	-	3%	-	-	2%	-	1%	1%	1%	-	-	1%	1%	-
				A					a							
Negative comments	10	9	1	-	-	-	1	2	2	9	2	-	-	9	1	-
	1%	1%	9%	-	-	-	1%	1%	1%	1%	1%	-	-	1%	1%	-
			ACf													

Columns Tested: A,B,C,D,E,F - A,B - A,B,C,D - A,B,C

### General Optical Council

24. And what was the main reason why you were satisfied with the experience of buying your glasses or contact lenses? Please rate your experience of buying these products, as opposed to rating the products themselves. And for which other reasons were you satisfied?

**b) Other reasons**

Base: All satisfied with their purchasing experience

	Ethnicity						Children in household		Products currently used				Product most recently bought			
	Total	White	Mixed/ multiple	Asian or Asian British	Black or Black British	Other	BME	Aged 8 or under	Aged 9-18	Glasses with a prescription	Contact lenses	Reading glasses without a prescription	None of these	Glasses with a prescription	Contact lenses	Reading glasses without a prescription
	a	b	c	d	e	f	a	b	a	b	c	d	a	b	c	
	A	B	C	D	E	F	A	B	A	B	C	D	A	B	C	
Unweighted Total	1291	1176	11	69	11	5	96	196	275	1255	211	34	-	1133	158	-
Weighted Total	1283	1167	11	70	11	5	97	197	272	1247	211	33	-	1125	158	-
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	100%	100%	-
Sight was improved / could see better / worked well	10	10	-	-	-	-	-	1	2	10	2	-	-	9	1	-
	1%	1%	-	-	-	-	-	1%	1%	1%	1%	-	-	1%	1%	-
Good overall experience/service / no problems / got what I wanted	9	8	-	1	-	-	1	-	2	9	1	-	-	9	-	-
	1%	1%	-	1%	-	-	1%	-	1%	1%	*	-	-	1%	-	-
Good aftercare	8	6	-	2	-	-	2	-	1	7	4	-	-	4	4	-
	1%	*	-	3% A	-	-	2% a	-	*	1%	2% A	-	-	*	2% A	-
Liked the glasses / appearance / suit me	7	6	-	1	-	-	1	4	2	6	3	-	-	4	3	-
	1%	1%	-	1%	-	-	1%	2%	1%	*	1%	-	-	*	2% A	-
Professional / competent / efficient	7	7	-	-	-	-	-	-	1	7	2	-	-	5	2	-
	1%	1%	-	-	-	-	-	-	*	1%	1%	-	-	*	1%	-
Local / convenient to get to	4	4	-	-	-	-	-	1	2	4	-	-	-	4	-	-
	*	*	-	-	-	-	-	1%	1%	*	-	-	-	*	-	-
Routine / straightforward / confirmed what I know	2	2	-	-	-	-	-	-	-	2	-	-	-	2	-	-
	*	*	-	-	-	-	-	-	-	*	-	-	-	*	-	-
Everything in one place / one stop shop	2	2	-	-	-	-	-	-	-	1	1	1	-	1	1	-
	*	*	-	-	-	-	-	-	-	*	*	3% A	-	*	1%	-
Quality / good quality	1	1	-	-	-	-	-	-	-	1	-	-	-	1	-	-
	*	*	-	-	-	-	-	-	-	*	-	-	-	*	-	-

Columns Tested: A,B,C,D,E,F - A,B - A,B,C,D - A,B,C



## General Optical Council

**24. And what was the main reason why you were satisfied with the experience of buying your glasses or contact lenses? Please rate your experience of buying these products, as opposed to rating the products themselves. And for which other reasons were you satisfied?**

### b) Other reasons

Base: All satisfied with their purchasing experience

	Ethnicity						Children in household		Products currently used				Product most recently bought			
	Total	White	Mixed/ multiple	Asian or Asian British	Black or Black British	Other	BME	Aged 8 or under	Aged 9-18	Glasses with a prescription	Contact lenses	Reading glasses without a prescription	None of these	Glasses with a prescription	Contact lenses	Reading glasses without a prescription
	a	b	c	d	e	f	a	b	a	b	c	d	a	b	c	
	A	B	C	D	E	F	A	B	A	B	C	D	A	B	C	
Unweighted Total	1291	1176	11	69	11	5	96	196	275	1255	211	34	-	1133	158	-
Weighted Total	1283	1167	11	70	11	5	97	197	272	1247	211	33	-	1125	158	-
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	100%	100%	-
Children were reassured / put at ease	1	1	-	-	-	-	-	1	-	1	-	-	-	1	-	-
	*	*	-	-	-	-	-	1%	-	*	-	-	-	*	-	-
Always see the same person / been going for years / they know me	1	1	-	-	-	-	-	-	1	1	-	-	-	1	-	-
	*	*	-	-	-	-	-	-	*	*	-	-	-	*	-	-
Seen on time / not kept waiting	1	1	-	-	-	-	-	-	-	1	-	-	-	1	-	-
	*	*	-	-	-	-	-	-	-	*	-	-	-	*	-	-
Pleasant environment / comfortable / clean	1	1	-	-	-	-	-	-	-	1	-	-	-	1	-	-
	*	*	-	-	-	-	-	-	-	*	-	-	-	*	-	-
Other	13	11	-	1	1	-	2	-	4	12	2	1	-	11	2	-
	1%	1%	-	1%	9%	-	2%	-	1%	1%	1%	3%	-	1%	1%	-
				A					a							
Don't know	679	615	4	36	9	1	51	97	127	659	108	16	-	596	83	-
	53%	53%	38%	52%	82%	19%	52%	49%	47%	53%	51%	48%	-	53%	53%	-

Columns Tested: A,B,C,D,E,F - A,B - A,B,C,D - A,B,C

## General Optical Council

**25. And what was the main reason why you were dissatisfied with the experience of buying your glasses or contact lenses? Please rate your experience of buying these products, as opposed to rating the products themselves. And for which other reasons were you not satisfied?**

### a) Main reason

Base: All dissatisfied with their purchasing experience

	Gender		Age					Region									Country					
	Total	Male	Female	18-29	30-44	45-59	60-74	75+	North East	North West	Yorks & Humb.	East Mid lands	West Mid lands	East of Eng land	Lon don	South East	South West	Eng land	Wales	Scot land	NI	UK TOTAL
Significance Level: 90%		a	b	a	b	c	d	e	a	b	c	d	e	f	g	h	i	a	b	c	d	e
Significance Level: 95%		A	B	A	B	C	D	E	A	B	C	D	E	F	G	H	I	A	B	C	D	E
Unweighted Total	44	15	29	5	7	15	12	5	-	5	6	2	3	6	5	4	6	37	-	5	2	44
Weighted Total	43	15	28	5	7	14	11	6	-	5	6	2	3	6	5	4	6	37	-	4	2	43
	100%	100%	100%	100%	100%	100%	100%	100%	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	100%	100%	100%
Incorrect lenses fitted / wrong prescription	10	2	7	-	1	3	5	1	-	1	2	-	1	1	1	2	9	-	1	-	10	
	22%	14%	27%	-	14%	20%	42%	20%	-	23%	33%	-	32%	17%	20%	24%	24%	-	19%	-	22%	
Bad / no advice on purchases	8	2	6	-	1	2	3	2	-	-	1	-	-	2	2	1	7	-	1	-	8	
	18%	15%	20%	-	14%	14%	25%	40%	-	-	17%	-	-	35%	40%	24%	19%	-	19%	-	18%	
Expensive / high pricing	7	4	3	2	-	4	-	1	-	-	2	-	2	-	-	1	5	-	1	1	7	
	16%	28%	10%	42%	-	26%	-	20%	-	-	33%	-	68%	-	-	18%	14%	-	18%	57%	16%	
				bD		d							bfg									
Glasses needed adjusting / didn't fit	5	2	3	2	2	1	-	-	-	1	1	-	-	-	2	-	4	-	1	-	5	
	12%	13%	11%	39%	30%	7%	-	-	-	20%	17%	-	-	-	52%	-	11%	-	26%	-	12%	
				cD		d									fi							
Pressure to purchase	4	2	2	-	-	3	1	-	-	1	-	1	-	-	1	-	3	-	1	-	4	
	9%	12%	7%	-	-	20%	9%	-	-	19%	-	48%	-	-	20%	-	8%	-	19%	-	9%	
Rude / uncommunicative	2	-	2	-	-	1	-	1	-	-	-	-	-	1	-	1	2	-	-	-	2	
	5%	-	8%	-	-	7%	-	20%	-	-	-	-	-	16%	-	18%	6%	-	-	-	5%	
Limited range of products	2	-	2	-	1	-	1	-	-	-	-	1	-	1	-	-	2	-	-	-	2	
	5%	-	7%	-	14%	-	9%	-	-	-	-	52%	-	16%	-	-	5%	-	-	-	5%	
Product not ready on time / delays / took too long	1	1	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	1	
	2%	6%	-	-	-	-	8%	-	-	-	-	-	-	-	-	-	-	-	-	-	43%	
																					AE	
Other	1	-	1	-	-	1	-	-	-	1	-	-	-	-	-	-	1	-	-	-	1	
	2%	-	3%	-	-	7%	-	-	-	19%	-	-	-	-	-	-	3%	-	-	-	2%	
Don't know	4	2	2	1	2	-	1	-	-	1	-	-	-	1	1	-	4	-	-	-	4	
	9%	13%	7%	19%	28%	-	9%	-	-	20%	-	-	-	16%	21%	-	11%	-	-	-	9%	
				c	C																	

Columns Tested: A,B - A,B,C,D,E - A,B,C,D,E - A,B,C,D,E,F,G,H,I - A,B,C,D,E

## General Optical Council

**25. And what was the main reason why you were dissatisfied with the experience of buying your glasses or contact lenses? Please rate your experience of buying these products, as opposed to rating the products themselves. And for which other reasons were you not satisfied?**

### a) Main reason

Base: All dissatisfied with their purchasing experience

	Total	Employment status							
		Full time paid job	Part time paid job	Self emp.	Student	Unemp (<6m)	Unemp (>6m)	Home maker	Retired
		a	b	c	d	e	f	g	h
		A	B	C	D	E	F	G	H
Unweighted Total	44	16	2	1	1	-	-	5	16
Weighted Total	43	15	2	1	1	-	-	5	16
	100%	100%	100%	100%	100%	-	-	100%	100%
Incorrect lenses fitted / wrong prescription	10	4	-	-	-	-	-	-	5
	22%	25%	-	-	-	-	-	-	30%
Bad / no advice on purchases	8	3	-	-	-	-	-	-	5
	18%	19%	-	-	-	-	-	-	32%
Expensive / high pricing	7	3	-	-	1	-	-	2	-
	16%	18%	-	-	100%	-	-	39%	-
		h						H	
Glasses needed adjusting / didn't fit	5	4	-	-	-	-	-	1	-
	12%	26%	-	-	-	-	-	23%	-
		H						h	
Pressure to purchase	4	2	1	-	-	-	-	1	-
	9%	12%	45%	-	-	-	-	19%	-
			H					h	
Rude / uncommunicative	2	-	-	-	-	-	-	1	1
	5%	-	-	-	-	-	-	19%	7%
								a	
Limited range of products	2	-	-	-	-	-	-	-	2
	5%	-	-	-	-	-	-	-	12%
Product not ready on time / delays / took too long	1	-	-	-	-	-	-	-	1
	2%	-	-	-	-	-	-	-	6%
Other	1	-	-	1	-	-	-	-	-
	2%	-	-	100%	-	-	-	-	-
Don't know	4	-	1	-	-	-	-	-	2
	9%	-	55%	-	-	-	-	-	12%
			A						

Columns Tested: A,B,C,D,E,F,G,H



### General Optical Council

25. And what was the main reason why you were dissatisfied with the experience of buying your glasses or contact lenses? Please rate your experience of buying these products, as opposed to rating the products themselves. And for which other reasons were you not satisfied?

**a) Main reason**

Base: All dissatisfied with their purchasing experience

	SEG						Sight					Eye conditions suffer from (personally or family)					Confidence in opticians		
	Total	A	B	C1	C2	D	E	20:20 vision	Short sighted	Long sighted	Partially sighted	Registered blind	Glaucoma	Diabetes	Macular degeneration	Cataracts	Astigmatism	Confident	Not confident
		a	b	c	d	e	f	a	b	c	d	e	a	b	c	d	e	a	b
	A	B	C	D	E	F	A	B	C	D	E	A	B	C	D	E	A	B	
Unweighted Total	44	7	10	6	6	7	3	3	23	11	2	-	7	6	4	3	8	34	9
Weighted Total	43	7	10	6	6	7	3	3	22	11	2	-	7	6	4	3	7	33	9
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	100%	100%	100%	100%	100%	100%	100%
Incorrect lenses fitted / wrong prescription	10	2	1	2	3	1	-	2	5	2	-	-	1	1	2	2	2	8	2
	22%	31%	9%	33%	49%	12%	-	66%	21%	19%	-	-	13%	17%	50%	64%	24%	23%	22%
					b														
Bad / no advice on purchases	8	-	2	3	-	2	-	-	3	3	1	-	3	-	1	1	1	6	2
	18%	-	21%	53%	-	26%	-	-	13%	27%	52%	-	45%	-	25%	36%	11%	17%	24%
				Ad									b						
Expensive / high pricing	7	1	3	-	-	1	1	-	4	2	-	-	1	1	-	-	2	7	-
	16%	12%	29%	-	-	17%	33%	-	18%	17%	-	-	12%	17%	-	-	26%	21%	-
Glasses needed adjusting / didn't fit	5	1	2	-	1	1	-	-	4	-	-	-	-	2	-	-	1	5	-
	12%	14%	20%	-	17%	17%	-	-	18%	-	-	-	-	35%	-	-	13%	15%	-
Pressure to purchase	4	1	1	1	-	-	1	-	3	1	-	-	-	-	1	-	1	2	2
	9%	14%	9%	14%	-	-	33%	-	12%	8%	-	-	-	-	25%	-	13%	6%	20%
Rude / uncommunicative	2	-	1	-	-	-	1	1	-	1	-	-	-	-	-	-	-	1	1
	5%	-	11%	-	-	-	33%	34%	-	10%	-	-	-	-	-	-	-	3%	13%
							B												
Limited range of products	2	-	-	-	-	1	-	-	2	-	-	-	1	-	-	-	1	2	-
	5%	-	-	-	-	14%	-	-	9%	-	-	-	16%	-	-	-	14%	6%	-
Product not ready on time / delays / took too long	1	1	-	-	-	-	-	-	-	-	1	-	-	1	-	-	-	1	-
	2%	13%	-	-	-	-	-	-	-	-	48%	-	-	16%	-	-	-	3%	-
											BC								
Other	1	-	-	-	1	-	-	-	1	-	-	-	1	-	-	-	-	1	-
	2%	-	-	-	17%	-	-	-	4%	-	-	-	15%	-	-	-	-	3%	-
Don't know	4	1	-	-	1	1	-	-	1	2	-	-	-	1	-	-	-	1	2
	9%	15%	-	-	16%	15%	-	-	5%	17%	-	-	-	16%	-	-	-	3%	22%
																		a	

Columns Tested: A,B,C,D,E,F - A,B,C,D,E - A,B,C,D,E - A,B



### General Optical Council

25. And what was the main reason why you were dissatisfied with the experience of buying your glasses or contact lenses? Please rate your experience of buying these products, as opposed to rating the products themselves. And for which other reasons were you not satisfied?

**a) Main reason**

Base: All dissatisfied with their purchasing experience

	Last time visited an optician				Satisfaction with overall experience at opticians		Satisfaction with eye test		Corrective solutions		Satisfaction with purchasing corrective solutions		Confidence in effective regulation		Awareness of GOC		
	Total	2 years ago or less	More than 2 to less than 5 years	5 years or more ago	Never	Satis fied	Dissat isfied	Satis fied	Dissat isfied	Presc ription glasses	Cont act lenses	Satis fied	Dissat isfied	Conf ident	Not confi dent	Aware	Not aware
Significance Level: 90%		a	b	c	d	a	b	a	b	a	b	a	b	a	b	a	b
Significance Level: 95%		A	B	C	D	A	B	A	B	A	B	A	B	A	B	A	B
Unweighted Total	44	37	5	-	2	20	21	34	8	43	5	-	44	24	16	2	42
Weighted Total	43	36	5	-	2	20	21	33	8	42	5	-	43	24	16	2	41
	100%	100%	100%	-	100%	100%	100%	100%	100%	100%	100%	-	100%	100%	100%	100%	100%
Incorrect lenses fitted / wrong prescription	10	9	1	-	-	3	7	8	2	10	1	-	10	4	5	-	10
	22%	24%	20%	-	-	14%	33%	23%	25%	23%	19%	-	22%	16%	31%	-	23%
Bad / no advice on purchases	8	7	1	-	-	5	3	7	1	8	-	-	8	5	3	-	8
	18%	19%	22%	-	-	24%	15%	20%	14%	19%	-	-	18%	20%	20%	-	19%
Expensive / high pricing	7	7	-	-	-	5	2	7	-	7	-	-	7	5	1	-	7
	16%	19%	-	-	-	26%	10%	21%	-	17%	-	-	16%	21%	6%	-	17%
Glasses needed adjusting / didn't fit	5	5	-	-	-	5	-	5	-	5	1	-	5	4	-	1	4
	12%	14%	-	-	-	26%	-	15%	-	12%	20%	-	12%	17%	-	50%	10%
						B								b		b	
Pressure to purchase	4	4	-	-	-	1	3	4	-	4	-	-	4	2	2	-	4
	9%	10%	-	-	-	5%	13%	11%	-	9%	-	-	9%	8%	11%	-	9%
Rude / uncommunicative	2	-	2	-	-	1	1	2	-	2	-	-	2	2	-	-	2
	5%	-	40%	-	-	5%	6%	6%	-	5%	-	-	5%	9%	-	-	5%
			A														
Limited range of products	2	2	-	-	-	-	2	-	2	2	-	-	2	-	2	-	2
	5%	5%	-	-	-	-	9%	-	24%	5%	-	-	5%	-	12%	-	5%
									A						a		
Product not ready on time / delays / took too long	1	1	-	-	-	-	-	1	-	1	-	-	1	-	-	-	1
	2%	2%	-	-	-	-	-	3%	-	2%	-	-	2%	-	-	-	2%
Other	1	1	-	-	-	-	1	-	1	1	1	-	1	1	-	-	1
	2%	3%	-	-	-	-	5%	-	12%	2%	19%	-	2%	4%	-	-	2%
									A		a						
Don't know	4	1	1	-	2	-	2	-	2	3	2	-	4	1	3	1	3
	9%	3%	18%	-	100%	-	9%	-	24%	7%	41%	-	9%	4%	19%	50%	7%
					A				A		A					B	

Columns Tested: A,B,C,D - A,B - A,B - A,B - A,B - A,B - A,B



## General Optical Council

**25. And what was the main reason why you were dissatisfied with the experience of buying your glasses or contact lenses? Please rate your experience of buying these products, as opposed to rating the products themselves. And for which other reasons were you not satisfied?**

### a) Main reason

Base: All dissatisfied with their purchasing experience

	Ethnicity						Children in household		Products currently used				Product most recently bought			
	Total	White	Mixed/ multiple	Asian or Asian British	Black or Black British	Other	BME	Aged 8 or under	Aged 9-18	Glasses with a prescription	Contact lenses	Reading glasses without a prescription	None of these	Glasses with a prescription	Contact lenses	Reading glasses without a prescription
	a	b	c	d	e	f	a	b	a	b	c	d	a	b	c	
	A	B	C	D	E	F	A	B	A	B	C	D	A	B	C	
Significance Level: 90%																
Significance Level: 95%																
Unweighted Total	44	37	1	2	1	-	4	7	7	43	5	-	-	39	5	-
Weighted Total	43	36	1	2	1	-	4	7	7	42	5	-	-	38	5	-
	100%	100%	100%	100%	100%	-	100%	100%	100%	100%	100%	-	-	100%	100%	-
Incorrect lenses fitted / wrong prescription	10	9	-	-	1	-	1	-	2	10	1	-	-	9	1	-
	22%	24%	-	-	100%	-	24%	-	28%	23%	19%	-	-	23%	19%	-
Bad / no advice on purchases	8	7	-	1	-	-	1	-	-	8	-	-	-	8	-	-
	18%	19%	-	48%	-	-	24%	-	-	19%	-	-	-	21%	-	-
Expensive / high pricing	7	5	1	-	-	-	1	3	4	7	-	-	-	7	-	-
	16%	13%	100%	-	-	-	26%	42%	58%	17%	-	-	-	18%	-	-
Glasses needed adjusting / didn't fit	5	5	-	-	-	-	-	3	-	5	1	-	-	4	1	-
	12%	14%	-	-	-	-	-	43%	-	12%	20%	-	-	11%	20%	-
								b								
Pressure to purchase	4	4	-	-	-	-	-	-	-	4	-	-	-	4	-	-
	9%	10%	-	-	-	-	-	-	-	9%	-	-	-	10%	-	-
Rude / uncommunicative	2	2	-	-	-	-	-	-	-	2	-	-	-	2	-	-
	5%	6%	-	-	-	-	-	-	-	5%	-	-	-	6%	-	-
Limited range of products	2	2	-	-	-	-	-	-	1	2	-	-	-	2	-	-
	5%	5%	-	-	-	-	-	-	14%	5%	-	-	-	5%	-	-
Product not ready on time / delays / took too long	1	1	-	-	-	-	-	-	-	1	-	-	-	1	-	-
	2%	2%	-	-	-	-	-	-	-	2%	-	-	-	2%	-	-
Other	1	1	-	-	-	-	-	-	-	1	1	-	-	-	1	-
	2%	3%	-	-	-	-	-	-	-	2%	19%	-	-	-	19%	-
											a				A	
Don't know	4	1	-	1	-	-	1	1	-	3	2	-	-	2	2	-
	9%	3%	-	52%	-	-	26%	15%	-	7%	41%	-	-	5%	41%	-
				A			A				A				A	

Columns Tested: A,B,C,D,E,F - A,B - A,B,C,D - A,B,C

## General Optical Council

**25. And what was the main reason why you were dissatisfied with the experience of buying your glasses or contact lenses? Please rate your experience of buying these products, as opposed to rating the products themselves. And for which other reasons were you not satisfied?**

### b) Other reasons

Base: All dissatisfied with their purchasing experience

	Gender		Age					Region									Country					
	Total	Male	Female	18-29	30-44	45-59	60-74	75+	North East	North West	Yorks & Humb.	East Mid lands	West Mid lands	East of Eng land	Lon don	South East	South West	Eng land	Wales	Scot land	NI	UK TOTAL
Significance Level: 90%		a	b	a	b	c	d	e	a	b	c	d	e	f	g	h	i	a	b	c	d	e
Significance Level: 95%		A	B	A	B	C	D	E	A	B	C	D	E	F	G	H	I	A	B	C	D	E
Unweighted Total	44	15	29	5	7	15	12	5	-	5	6	2	3	6	5	4	6	37	-	5	2	44
Weighted Total	43	15	28	5	7	14	11	6	-	5	6	2	3	6	5	4	6	37	-	4	2	43
	100%	100%	100%	100%	100%	100%	100%	100%	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	100%	100%	100%
Rude / uncommunicative	6	4	2	-	2	2	-	2	-	-	1	1	1	2	-	-	1	6	-	-	-	6
	14%	28%	7%	-	28%	14%	-	40%	-	-	17%	52%	33%	37%	-	-	18%	17%	-	-	-	14%
		b			d			D														
Expensive / high pricing	4	1	3	-	1	-	2	1	-	-	-	1	-	1	-	-	-	2	-	2	-	4
	9%	7%	10%	-	14%	-	15%	20%	-	-	-	52%	-	19%	-	-	-	6%	-	37%	-	9%
								c												Ae		
Pressure to purchase	3	-	3	-	1	1	1	-	-	-	-	1	-	1	-	-	-	2	-	1	-	3
	6%	-	10%	-	14%	7%	7%	-	-	-	-	52%	-	16%	-	-	-	5%	-	19%	-	6%
Bad / no advice on purchases	2	1	1	-	-	-	1	1	-	1	-	-	-	1	-	-	-	2	-	-	-	2
	5%	7%	3%	-	-	-	9%	20%	-	23%	-	-	-	16%	-	-	-	6%	-	-	-	5%
								c														
Incorrect lenses fitted / wrong prescription	2	-	2	-	1	-	1	-	-	-	-	-	-	1	1	-	-	2	-	-	-	2
	5%	-	7%	-	14%	-	9%	-	-	-	-	-	-	16%	21%	-	-	5%	-	-	-	5%
Other	2	-	2	1	-	1	-	-	-	-	1	-	1	-	-	-	-	2	-	-	-	2
	5%	-	7%	19%	-	7%	-	-	-	-	17%	-	35%	-	-	-	-	5%	-	-	-	5%
Don't know	28	10	19	4	4	10	7	2	-	4	4	1	1	1	4	4	5	24	-	3	2	28
	66%	65%	66%	81%	58%	73%	68%	40%	-	77%	67%	48%	32%	16%	79%	100%	82%	64%	-	63%	100%	66%
										f				f	F	F						

Columns Tested: A,B - A,B,C,D,E - A,B,C,D,E,F,G,H,I - A,B,C,D,E

## General Optical Council

**25. And what was the main reason why you were dissatisfied with the experience of buying your glasses or contact lenses? Please rate your experience of buying these products, as opposed to rating the products themselves. And for which other reasons were you not satisfied?**

### b) Other reasons

Base: All dissatisfied with their purchasing experience

	Total	Employment status							
		Full time paid job	Part time paid job	Self emp.	Student	Unemp (<6m)	Unemp (>6m)	Home maker	Ret ired
		a	b	c	d	e	f	g	h
		A	B	C	D	E	F	G	H
Unweighted Total	44	16	2	1	1	-	-	5	16
Weighted Total	43	15	2	1	1	-	-	5	16
	100%	100%	100%	100%	100%	-	-	100%	100%
Rude / uncommunicative	6	2	-	-	-	-	-	1	3
	14%	13%	-	-	-	-	-	19%	21%
Expensive / high pricing	4	-	-	-	-	-	-	-	4
	9%	-	-	-	-	-	-	-	24%
									A
Pressure to purchase	3	-	-	-	-	-	-	1	2
	6%	-	-	-	-	-	-	19%	12%
								a	
Bad / no advice on purchases	2	-	-	-	-	-	-	-	2
	5%	-	-	-	-	-	-	-	13%
Incorrect lenses fitted / wrong prescription	2	1	-	-	-	-	-	-	1
	5%	7%	-	-	-	-	-	-	6%
Other	2	1	-	-	-	-	-	1	-
	5%	6%	-	-	-	-	-	20%	-
								h	
Don't know	28	12	2	1	1	-	-	2	8
	66%	74%	100%	100%	100%	-	-	42%	49%

Columns Tested: A,B,C,D,E,F,G,H

**General Optical Council**

**25. And what was the main reason why you were dissatisfied with the experience of buying your glasses or contact lenses? Please rate your experience of buying these products, as opposed to rating the products themselves. And for which other reasons were you not satisfied?**

**b) Other reasons**

Base: All dissatisfied with their purchasing experience

	SEG						Sight					Eye conditions suffer from (personally or family)					Confidence in opticians		
	Total	A	B	C1	C2	D	E	20:20 vision	Short sighted	Long sighted	Partially sighted	Registered blind	Glaucoma	Diabetes	Macular degeneration	Cataracts	Astigmatism	Confident	Not confident
		a	b	c	d	e	f	a	b	c	d	e	a	b	c	d	e	a	b
Significance Level: 90%		A	B	C	D	E	F	A	B	C	D	E	A	B	C	D	E	A	B
Significance Level: 95%		A	B	C	D	E	F	A	B	C	D	E	A	B	C	D	E	A	B
Unweighted Total	44	7	10	6	6	7	3	3	23	11	2	-	7	6	4	3	8	34	9
Weighted Total	43	7	10	6	6	7	3	3	22	11	2	-	7	6	4	3	7	33	9
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	100%	100%	100%	100%	100%	100%	100%
Rude / uncommunicative	6	-	2	2	-	-	1	-	3	3	-	-	2	1	-	1	2	5	1
	14%	-	21%	37%	-	-	33%	-	14%	28%	-	-	33%	17%	-	36%	27%	15%	13%
Expensive / high pricing	4	-	-	1	-	2	-	-	3	1	-	-	4	-	-	1	3	3	1
	9%	-	-	19%	-	24%	-	-	12%	10%	-	-	58%	-	-	36%	36%	9%	9%
													Bc						
Pressure to purchase	3	-	-	-	-	1	1	1	2	-	-	-	2	-	-	-	2	3	-
	6%	-	-	-	-	12%	33%	34%	8%	-	-	-	28%	-	-	-	25%	8%	-
							b	c											
Bad / no advice on purchases	2	1	-	-	-	1	-	-	1	1	-	-	-	-	-	1	-	1	1
	5%	17%	-	-	-	14%	-	-	4%	10%	-	-	-	-	-	36%	-	3%	13%
Incorrect lenses fitted / wrong prescription	2	-	-	1	-	1	-	-	1	1	-	-	-	-	-	-	-	1	1
	5%	-	-	17%	-	14%	-	-	5%	8%	-	-	-	-	-	-	-	3%	11%
Other	2	-	1	1	-	-	-	-	-	1	1	-	-	-	-	-	-	2	-
	5%	-	10%	16%	-	-	-	-	-	9%	52%	-	-	-	-	-	-	6%	-
											B								
Don't know	28	6	7	2	6	3	1	2	16	5	1	-	3	5	4	1	4	23	5
	66%	83%	69%	30%	100%	49%	33%	66%	70%	45%	48%	-	42%	83%	100%	29%	51%	68%	54%
		c			Cef										ad				

Columns Tested: A,B,C,D,E,F - A,B,C,D,E - A,B,C,D,E - A,B



### General Optical Council

25. And what was the main reason why you were dissatisfied with the experience of buying your glasses or contact lenses? Please rate your experience of buying these products, as opposed to rating the products themselves. And for which other reasons were you not satisfied?

**b) Other reasons**

Base: All dissatisfied with their purchasing experience

	Last time visited an optician				Satisfaction with overall experience at opticians		Satisfaction with eye test		Corrective solutions		Satisfaction with purchasing corrective solutions		Confidence in effective regulation		Awareness of GOC		
	Total	2 years ago or less	More than 2 to less than 5 years	5 years or more ago	Never	Satisfied	Dissatisfied	Satisfied	Dissatisfied	Prescription glasses	Contact lenses	Satisfied	Dissatisfied	Confident	Not confident	Aware	Not aware
		a	b	c	d	a	b	a	b	a	b	a	b	a	b	a	b
Significance Level: 90%	A	B	C	D	A	B	A	B	A	B	A	B	A	B	A	B	
Significance Level: 95%	A	B	C	D	A	B	A	B	A	B	A	B	A	B	A	B	
Unweighted Total	44	37	5	-	2	20	21	34	8	43	5	-	44	24	16	2	42
Weighted Total	43	36	5	-	2	20	21	33	8	42	5	-	43	24	16	2	41
	100%	100%	100%	-	100%	100%	100%	100%	100%	100%	100%	-	100%	100%	100%	100%	100%
Rude / uncommunicative	6	4	2	-	-	2	4	4	2	6	-	-	6	4	2	-	6
	14%	11%	42%	-	-	11%	20%	12%	27%	15%	-	-	14%	17%	14%	-	15%
			a														
Expensive / high pricing	4	4	-	-	-	2	2	2	2	4	-	-	4	2	2	-	4
	9%	11%	-	-	-	10%	9%	6%	23%	9%	-	-	9%	8%	12%	-	9%
Pressure to purchase	3	2	1	-	-	2	1	2	1	3	-	-	3	2	1	-	3
	6%	5%	18%	-	-	9%	5%	5%	13%	7%	-	-	6%	8%	7%	-	7%
Bad / no advice on purchases	2	2	-	-	-	-	2	-	2	2	-	-	2	-	2	-	2
	5%	6%	-	-	-	-	10%	-	26%	5%	-	-	5%	-	13%	-	5%
									A						a		
Incorrect lenses fitted / wrong prescription	2	2	-	-	-	-	2	2	-	2	-	-	2	-	2	-	2
	5%	5%	-	-	-	-	9%	6%	-	5%	-	-	5%	-	12%	-	5%
															a		
Other	2	2	-	-	-	1	1	2	-	2	-	-	2	1	1	-	2
	5%	5%	-	-	-	5%	5%	6%	-	5%	-	-	5%	4%	6%	-	5%
Don't know	28	24	2	-	2	15	11	24	3	27	5	-	28	17	8	2	26
	66%	67%	40%	-	100%	75%	51%	71%	36%	65%	100%	-	66%	71%	49%	100%	64%
								b									

Columns Tested: A,B,C,D - A,B - A,B - A,B - A,B - A,B - A,B



## General Optical Council

**25. And what was the main reason why you were dissatisfied with the experience of buying your glasses or contact lenses? Please rate your experience of buying these products, as opposed to rating the products themselves. And for which other reasons were you not satisfied?**

### b) Other reasons

Base: All dissatisfied with their purchasing experience

	Ethnicity						Children in household		Products currently used				Product most recently bought			
	Total	White	Mixed/ multiple	Asian or Asian British	Black or Black British	Other	BME	Aged 8 or under	Aged 9-18	Glasses with a prescription	Contact lenses	Reading glasses without a prescription	None of these	Glasses with a prescription	Contact lenses	Reading glasses without a prescription
	a	b	c	d	e	f	a	b	a	b	c	d	a	b	c	
	A	B	C	D	E	F	A	B	A	B	C	D	A	B	C	
Significance Level: 90%																
Significance Level: 95%																
Unweighted Total	44	37	1	2	1	-	4	7	7	43	5	-	-	39	5	-
Weighted Total	43	36	1	2	1	-	4	7	7	42	5	-	-	38	5	-
	100%	100%	100%	100%	100%	-	100%	100%	100%	100%	100%	-	-	100%	100%	-
Rude / uncommunicative	6	6	-	-	-	-	-	1	3	6	-	-	-	6	-	-
	14%	17%	-	-	-	-	-	14%	42%	15%	-	-	-	16%	-	-
Expensive / high pricing	4	4	-	-	-	-	-	-	1	4	-	-	-	4	-	-
	9%	11%	-	-	-	-	-	-	14%	9%	-	-	-	10%	-	-
Pressure to purchase	3	3	-	-	-	-	-	-	1	3	-	-	-	3	-	-
	6%	8%	-	-	-	-	-	-	14%	7%	-	-	-	7%	-	-
Bad / no advice on purchases	2	2	-	-	-	-	-	-	-	2	-	-	-	2	-	-
	5%	6%	-	-	-	-	-	-	-	5%	-	-	-	5%	-	-
Incorrect lenses fitted / wrong prescription	2	2	-	-	-	-	-	-	-	2	-	-	-	2	-	-
	5%	5%	-	-	-	-	-	-	-	5%	-	-	-	5%	-	-
Other	2	1	1	-	-	-	1	1	1	2	-	-	-	2	-	-
	5%	3%	100%	-	-	-	26%	14%	14%	5%	-	-	-	5%	-	-
							A									
Don't know	28	22	-	2	1	-	3	5	3	27	5	-	-	24	5	-
	66%	62%	-	100%	100%	-	74%	72%	44%	65%	100%	-	-	61%	100%	-
														a		

Columns Tested: A,B,C,D,E,F - A,B - A,B,C,D - A,B,C



General Optical Council

26. Have you ever complained or considered complaining about an experience with an optician?

Base: All who have ever been to the opticians

	Gender		Age					Region								Country						
	Total	Male	Female	18-29	30-44	45-59	60-74	75+	North East	North West	Yorks & Humb.	East Mid lands	West Mid lands	East of Eng land	Lon don	South East	South West	Eng land	Wales	Scot land	NI	UK TOTAL
	a	b	a	b	c	d	e	a	b	c	d	e	f	g	h	i	a	b	c	d	e	
Significance Level: 90%		A	B	A	B	C	D	E	A	B	C	D	E	F	G	H	I	A	B	C	D	E
Significance Level: 95%																						
Unweighted Total	1994	927	1067	355	470	544	449	176	124	280	220	156	153	119	162	286	170	1670	94	143	87	1994
Weighted Total	1991	926	1065	366	483	508	422	211	124	279	219	157	152	118	161	284	170	1663	94	141	92	1991
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Yes - complained	98	47	51	15	14	22	31	16	3	14	10	6	10	9	11	16	8	87	1	8	2	98
	5%	5%	5%	4%	3%	4%	7%	7%	2%	5%	5%	4%	7%	8%	7%	6%	5%	5%	1%	6%	2%	5%
							aBC	Bc					a	a	a			b		b		b
Yes - considered complaining	45	27	18	12	19	4	7	2	1	7	7	5	4	1	9	6	1	41	1	2	1	45
	2%	3%	2%	3%	4%	1%	2%	1%	1%	3%	3%	3%	3%	1%	6%	2%	1%	2%	1%	1%	1%	2%
		b		C	CDe						i	i		AFHl								
No	1836	843	992	331	448	480	384	193	120	256	202	145	138	106	139	260	161	1526	91	130	89	1836
	92%	91%	93%	90%	93%	94%	91%	91%	97%	92%	92%	92%	91%	90%	86%	92%	94%	92%	97%	92%	97%	92%
			a			AD			bcEFGH	g	g	g			g	G			a			
Don't know	8	6	2	5	1	2	-	-	-	1	-	-	-	2	1	2	-	6	1	1	-	8
	*	1%	*	1%	*	*	-	-	-	*	-	-	-	2%	1%	1%	-	*	1%	1%	-	*
				BcD										ci								
Prefer not to say	3	2	1	3	-	-	-	-	-	1	-	1	-	-	1	-	-	3	-	-	-	3
	*	*	*	1%	-	-	-	-	-	*	-	1%	-	-	1%	-	-	*	-	-	-	*
				BCd																		
Not Stated	1	1	-	-	-	1	-	-	-	-	-	-	-	-	-	-	1	1	-	-	-	1
	*	*	-	-	-	*	-	-	-	-	-	-	-	-	-	-	1%	*	-	-	-	*

Columns Tested: A,B - A,B,C,D,E - A,B,C,D,E,F,G,H,I - A,B,C,D,E



### General Optical Council

#### 26. Have you ever complained or considered complaining about an experience with an optician?

Base: All who have ever been to the opticians

	Employment status								
	Total	Full time paid job	Part time paid job	Self emp.	Student	Unemp (<6m)	Unemp (>6m)	Home maker	Retired
Significance Level: 90%		a	b	c	d	e	f	g	h
Significance Level: 95%		A	B	C	D	E	F	G	H
Unweighted Total	1994	972	142	153	43	17	42	82	502
Weighted Total	1991	961	140	149	46	16	42	81	513
	100%	100%	100%	100%	100%	100%	100%	100%	100%
Yes - complained	98	46	6	6	2	1	1	-	34
	5%	5%	4%	4%	4%	6%	3%	-	7%
		G	g	g	g	G			G
Yes - considered complaining	45	29	1	1	4	-	1	3	6
	2%	3%	1%	1%	9%	-	2%	4%	1%
		cH			ABCH			ch	
No	1836	881	132	141	39	15	39	77	474
	92%	92%	94%	95%	84%	94%	92%	95%	92%
		d	D	D				D	d
Don't know	8	3	1	1	1	-	1	1	-
	*	*	1%	1%	2%	-	2%	1%	-
			h	h	aH		AH	H	
Prefer not to say	3	1	-	-	-	-	-	-	-
	*	*	-	-	-	-	-	-	-
Not Stated	1	1	-	-	-	-	-	-	-
	*	*	-	-	-	-	-	-	-

Columns Tested: A,B,C,D,E,F,G,H



General Optical Council

26. Have you ever complained or considered complaining about an experience with an optician?

Base: All who have ever been to the opticians

	Total	SEG					Sight					Eye conditions suffer from (personally or family)					Confidence in opticians		
		A	B	C1	C2	D	E	20:20 vision	Short sighted	Long sighted	Partially sighted	Registered blind	Glaucoma	Diabetes	Macular degeneration	Cataracts	Astigmatism	Confident	Not confident
Significance Level: 90%		a	b	c	d	e	f	a	b	c	d	e	a	b	c	d	e	a	b
Significance Level: 95%		A	B	C	D	E	F	A	B	C	D	E	A	B	C	D	E	A	B
Unweighted Total	1994	249	534	353	374	176	158	436	901	403	86	1	212	348	70	202	231	1883	71
Weighted Total	1991	245	535	352	372	176	160	443	891	400	87	1	209	347	70	205	230	1881	71
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Yes - complained	98	19	34	17	12	5	3	14	46	25	7	-	18	21	7	17	24	88	10
	5%	8%	6%	5%	3%	3%	2%	3%	5%	6%	8%	-	8%	6%	10%	8%	10%	5%	14%
		DEF	DeF							A	A						b		A
Yes - considered complaining	45	11	9	14	5	2	3	7	21	10	4	-	3	9	2	2	9	39	6
	2%	5%	2%	4%	1%	1%	2%	2%	2%	3%	5%	-	1%	3%	3%	1%	4%	2%	9%
		BDE		BDe						a							d		A
No	1836	212	491	321	353	167	151	420	821	363	76	1	188	316	59	185	196	1741	55
	92%	86%	92%	91%	95%	95%	94%	95%	92%	91%	87%	100%	90%	91%	84%	90%	85%	93%	78%
			A	a	Abc	Ac	A	bCD						cE				B	
Don't know	8	2	1	-	1	1	3	2	2	2	-	-	-	1	1	1	1	8	-
	*	1%	*	-	*	1%	2%	*	*	1%	-	-	-	*	1%	*	*	*	-
		c					BCD							a					
Prefer not to say	3	-	-	-	1	-	-	-	1	-	-	-	-	-	-	-	-	3	-
	*	-	-	-	*	-	-	-	*	-	-	-	-	-	-	-	-	*	-
Not Stated	1	1	-	-	-	-	-	-	1	-	-	-	-	-	1	-	-	1	-
	*	*	-	-	-	-	-	-	*	-	-	-	-	-	1%	-	-	*	-

Columns Tested: A,B,C,D,E,F - A,B,C,D,E - A,B,C,D,E - A,B



### General Optical Council

#### 26. Have you ever complained or considered complaining about an experience with an optician?

Base: All who have ever been to the opticians

	Last time visited an optician				Satisfaction with overall experience at opticians		Satisfaction with eye test		Corrective solutions		Satisfaction with purchasing corrective solutions		Confidence in effective regulation		Awareness of GOC		
	Total	2 years ago or less	More than 2 to less than 5 years	5 years or more ago	Never	Satis fied	Dissat isfied	Satis fied	Dissat isfied	Presc ription glass es	Cont act lens es	Satis fied	Dissat isfied	Conf ident	Not confi dent	Aware	Not aware
		a	b	c	d	a	b	a	b	a	b	a	b	a	b	a	b
Significance Level: 90%		A	B	C	D	A	B	A	B	A	B	A	B	A	B	A	B
Significance Level: 95%		A	B	C	D	A	B	A	B	A	B	A	B	A	B	A	B
Unweighted Total	1994	1656	182	156	-	1896	85	1929	42	1306	216	1263	42	1732	119	214	1780
Weighted Total	1991	1653	182	156	-	1893	84	1924	43	1297	216	1255	41	1731	118	219	1772
	100%	100%	100%	100%	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Yes - complained	98	87	6	5	-	88	10	96	1	87	20	84	5	78	15	20	78
	5%	5%	3%	3%	-	5%	12%	5%	3%	7%	9%	7%	12%	5%	12%	9%	4%
							A								A	B	
Yes - considered complaining	45	37	6	2	-	35	10	34	11	34	13	35	1	33	10	20	25
	2%	2%	3%	1%	-	2%	12%	2%	26%	3%	6%	3%	2%	2%	8%	9%	1%
							A		A		A				A	B	
No	1836	1520	168	148	-	1761	64	1786	28	1170	183	1131	35	1610	92	175	1661
	92%	92%	92%	95%	-	93%	76%	93%	67%	90%	85%	90%	86%	93%	78%	80%	94%
						B		B		B				B		A	
Don't know	8	6	1	1	-	7	-	6	2	3	-	3	-	7	1	3	5
	*	*	1%	1%	-	*	-	*	5%	*	-	*	-	*	1%	1%	*
									A							B	
Prefer not to say	3	2	1	-	-	2	-	2	-	2	-	1	-	2	-	1	2
	*	*	1%	-	-	*	-	*	-	*	-	*	-	*	-	*	*
Not Stated	1	1	-	-	-	-	-	-	-	1	-	1	-	1	-	-	1
	*	*	-	-	-	-	-	-	-	*	-	*	-	*	-	-	*

Columns Tested: A,B,C,D - A,B - A,B - A,B - A,B - A,B



### General Optical Council

#### 26. Have you ever complained or considered complaining about an experience with an optician?

Base: All who have ever been to the opticians

	Ethnicity						Children in household		Products currently used				Product most recently bought			
	Total	White	Mixed/ multiple	Asian or Asian British	Black or Black British	Other	BME	Aged 8 or under	Aged 9-18	Glasses with a prescription	Contact lenses	Reading glasses without a prescription	None of these	Glasses with a prescription	Contact lenses	Reading glasses without a prescription
Significance Level: 90%		a	b	c	d	e	f	a	b	a	b	c	d	a	b	c
Significance Level: 95%		A	B	C	D	E	F	A	B	A	B	C	D	A	B	C
Unweighted Total	1994	1788	24	107	20	9	160	327	469	1306	216	264	443	1156	155	21
Weighted Total	1991	1783	24	107	20	9	161	330	467	1297	216	262	450	1147	155	21
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Yes - complained	98	92	1	4	1	-	6	18	15	87	20	11	3	79	11	1
	5%	5%	4%	4%	5%	-	4%	5%	3%	7%	9%	4%	1%	7%	7%	5%
										D	CD	D				
Yes - considered complaining	45	36	1	8	-	-	9	11	17	34	13	7	2	29	8	-
	2%	2%	4%	8%	-	-	6%	3%	4%	3%	6%	3%	*	3%	5%	-
				A			A			D	AcD	D			a	
No	1836	1647	22	94	19	9	145	299	433	1170	183	244	440	1033	136	20
	92%	92%	92%	88%	95%	100%	90%	91%	93%	90%	85%	93%	98%	90%	88%	95%
		c								B		B	ABC			
Don't know	8	6	-	1	-	-	1	1	1	3	-	-	5	3	-	-
	*	*	-	1%	-	-	1%	*	*	*	-	-	1%	*	-	-
													Ac			
Prefer not to say	3	1	-	-	-	-	-	-	1	2	-	-	-	2	-	-
	*	*	-	-	-	-	-	-	*	*	-	-	-	*	-	-
Not Stated	1	1	-	-	-	-	-	-	-	1	-	-	-	1	-	-
	*	*	-	-	-	-	-	-	-	*	-	-	-	*	-	-

Columns Tested: A,B,C,D,E,F - A,B - A,B,C,D - A,B,C



### General Optical Council

#### 27. Thinking about the most recent time you complained or considered complaining, who did you complain or consider complaining to?

Base: All who have ever complained or considered complaining

	Gender		Age					Region								Country						
	Total	Male	Female	18-29	30-44	45-59	60-74	75+	North East	North West	Yorks & Humb.	East Mid lands	West Mid lands	East of Eng land	Lon don	South East	South West	Eng land	Wales	Scot land	NI	UK TOTAL
	a	b	a	b	c	d	e	a	b	c	d	e	f	g	h	i	a	b	c	d	e	
Significance Level: 90%		A	B	A	B	C	D	E	A	B	C	D	E	F	G	H	I	A	B	C	D	E
Significance Level: 95%																						
Unweighted Total	143	74	69	27	33	27	41	15	4	21	17	11	14	10	20	22	9	128	2	10	3	143
Weighted Total	143	74	69	28	34	26	38	18	4	21	17	11	14	10	20	22	9	128	2	10	3	143
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The opticians where the treatment was carried out	91	43	48	9	14	20	32	16	3	13	10	5	8	7	9	17	7	79	1	9	2	91
	63%	58%	69%	33%	42%	78%	82%	87%	74%	61%	59%	46%	57%	72%	44%	77%	78%	61%	49%	92%	57%	63%
					AB	AB	AB								dG					ae		
The head office of the chain of opticians I visited	17	4	13	3	4	3	7	-	-	1	2	2	1	2	2	3	2	15	1	1	-	17
	12%	5%	18%	11%	12%	11%	18%	-	-	5%	11%	17%	7%	18%	10%	14%	22%	11%	51%	8%	-	12%
			A				e													ae		
The General Optical Council	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
The Optical Consumer Complaints Service	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
The NHS	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
A Health Ombudsman	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Trading Standards	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
The Care Quality Commission	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	1	1	-	1	-	-	-	-	-	-	-	-	1	-	-	-	-	1	-	-	-	1
	1%	1%	-	4%	-	-	-	-	-	-	-	-	7%	-	-	-	-	1%	-	-	-	1%
I wasn't sure who to complain to	5	2	3	2	1	2	-	-	-	1	2	-	1	-	1	-	-	5	-	-	-	5
	3%	3%	4%	7%	3%	8%	-	-	-	5%	12%	-	7%	-	5%	-	-	4%	-	-	-	3%
				d		d																
Don't know	30	24	6	12	14	1	-	2	1	6	3	4	3	1	8	2	-	29	-	-	1	30
	21%	33%	8%	45%	42%	4%	-	13%	26%	30%	18%	38%	22%	10%	41%	9%	-	22%	-	-	43%	21%
		B		CDE	CDE		D			hi		hi		fHI				c			c	

Columns Tested: A,B - A,B,C,D,E - A,B,C,D,E,F,G,H,I - A,B,C,D,E



### General Optical Council

#### 27. Thinking about the most recent time you complained or considered complaining, who did you complain or consider complaining to?

Base: All who have ever complained or considered complaining

	Employment status								
	Total	Full time paid job	Part time paid job	Self emp.	Student	Unemp (<6m)	Unemp (>6m)	Home maker	Retired
Significance Level: 90%		a	b	c	d	e	f	g	h
Significance Level: 95%		A	B	C	D	E	F	G	H
Unweighted Total	143	76	7	7	6	1	2	3	39
Weighted Total	143	75	7	7	6	1	2	3	40
	100%	100%	100%	100%	100%	100%	100%	100%	100%
The opticians where the treatment was carried out	91	44	5	6	2	1	1	-	31
	63%	58%	71%	85%	34%	100%	53%	-	78%
		g	g	dG					ADG
The head office of the chain of opticians I visited	17	7	1	1	-	-	-	-	7
	12%	9%	15%	15%	-	-	-	-	17%
The General Optical Council	-	-	-	-	-	-	-	-	-
The Optical Consumer Complaints Service	-	-	-	-	-	-	-	-	-
The NHS	-	-	-	-	-	-	-	-	-
A Health Ombudsman	-	-	-	-	-	-	-	-	-
Trading Standards	-	-	-	-	-	-	-	-	-
The Care Quality Commission	-	-	-	-	-	-	-	-	-
Other	1	1	-	-	-	-	-	-	-
	1%	1%	-	-	-	-	-	-	-
I wasn't sure who to complain to	5	3	-	-	-	-	-	2	-
	3%	4%	-	-	-	-	-	66%	-
								ABCdH	
Don't know	30	21	1	-	4	-	1	1	2
	21%	28%	14%	-	66%	-	47%	34%	6%
		H			abCH		cH	h	

Columns Tested: A,B,C,D,E,F,G,H



### General Optical Council

#### 27. Thinking about the most recent time you complained or considered complaining, who did you complain or consider complaining to?

Base: All who have ever complained or considered complaining

	Total	SEG					Sight					Eye conditions suffer from (personally or family)					Confidence in opticians		
		A	B	C1	C2	D	E	20:20 vision	Short sighted	Long sighted	Partially sighted	Registered blind	Glaucoma	Diabetes	Macular degeneration	Cataracts	Astigmatism	Confident	Not confident
		a	b	c	d	e	f	a	b	c	d	e	a	b	c	d	e	a	b
		A	B	C	D	E	F	A	B	C	D	E	A	B	C	D	E	A	B
Unweighted Total	143	31	42	31	18	7	6	21	68	34	11	-	20	30	9	19	33	127	16
Weighted Total	143	30	43	31	18	7	6	21	67	35	11	-	21	30	9	19	33	127	16
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	100%	100%	100%	100%	100%	100%	100%
The opticians where the treatment was carried out	91	17	27	23	14	2	1	14	40	26	6	-	13	14	6	12	21	84	7
	63%	57%	63%	74%	82%	30%	19%	66%	60%	74%	53%	-	61%	46%	66%	63%	64%	66%	43%
		f	F	EF	aEF													b	
The head office of the chain of opticians I visited	17	4	6	4	-	1	2	-	13	4	-	-	1	4	-	-	6	15	2
	12%	12%	14%	13%	-	14%	32%	-	19%	11%	-	-	5%	13%	-	-	18%	11%	12%
							D		A								d		
The General Optical Council	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
The Optical Consumer Complaints Service	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
The NHS	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
A Health Ombudsman	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Trading Standards	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
The Care Quality Commission	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	1	-	1	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-	1
	1%	-	2%	-	-	-	-	-	2%	-	-	-	-	-	-	-	-	-	6%
																			A
I wasn't sure who to complain to	5	-	3	-	-	-	2	-	2	2	-	-	-	2	-	-	2	5	-
	3%	-	7%	-	-	-	32%	-	3%	6%	-	-	-	7%	-	-	6%	4%	-
							AbCD												
Don't know	30	9	6	4	3	4	1	7	11	4	5	-	7	10	3	7	4	24	6
	21%	31%	14%	13%	18%	56%	17%	34%	17%	10%	47%	-	35%	35%	34%	37%	13%	19%	38%
		bc					BCd	bC			BC		e	E		E		a	

Columns Tested: A,B,C,D,E,F - A,B,C,D,E - A,B,C,D,E - A,B





### General Optical Council

#### 27. Thinking about the most recent time you complained or considered complaining, who did you complain or consider complaining to?

Base: All who have ever complained or considered complaining

	Last time visited an optician				Satisfaction with overall experience at opticians		Satisfaction with eye test		Corrective solutions		Satisfaction with purchasing corrective solutions		Confidence in effective regulation		Awareness of GOC		
	Total	2 years ago or less	More than 2 to less than 5 years	5 years or more ago	Never	Satis fied	Dissat isfied	Satis fied	Dissat isfied	Presc ription glass es	Cont act lens es	Satis fied	Dissat isfied	Conf ident	Not confi dent	Aware	Not aware
		a	b	c	d	a	b	a	b	a	b	a	b	a	b	a	b
Significance Level: 90%		A	B	C	D	A	B	A	B	A	B	A	B	A	B	A	B
Significance Level: 95%		A	B	C	D	A	B	A	B	A	B	A	B	A	B	A	B
Unweighted Total	143	124	12	7	-	123	20	130	12	121	33	119	6	110	25	39	104
Weighted Total	143	124	12	7	-	123	20	130	12	121	33	119	6	111	25	40	103
	100%	100%	100%	100%	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The opticians where the treatment was carried out	91	82	6	2	-	80	11	88	2	85	13	79	5	71	15	13	78
	63%	67%	51%	28%	-	65%	54%	67%	16%	70%	40%	66%	84%	64%	59%	33%	75%
		C						B		B						A	
The head office of the chain of opticians I visited	17	16	1	-	-	12	4	14	2	14	6	15	-	11	5	2	15
	12%	13%	8%	-	-	10%	21%	11%	17%	11%	17%	12%	-	10%	20%	5%	14%
The General Optical Council	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
The Optical Consumer Complaints Service	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
The NHS	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
A Health Ombudsman	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Trading Standards	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
The Care Quality Commission	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	1	1	-	-	-	1	-	1	-	-	1	-	-	1	-	1	-
	1%	1%	-	-	-	1%	-	1%	-	-	3%	-	-	1%	-	2%	-
										a							
I wasn't sure who to complain to	5	5	-	-	-	3	2	4	1	4	2	4	1	2	1	1	4
	3%	4%	-	-	-	2%	10%	3%	8%	3%	6%	3%	16%	2%	4%	2%	4%
							a										
Don't know	30	20	5	5	-	27	3	23	7	19	11	22	-	26	4	23	7
	21%	16%	41%	72%	-	22%	15%	18%	58%	16%	34%	18%	-	23%	16%	58%	6%
			A	A					A		A					B	

Columns Tested: A,B,C,D - A,B - A,B - A,B - A,B - A,B - A,B



### General Optical Council

#### 27. Thinking about the most recent time you complained or considered complaining, who did you complain or consider complaining to?

Base: All who have ever complained or considered complaining

	Ethnicity						Children in household		Products currently used				Product most recently bought			
	Total	White	Mixed/ multiple	Asian or Asian British	Black or Black British	Other	BME	Aged 8 or under	Aged 9-18	Glasses with a prescription	Contact lenses	Reading glasses without a prescription	None of these	Glasses with a prescription	Contact lenses	Reading glasses without a prescription
	a	b	c	d	e	f	a	b	a	b	c	d	a	b	c	
	A	B	C	D	E	F	A	B	A	B	C	D	A	B	C	
Unweighted Total	143	128	2	12	1	-	15	29	32	121	33	18	5	108	19	1
Weighted Total	143	128	2	12	1	-	15	29	32	121	33	18	5	108	19	1
	100%	100%	100%	100%	100%	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The opticians where the treatment was carried out	91	82	2	7	-	-	9	15	17	85	13	5	2	80	5	-
	63%	64%	100%	58%	-	-	60%	52%	53%	70%	40%	28%	39%	74%	27%	-
										BC				B		
The head office of the chain of opticians I visited	17	17	-	-	-	-	-	1	1	14	6	2	1	10	5	-
	12%	13%	-	-	-	-	-	3%	3%	11%	17%	11%	20%	9%	25%	-
														A		
The General Optical Council	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
The Optical Consumer Complaints Service	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
The NHS	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
A Health Ombudsman	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Trading Standards	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
The Care Quality Commission	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	1	1	-	-	-	-	-	-	-	-	1	1	-	-	-	1
	1%	1%	-	-	-	-	-	-	-	-	3%	6%	-	-	-	100%
											a	A				
I wasn't sure who to complain to	5	4	-	1	-	-	1	1	1	4	2	-	-	3	2	-
	3%	3%	-	8%	-	-	7%	3%	3%	3%	6%	-	-	3%	10%	-
Don't know	30	25	-	4	1	-	5	12	13	19	11	10	2	16	7	-
	21%	19%	-	34%	100%	-	34%	42%	41%	16%	34%	56%	41%	15%	38%	-
										A	A			A		

Columns Tested: A,B,C,D,E,F - A,B - A,B,C,D - A,B,C



### General Optical Council

qb28. How confident, if at all, are you that you would be able to find information in the situations listed below?

**Summary table**

Base: All Respondents

Significance Level: 90%

Significance Level: 95%

To check the qualifications of an optician

About how to complain about an optician

Columns Tested: A,B

Total	Very confident	Fairly confident	Not very confident	Not at all confident	Don't know	Nets	
						Confident	Not confident
	a	b	c	d	e	a	b
	A	B	C	D	E	A	B
2250	574	832	488	215	142	1406	702
100%	25%	37%	22%	10%	6%	62%	31%
2250	650	874	406	170	149	1525	577
100%	29%	39%	18%	8%	7%	68%	26%



**General Optical Council**

**28. How confident, if at all, are you that you would be able to find information in the situations listed below?**

**To check the qualifications of an optician**

Base: All Respondents

	Gender		Age					Region							Country							
	Total	Male	Female	18-29	30-44	45-59	60-74	75+	North East	North West	Yorks & Humb.	East Mid lands	West Mid lands	East of Eng land	Lon don	South East	South West	Eng land	Wales	Scot land	NI	UK TOTAL
		a	b	a	b	c	d	e	a	b	c	d	e	f	g	h	i	a	b	c	d	e
Significance Level: 90%		A	B	A	B	C	D	E	A	B	C	D	E	F	G	H	I	A	B	C	D	E
Significance Level: 95%																						
Unweighted Total	2250	1099	1151	439	564	601	459	187	146	319	247	180	178	132	182	324	193	1901	100	154	95	2250
Weighted Total	2250	1099	1151	452	580	562	432	225	146	318	245	181	177	131	181	322	194	1895	100	154	100	2250
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very confident	574	287	287	69	131	132	141	101	43	83	73	36	55	26	43	69	47	476	27	42	28	574
	25%	26%	25%	15%	23%	24%	33%	45%	30%	26%	30%	20%	31%	20%	24%	21%	24%	25%	27%	27%	28%	25%
				A	A	ABC	ABCD		Dfh		DFH		DFH									
Fairly confident	832	419	413	164	211	239	159	59	55	121	89	82	54	50	61	123	76	711	33	56	32	832
	37%	38%	36%	36%	36%	42%	37%	26%	38%	38%	36%	45%	30%	38%	34%	38%	39%	38%	33%	36%	32%	37%
				E	E	ABdE	E		e		cEG		e		e							
Not very confident	488	209	279	146	139	105	78	20	23	69	52	38	46	28	48	85	38	426	21	24	18	488
	22%	19%	24%	32%	24%	19%	18%	9%	16%	22%	21%	21%	26%	21%	27%	26%	19%	22%	21%	15%	18%	22%
				BCDE	CDE	E	E						A	Ai	Ai			C				c
Not at all confident	215	101	114	47	60	53	35	20	13	22	22	12	17	15	16	34	24	176	8	17	13	215
	10%	9%	10%	10%	10%	10%	8%	9%	9%	7%	9%	7%	10%	12%	9%	10%	13%	9%	8%	11%	13%	10%
														b		Bd						
Don't know	142	84	58	26	39	33	19	26	12	23	9	13	5	11	13	11	8	107	11	16	9	142
	6%	8%	5%	6%	7%	6%	4%	12%	8%	7%	4%	7%	3%	9%	7%	4%	4%	6%	11%	10%	9%	6%
		B					ABCD		cEH	cEH	eh		CEH	eh				Ae	Ae			
<b>Nets</b>																						
Confident	1406	706	700	233	343	371	300	160	98	204	162	118	109	77	104	192	123	1187	61	98	60	1406
	62%	64%	61%	52%	59%	66%	69%	71%	67%	64%	66%	65%	62%	58%	57%	60%	64%	63%	61%	63%	60%	62%
		b			A	AB	AB	AB	g		g											
Not confident	702	309	393	193	199	159	113	39	36	91	74	50	63	43	64	119	62	601	29	41	31	702
	31%	28%	34%	43%	34%	28%	26%	17%	24%	29%	30%	28%	35%	33%	35%	37%	32%	32%	29%	27%	31%	31%
			A	BCDE	CDE	E	E						A	A	ABcD							

Columns Tested: A,B - A,B,C,D,E - A,B,C,D,E,F,G,H,I - A,B,C,D,E



**General Optical Council**

**28. How confident, if at all, are you that you would be able to find information in the situations listed below?**

**To check the qualifications of an optician**

Base: All Respondents

	Total	Employment status							
		Full time paid job	Part time paid job	Self emp.	Student	Unemp (<6m)	Unemp (>6m)	Home maker	Retired
Significance Level: 90%		a	b	c	d	e	f	g	h
Significance Level: 95%		A	B	C	D	E	F	G	H
Unweighted Total	2250	1126	159	178	53	21	50	94	524
Weighted Total	2250	1116	157	174	56	20	50	93	537
	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very confident	574	244	38	50	10	2	6	20	190
	25%	22%	24%	29%	19%	9%	12%	21%	35%
			f	AEF					ABDEFG
Fairly confident	832	422	55	73	21	11	24	33	181
	37%	38%	35%	42%	38%	53%	48%	36%	34%
				H		h	H		
Not very confident	488	279	37	31	13	5	12	24	79
	22%	25%	23%	18%	23%	23%	24%	26%	15%
		CH	H				h	H	
Not at all confident	215	105	18	13	9	2	6	7	48
	10%	9%	12%	7%	17%	10%	12%	7%	9%
				aCgh					
Don't know	142	66	10	7	2	1	2	9	39
	6%	6%	6%	4%	4%	5%	4%	10%	7%
								c	
<b>Nets</b>									
Confident	1406	667	93	123	32	13	30	53	371
	62%	60%	59%	71%	57%	62%	60%	57%	69%
				ABdG					ABdG
Not confident	702	383	55	44	22	7	18	31	127
	31%	34%	35%	25%	39%	33%	36%	33%	24%
		CH	CH		CH		h	H	

Columns Tested: A,B,C,D,E,F,G,H



**General Optical Council**

**28. How confident, if at all, are you that you would be able to find information in the situations listed below?**

**To check the qualifications of an optician**

Base: All Respondents

	Total	SEG						Sight					Eye conditions suffer from (personally or family)					Confidence in opticians	
		A	B	C1	C2	D	E	20:20 vision	Short sighted	Long sighted	Partially sighted	Registered blind	Glaucoma	Diabetes	Macular degeneration	Cataracts	Astigmatism	Confident	Not confident
		a A	b B	c C	d D	e E	f F	a A	b B	c C	d D	e E	a A	b B	c C	d D	e E	a A	b B
Significance Level: 90%																			
Significance Level: 95%																			
Unweighted Total	2250	271	604	402	428	197	179	609	932	424	88	1	225	389	76	215	238	2067	88
Weighted Total	2250	267	606	401	426	197	183	618	923	421	89	1	222	388	77	218	237	2067	88
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very confident	574	82	160	73	103	47	50	152	219	115	28	-	53	114	33	60	49	544	15
	25%	31%	26%	18%	24%	24%	27%	25%	24%	27%	32%	-	24%	29%	43%	28%	21%	26%	17%
		Cd	C		C	c	C				b			E	ABDE	e		B	
Fairly confident	832	82	248	150	163	70	72	228	364	155	31	1	95	144	19	80	94	787	24
	37%	31%	41%	37%	38%	36%	40%	37%	39%	37%	35%	100%	43%	37%	24%	37%	40%	38%	27%
		A	a	A	a								C	C		C	C	B	
Not very confident	488	66	118	96	98	46	36	148	197	89	17	-	47	74	16	47	58	431	29
	22%	25%	19%	24%	23%	23%	20%	24%	21%	21%	19%	-	21%	19%	21%	22%	24%	21%	33%
		b	b															A	
Not at all confident	215	20	50	48	38	20	16	56	88	41	11	-	16	33	6	20	26	193	13
	10%	7%	8%	12%	9%	10%	9%	9%	9%	10%	12%	-	7%	8%	8%	9%	11%	9%	14%
				Ab															
Don't know	142	18	30	34	25	13	8	34	56	21	2	-	10	23	3	11	11	112	8
	6%	7%	5%	8%	6%	7%	4%	5%	6%	5%	2%	-	5%	6%	4%	5%	5%	5%	9%
				Bf															
<b>Nets</b>																			
Confident	1406	164	408	223	265	117	122	380	583	270	59	1	149	259	52	140	143	1331	39
	62%	61%	67%	56%	62%	60%	67%	62%	63%	64%	67%	100%	67%	67%	68%	64%	60%	64%	44%
			aCdE		C		C											B	
Not confident	702	86	168	145	137	66	53	204	285	130	28	-	63	107	22	67	84	624	41
	31%	32%	28%	36%	32%	34%	29%	33%	31%	31%	31%	-	28%	28%	29%	31%	35%	30%	47%
				Bf												B		A	

Columns Tested: A,B,C,D,E,F - A,B,C,D,E - A,B,C,D,E - A,B



### General Optical Council

#### 28. How confident, if at all, are you that you would be able to find information in the situations listed below?

##### To check the qualifications of an optician

Base: All Respondents

	Last time visited an optician				Satisfaction with overall experience at opticians		Satisfaction with eye test		Corrective solutions		Satisfaction with purchasing corrective solutions		Confidence in effective regulation		Awareness of GOC		
	Total	2 years ago or less	More than 2 to less than 5 years	5 years or more ago	Never	Satis fied	Dissat isfied	Satis fied	Dissat isfied	Presc ription glass es	Cont act lens es	Satis fied	Dissat isfied	Conf ident	Not confi dent	Aware	Not aware
		a	b	c	d	a	b	a	b	a	b	a	b	a	b	a	b
Significance Level: 90%		A	B	C	D	A	B	A	B	A	B	A	B	A	B	A	B
Significance Level: 95%		A	B	C	D	A	B	A	B	A	B	A	B	A	B	A	B
Unweighted Total	2250	1656	182	156	241	1896	85	1929	42	1334	226	1291	44	1926	149	265	1985
Weighted Total	2250	1653	182	156	244	1893	84	1924	43	1326	226	1283	43	1926	148	271	1979
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very confident	574	450	38	30	53	504	12	508	4	362	60	355	9	521	21	84	490
	25%	27%	21%	19%	22%	27%	15%	26%	9%	27%	26%	28%	21%	27%	14%	31%	25%
		bCd				B		B						B		B	
Fairly confident	832	626	66	57	78	723	21	729	12	499	86	487	8	761	38	112	720
	37%	38%	36%	36%	32%	38%	25%	38%	29%	38%	38%	38%	18%	40%	25%	41%	36%
		d				B								B			
Not very confident	488	341	41	46	55	400	26	409	12	256	48	246	13	399	50	44	444
	22%	21%	23%	29%	23%	21%	31%	21%	29%	19%	21%	19%	30%	21%	34%	16%	22%
			A			A							a		A		A
Not at all confident	215	147	26	16	25	167	19	174	12	128	19	119	11	150	35	18	196
	10%	9%	14%	10%	10%	9%	22%	9%	28%	10%	8%	9%	25%	8%	24%	7%	10%
			A			A		A				A		A			
Don't know	142	88	11	8	32	99	6	103	2	81	14	76	3	94	5	14	128
	6%	5%	6%	5%	13%	5%	7%	5%	5%	6%	6%	6%	7%	5%	3%	5%	6%
					ABC												
<b>Nets</b>																	
Confident	1406	1076	104	86	131	1228	33	1237	16	861	145	842	17	1283	59	195	1210
	62%	65%	57%	55%	54%	65%	40%	64%	38%	65%	64%	66%	38%	67%	39%	72%	61%
		BCD				B		B				B		B		B	
Not confident	702	488	67	61	81	566	45	583	24	384	67	365	24	549	85	62	640
	31%	30%	37%	39%	33%	30%	53%	30%	57%	29%	30%	28%	55%	29%	57%	23%	32%
			A			A		A				A		A		A	

Columns Tested: A,B,C,D - A,B - A,B - A,B - A,B - A,B - A,B



**General Optical Council**

**28. How confident, if at all, are you that you would be able to find information in the situations listed below?**

**To check the qualifications of an optician**

Base: All Respondents

	Ethnicity						Children in household		Products currently used				Product most recently bought			
	Total	White	Mixed/ multiple	Asian or Asian British	Black or Black British	Other	BME	Aged 8 or under	Aged 9-18	Glasses with a prescription	Contact lenses	Reading glasses without a prescription	None of these	Glasses with a prescription	Contact lenses	Reading glasses without a prescription
Significance Level: 90%		a	b	c	d	e	f	a	b	a	b	c	d	a	b	c
Significance Level: 95%		A	B	C	D	E	F	A	B	A	B	C	D	A	B	C
Unweighted Total	2250	2003	30	127	25	11	193	380	543	1334	226	283	646	1177	164	23
Weighted Total	2250	2000	30	128	25	11	195	384	542	1326	226	280	656	1169	164	23
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very confident	574	507	8	34	6	2	51	87	130	362	60	71	142	319	47	6
	25%	25%	27%	27%	24%	20%	26%	23%	24%	27%	26%	25%	22%	27%	29%	26%
										D						
Fairly confident	832	755	8	43	7	2	60	147	202	499	86	116	225	443	53	13
	37%	38%	26%	34%	28%	17%	31%	38%	37%	38%	38%	41%	34%	38%	32%	56%
		f										D				aB
Not very confident	488	427	11	34	6	4	55	101	133	256	48	56	175	219	41	2
	22%	21%	36%	27%	23%	36%	28%	26%	24%	19%	21%	20%	27%	19%	25%	9%
		A					A						AC		Ac	
Not at all confident	215	188	1	13	2	2	18	34	53	128	19	25	64	117	14	2
	10%	9%	3%	10%	8%	18%	9%	9%	10%	10%	8%	9%	10%	10%	8%	9%
Don't know	142	123	2	3	4	1	11	14	25	81	14	12	49	72	9	-
	6%	6%	8%	2%	17%	9%	5%	4%	5%	6%	6%	4%	7%	6%	5%	-
		c			ACF								c			
<b>Nets</b>																
Confident	1406	1262	16	78	13	4	111	234	332	861	145	187	368	761	100	19
	62%	63%	53%	61%	53%	37%	57%	61%	61%	65%	64%	67%	56%	65%	61%	82%
		ef								D	D	D				ab
Not confident	702	615	12	47	8	6	73	135	185	384	67	82	239	335	55	4
	31%	31%	40%	37%	31%	54%	38%	35%	34%	29%	30%	29%	36%	29%	34%	18%
					a	a							AbC			

Columns Tested: A,B,C,D,E,F - A,B - A,B,C,D - A,B,C





**General Optical Council**

**28. How confident, if at all, are you that you would be able to find information in the situations listed below?**

**About how to complain about an optician**

Base: All Respondents

	Gender		Age					Region							Country							
	Total	Male	Female	18-29	30-44	45-59	60-74	75+	North East	North West	Yorks & Humb.	East Mid lands	West Mid lands	East of Eng land	Lon don	South East	South West	Eng land	Wales	Scot land	NI	UK TOTAL
		a	b	a	b	c	d	e	a	b	c	d	e	f	g	h	i	a	b	c	d	e
Significance Level: 90%		A	B	A	B	C	D	E	A	B	C	D	E	F	G	H	I	A	B	C	D	E
Significance Level: 95%																						
Unweighted Total	2250	1099	1151	439	564	601	459	187	146	319	247	180	178	132	182	324	193	1901	100	154	95	2250
Weighted Total	2250	1099	1151	452	580	562	432	225	146	318	245	181	177	131	181	322	194	1895	100	154	100	2250
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very confident	650	325	326	100	156	167	140	88	46	92	78	46	58	38	51	86	52	545	35	45	26	650
	29%	30%	28%	22%	27%	30%	32%	39%	31%	29%	32%	25%	32%	29%	28%	27%	27%	29%	35%	29%	26%	29%
				a	A	Ab	ABC															
Fairly confident	874	422	452	205	230	222	150	67	52	128	91	79	73	49	65	131	83	752	34	56	32	874
	39%	38%	39%	45%	40%	40%	35%	30%	36%	40%	37%	44%	41%	37%	36%	41%	43%	40%	34%	37%	32%	39%
				bcDE	dE	E																
Not very confident	406	190	217	88	116	98	77	28	27	52	52	29	30	24	35	64	37	351	14	22	19	406
	18%	17%	19%	19%	20%	17%	18%	12%	19%	16%	21%	16%	17%	19%	19%	20%	19%	19%	14%	15%	19%	18%
				E	E	e																
Not at all confident	170	75	96	32	41	47	37	14	6	25	19	10	12	12	14	25	12	134	9	15	12	170
	8%	7%	8%	7%	7%	8%	9%	6%	4%	8%	8%	6%	7%	9%	8%	8%	6%	7%	9%	10%	12%	8%
																						ae
Don't know	149	88	61	27	37	29	28	28	15	21	6	16	4	8	17	17	9	114	8	16	11	149
	7%	8%	5%	6%	6%	5%	7%	13%	10%	7%	2%	9%	2%	6%	9%	5%	5%	6%	8%	10%	11%	7%
		B					ABCD		CEHi	CE		CE		ce	CEhi	c				Ae	Ae	
<b>Nets</b>																						
Confident	1525	747	778	305	386	389	289	155	98	220	169	125	131	86	116	217	135	1297	69	101	58	1525
	68%	68%	68%	68%	67%	69%	67%	69%	67%	69%	69%	69%	74%	66%	64%	67%	70%	68%	69%	66%	58%	68%
													G					D				D
Not confident	577	264	312	120	157	144	114	42	33	77	71	40	42	36	48	89	49	485	23	37	31	577
	26%	24%	27%	26%	27%	26%	26%	19%	23%	24%	29%	22%	24%	28%	27%	27%	25%	26%	23%	24%	31%	26%
			a	E	E	E	E															

Columns Tested: A,B - A,B,C,D,E - A,B,C,D,E - A,B,C,D,E,F,G,H,I - A,B,C,D,E



**General Optical Council**

**28. How confident, if at all, are you that you would be able to find information in the situations listed below?**

**About how to complain about an optician**

Base: All Respondents

	Total	Employment status							
		Full time paid job	Part time paid job	Self emp.	Student	Unemp (<6m)	Unemp (>6m)	Home maker	Retired
Significance Level: 90%		a	b	c	d	e	f	g	h
Significance Level: 95%		A	B	C	D	E	F	G	H
Unweighted Total	2250	1126	159	178	53	21	50	94	524
Weighted Total	2250	1116	157	174	56	20	50	93	537
	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very confident	650	301	49	53	11	6	11	23	179
	29%	27%	31%	31%	21%	28%	22%	25%	33%
									Ad
Fairly confident	874	463	55	78	26	7	23	38	172
	39%	41%	35%	45%	47%	34%	45%	41%	32%
		H		bH	H		h	h	
Not very confident	406	210	32	20	12	5	10	17	94
	18%	19%	20%	11%	22%	24%	20%	18%	18%
		C	C		c				C
Not at all confident	170	83	13	11	4	2	4	7	41
	8%	7%	8%	6%	7%	10%	8%	7%	8%
Don't know	149	60	9	12	2	1	2	8	52
	7%	5%	5%	7%	4%	5%	4%	9%	10%
									A
<b>Nets</b>									
Confident	1525	764	104	132	37	13	34	61	351
	68%	68%	66%	76%	67%	62%	68%	66%	65%
				AbgH					
Not confident	577	292	45	30	16	7	14	24	135
	26%	26%	28%	18%	29%	34%	28%	26%	25%
		C	C		c	c	c		C

Columns Tested: A,B,C,D,E,F,G,H



**General Optical Council**

**28. How confident, if at all, are you that you would be able to find information in the situations listed below?**

**About how to complain about an optician**

Base: All Respondents

	SEG						Sight					Eye conditions suffer from (personally or family)					Confidence in opticians		
	Total	A	B	C1	C2	D	E	20:20 vision	Short sighted	Long sighted	Partially sighted	Registered blind	Glaucoma	Diabetes	Macular degeneration	Cataracts	Astigmatism	Confident	Not confident
		a	b	c	d	e	f	a	b	c	d	e	a	b	c	d	e	a	b
Significance Level: 90%		A	B	C	D	E	F	A	B	C	D	E	A	B	C	D	E	A	B
Significance Level: 95%																			
Unweighted Total	2250	271	604	402	428	197	179	609	932	424	88	1	225	389	76	215	238	2067	88
Weighted Total	2250	267	606	401	426	197	183	618	923	421	89	1	222	388	77	218	237	2067	88
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very confident	650	94	191	91	112	49	55	175	267	120	28	-	64	127	32	63	68	615	15
	29%	35%	32%	23%	26%	25%	30%	28%	29%	29%	31%	-	29%	33%	42%	29%	29%	30%	17%
		CDE	Cde				c								ADE			B	
Fairly confident	874	89	235	172	169	83	71	250	375	161	32	1	90	132	26	82	94	822	28
	39%	33%	39%	43%	40%	42%	39%	40%	41%	38%	37%	100%	41%	34%	33%	38%	40%	40%	32%
				A	a	a							b						
Not very confident	406	46	91	82	86	38	39	112	158	82	22	-	37	72	11	42	43	362	28
	18%	17%	15%	20%	20%	19%	21%	18%	17%	20%	24%	-	17%	18%	14%	19%	18%	18%	32%
				B	B	B	B				b							A	
Not at all confident	170	16	53	25	36	15	9	44	64	36	5	-	20	33	3	18	21	151	10
	8%	6%	9%	6%	8%	8%	5%	7%	7%	9%	5%	-	9%	8%	4%	8%	9%	7%	11%
			f																
Don't know	149	22	35	32	23	12	9	36	59	21	2	-	10	26	5	12	12	116	7
	7%	8%	6%	8%	5%	6%	5%	6%	6%	5%	2%	-	5%	7%	6%	5%	5%	6%	8%
<b>Nets</b>																			
Confident	1525	183	426	263	281	132	126	425	642	281	60	1	155	258	58	146	162	1438	43
	68%	69%	70%	65%	66%	67%	69%	69%	70%	67%	68%	100%	70%	67%	76%	67%	68%	70%	49%
																		B	
Not confident	577	61	145	107	122	53	48	156	222	118	26	-	57	104	14	60	64	513	38
	26%	23%	24%	27%	29%	27%	26%	25%	24%	28%	30%	-	26%	27%	18%	28%	27%	25%	43%
					ab													A	

Columns Tested: A,B,C,D,E,F - A,B,C,D,E - A,B,C,D,E - A,B



### General Optical Council

#### 28. How confident, if at all, are you that you would be able to find information in the situations listed below?

##### About how to complain about an optician

Base: All Respondents

	Last time visited an optician				Satisfaction with overall experience at opticians		Satisfaction with eye test		Corrective solutions		Satisfaction with purchasing corrective solutions		Confidence in effective regulation		Awareness of GOC		
	Total	2 years ago or less	More than 2 to less than 5 years	5 years or more ago	Never	Satis fied	Dissat isfied	Satis fied	Dissat isfied	Presc ription glass es	Cont act lens es	Satis fied	Dissat isfied	Conf ident	Not confi dent	Aware	Not aware
Significance Level: 90%		a	b	c	d	a	b	a	b	a	b	a	b	a	b	a	b
Significance Level: 95%		A	B	C	D	A	B	A	B	A	B	A	B	A	B	A	B
Unweighted Total	2250	1656	182	156	241	1896	85	1929	42	1334	226	1291	44	1926	149	265	1985
Weighted Total	2250	1653	182	156	244	1893	84	1924	43	1326	226	1283	43	1926	148	271	1979
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very confident	650 29%	521 32%	47 26%	35 23%	44 18%	590 31%	11 14%	595 31%	5 12%	407 31%	69 30%	399 31%	5 12%	590 31%	25 17%	94 35%	557 28%
		CD	d			B		B				B		B		B	
Fairly confident	874 39%	647 39%	68 37%	57 37%	94 39%	749 40%	20 24%	754 39%	11 26%	510 38%	90 40%	495 39%	14 32%	793 41%	35 23%	108 40%	766 39%
						B		b						B			
Not very confident	406 18%	278 17%	36 20%	38 24%	54 22%	318 17%	31 37%	333 17%	10 24%	222 17%	41 18%	215 17%	12 27%	331 17%	51 34%	41 15%	366 18%
				A	A	A		A					a	A			
Not at all confident	170 8%	111 7%	18 10%	19 12%	21 9%	129 7%	16 19%	133 7%	13 31%	97 7%	13 6%	92 7%	7 15%	112 6%	32 22%	14 5%	156 8%
			a	A		A		A						A			
Don't know	149 7%	96 6%	12 7%	7 5%	31 12%	107 6%	6 7%	109 6%	3 8%	90 7%	14 6%	82 6%	6 14%	100 5%	5 3%	14 5%	134 7%
					AbC								A				
<b>Nets</b>																	
Confident	1525 68%	1169 71%	115 63%	92 59%	138 57%	1339 71%	31 37%	1349 70%	16 38%	918 69%	159 70%	894 70%	19 44%	1383 72%	60 41%	202 74%	1323 67%
		BCD				B		B				B		B		B	
Not confident	577 26%	389 24%	54 30%	56 36%	75 31%	447 24%	46 55%	466 24%	23 55%	319 24%	54 24%	307 24%	18 42%	443 23%	83 56%	55 20%	522 26%
			a	A	A	A		A				A		A		A	

Columns Tested: A,B,C,D - A,B - A,B - A,B - A,B - A,B - A,B



## General Optical Council

## 28. How confident, if at all, are you that you would be able to find information in the situations listed below?

## About how to complain about an optician

Base: All Respondents

	Ethnicity						Children in household		Products currently used				Product most recently bought			
	Total	White	Mixed/ multiple	Asian or Asian British	Black or Black British	Other	BME	Aged 8 or under	Aged 9-18	Glasses with a prescription	Contact lenses	Reading glasses without a prescription	None of these	Glasses with a prescription	Contact lenses	Reading glasses without a prescription
Significance Level: 90%		a	b	c	d	e	f	a	b	a	b	c	d	a	b	c
Significance Level: 95%		A	B	C	D	E	F	A	B	A	B	C	D	A	B	C
Unweighted Total	2250	2003	30	127	25	11	193	380	543	1334	226	283	646	1177	164	23
Weighted Total	2250	2000	30	128	25	11	195	384	542	1326	226	280	656	1169	164	23
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very confident	650	579	11	34	10	1	56	121	168	407	69	84	164	354	54	8
	29%	29%	37%	27%	40%	9%	29%	32%	31%	31%	30%	30%	25%	30%	33%	35%
			e	e						D						
Fairly confident	874	789	10	43	9	3	65	158	216	510	90	103	268	450	60	11
	39%	39%	33%	34%	37%	26%	34%	41%	40%	38%	40%	37%	41%	39%	37%	48%
Not very confident	406	357	6	31	3	4	44	65	102	222	41	61	126	194	33	3
	18%	18%	20%	24%	12%	38%	23%	17%	19%	17%	18%	22%	19%	17%	20%	13%
			a	ad	a							a				
Not at all confident	170	147	1	13	1	1	16	27	39	97	13	20	52	91	8	1
	8%	7%	3%	10%	4%	9%	8%	7%	7%	7%	6%	7%	8%	8%	5%	4%
Don't know	149	128	2	6	2	2	12	13	18	90	14	13	46	80	10	-
	7%	6%	8%	5%	8%	18%	6%	3%	3%	7%	6%	5%	7%	7%	6%	-
					c											
<b>Nets</b>																
Confident	1525	1368	21	78	19	4	122	279	383	918	159	187	432	804	113	19
	68%	68%	69%	61%	76%	35%	63%	73%	71%	69%	70%	67%	66%	69%	69%	83%
		cE	e	E			e									
Not confident	577	504	7	44	4	5	60	91	141	319	54	81	178	285	41	4
	26%	25%	23%	35%	16%	47%	31%	24%	26%	24%	24%	29%	27%	24%	25%	17%
				Ad	d	a						a				

Columns Tested: A,B,C,D,E,F - A,B - A,B,C,D - A,B,C

### General Optical Council

#### 29. Thinking about the services provided by opticians, what is the main service you associate with opticians? And are there any other services you associate with opticians?

##### a) Main service

Base: All Respondents

	Gender		Age					Region									Country					
	Total	Male	Fe- male	18-29	30-44	45-59	60-74	75+	North East	North West	Yorks & Humb.	East Mid lands	West Mid lands	East of Eng land	Lon don	South East	South West	Eng land	Wales	Scot land	NI	UK TOTAL
		a	b	a	b	c	d	e	a	b	c	d	e	f	g	h	i	a	b	c	d	e
Significance Level: 90%		A	B	A	B	C	D	E	A	B	C	D	E	F	G	H	I	A	B	C	D	E
Significance Level: 95%																						
Unweighted Total	2250	1099	1151	439	564	601	459	187	146	319	247	180	178	132	182	324	193	1901	100	154	95	2250
Weighted Total	2250	1099	1151	452	580	562	432	225	146	318	245	181	177	131	181	322	194	1895	100	154	100	2250
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Providing sight tests	1526	699	827	291	394	408	299	134	91	216	188	117	126	87	102	228	131	1286	71	108	61	1526
	68%	64%	72%	64%	68%	73%	69%	60%	63%	68%	76%	65%	71%	66%	56%	71%	67%	68%	71%	70%	61%	68%
			A		E	AbE	E			G	ABDFGI		G	g		aG	G					
Detecting any eye health problems	366	184	182	72	98	71	71	54	29	47	27	31	30	21	34	54	31	303	14	27	23	366
	16%	17%	16%	16%	17%	13%	16%	24%	20%	15%	11%	17%	17%	16%	19%	17%	16%	16%	14%	17%	23%	16%
					C		c	ABCD	C			c	c		C	C					abe	
Getting a prescription for corrective products (e.g. glasses or contact lenses)	215	118	97	41	54	52	43	25	17	34	17	20	14	16	25	24	21	188	7	10	9	215
	10%	11%	8%	9%	9%	9%	10%	11%	12%	11%	7%	11%	8%	12%	14%	7%	11%	10%	7%	7%	9%	10%
			b											c	CeH							
Detecting other health problems not directly in the eyes	43	35	8	20	13	5	4	1	2	7	1	3	2	3	10	5	4	37	2	3	1	43
	2%	3%	1%	5%	2%	1%	1%	1%	1%	2%	*	2%	1%	2%	6%	2%	2%	2%	2%	2%	1%	2%
		B		BCDE		c				c				c	ABCdEH							
Detecting damage to my eyes	38	27	11	7	12	8	6	5	3	5	3	7	2	1	5	3	3	32	2	1	3	38
	2%	2%	1%	2%	2%	1%	1%	2%	2%	2%	1%	4%	1%	1%	3%	1%	2%	2%	2%	1%	3%	2%
		B									bcefH											
Selling fashionable glasses frames and sunglasses	35	24	11	11	4	9	6	5	1	5	6	2	2	3	3	4	3	29	2	3	1	35
	2%	2%	1%	3%	1%	2%	1%	2%	1%	2%	2%	1%	1%	2%	2%	1%	2%	2%	2%	2%	1%	2%
		B		B																		
Other	27	11	15	9	5	8	3	1	2	4	4	1	1	-	2	4	1	19	3	3	2	27
	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	2%	1%	1%	-	1%	1%	1%	1%	3%	2%	2%	1%
				d															a			

Columns Tested: A,B - A,B,C,D,E - A,B,C,D,E,F,G,H,I - A,B,C,D,E



## General Optical Council

### 29. Thinking about the services provided by opticians, what is the main service you associate with opticians? And are there any other services you associate with opticians?

#### a) Main service

Base: All Respondents

	Total	Employment status							
		Full time paid job	Part time paid job	Self emp.	Student	Unemp (<6m)	Unemp (>6m)	Home maker	Retired
		a	b	c	d	e	f	g	h
		A	B	C	D	E	F	G	H
Unweighted Total	2250	1126	159	178	53	21	50	94	524
Weighted Total	2250	1116	157	174	56	20	50	93	537
	100%	100%	100%	100%	100%	100%	100%	100%	100%
Providing sight tests	1526	759	113	118	39	16	31	60	355
	68%	68%	72%	68%	70%	81%	62%	65%	66%
Detecting any eye health problems	366	172	20	31	8	2	13	14	104
	16%	15%	13%	18%	15%	10%	26%	15%	19%
							AB		AB
Getting a prescription for corrective products (e.g. glasses or contact lenses)	215	113	10	16	3	-	5	5	54
	10%	10%	6%	9%	6%	-	10%	5%	10%
Detecting other health problems not directly in the eyes	43	24	5	3	3	-	-	4	4
	2%	2%	3%	2%	5%	-	-	4%	1%
		H	H		fH			H	
Detecting damage to my eyes	38	20	3	3	1	-	1	2	8
	2%	2%	2%	2%	2%	-	2%	2%	2%
Selling fashionable glasses frames and sunglasses	35	16	5	2	1	1	-	3	7
	2%	1%	3%	1%	2%	5%	-	3%	1%
Other	27	12	2	1	-	1	-	5	4
	1%	1%	1%	1%	-	5%	-	5%	1%
						acH		AbCdH	

Columns Tested: A,B,C,D,E,F,G,H

**General Optical Council**

**29. Thinking about the services provided by opticians, what is the main service you associate with opticians? And are there any other services you associate with opticians?**

**a) Main service**

Base: All Respondents

	Total	SEG						Sight					Eye conditions suffer from (personally or family)					Confidence in opticians	
		A	B	C1	C2	D	E	20:20 vision	Short sighted	Long sighted	Partially sighted	Registered blind	Glaucoma	Diabetes	Macular degeneration	Cataracts	Astigmatism	Confident	Not confident
		a	b	c	d	e	f	a	b	c	d	e	a	b	c	d	e	a	b
Significance Level: 90%		A	B	C	D	E	A	B	C	D	E	A	B	C	D	E	A	B	
Significance Level: 95%		A	B	C	D	E	A	B	C	D	E	A	B	C	D	E	A	B	
Unweighted Total	2250	271	604	402	428	197	179	609	932	424	88	1	225	389	76	215	238	2067	88
Weighted Total	2250	267	606	401	426	197	183	618	923	421	89	1	222	388	77	218	237	2067	88
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Providing sight tests	1526	172	411	278	284	136	125	424	641	276	57	1	152	249	50	140	170	1425	40
	68%	64%	68%	69%	67%	69%	68%	69%	69%	66%	64%	100%	69%	64%	65%	64%	72%	69%	45%
																	Bd	B	
Detecting any eye health problems	366	45	100	58	83	29	32	101	145	79	14	-	36	72	15	42	44	340	15
	16%	17%	16%	14%	19%	15%	18%	16%	16%	19%	15%	-	16%	19%	19%	19%	18%	16%	17%
				c															
Getting a prescription for corrective products (e.g. glasses or contact lenses)	215	35	60	37	35	19	11	53	89	36	11	-	27	36	8	20	17	185	14
	10%	13%	10%	9%	8%	10%	6%	9%	10%	9%	12%	-	12%	9%	11%	9%	7%	9%	16%
		DF	f										e					A	
Detecting other health problems not directly in the eyes	43	3	13	8	9	5	3	16	10	8	5	-	2	9	2	5	3	35	7
	2%	1%	2%	2%	2%	2%	2%	3%	1%	2%	6%	-	1%	2%	3%	2%	1%	2%	8%
								B			BC							A	
Detecting damage to my eyes	38	2	13	9	4	3	3	9	13	9	-	-	1	13	-	3	1	29	7
	2%	1%	2%	2%	1%	2%	2%	1%	1%	2%	-	-	1%	3%	-	1%	*	1%	8%
														AE				A	
Selling fashionable glasses frames and sunglasses	35	7	7	8	5	3	4	7	14	9	2	-	3	7	1	8	2	32	2
	2%	3%	1%	2%	1%	1%	2%	1%	1%	2%	2%	-	1%	2%	1%	3%	1%	2%	2%
															E				
Other	27	3	3	4	6	2	5	7	11	3	-	-	1	2	1	-	-	21	3
	1%	1%	*	1%	1%	1%	3%	1%	1%	1%	-	-	*	*	2%	-	-	1%	3%
							B								de			a	

Columns Tested: A,B,C,D,E,F - A,B,C,D,E - A,B,C,D,E - A,B





### General Optical Council

#### 29. Thinking about the services provided by opticians, what is the main service you associate with opticians? And are there any other services you associate with opticians?

##### a) Main service

Base: All Respondents

	Last time visited an optician				Satisfaction with overall experience at opticians		Satisfaction with eye test		Corrective solutions		Satisfaction with purchasing corrective solutions		Confidence in effective regulation		Awareness of GOC		
	Total	2 years ago or less	More than 2 to less than 5 years	5 years or more ago	Never	Satis fied	Dissat isfied	Satis fied	Dissat isfied	Presc ription glasses	Cont act lenses	Satis fied	Dissat isfied	Conf ident	Not confi dent	Aware	Not aware
Significance Level: 90%		a	b	c	d	a	b	a	b	a	b	a	b	a	b	a	b
Significance Level: 95%		A	B	C	D	A	B	A	B	A	B	A	B	A	B	A	B
Unweighted Total	2250	1656	182	156	241	1896	85	1929	42	1334	226	1291	44	1926	149	265	1985
Weighted Total	2250	1653	182	156	244	1893	84	1924	43	1326	226	1283	43	1926	148	271	1979
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Providing sight tests	1526	1168	110	101	136	1320	52	1347	18	901	158	877	26	1320	88	128	1398
	68%	71%	60%	65%	56%	70%	62%	70%	43%	68%	70%	68%	61%	69%	60%	47%	71%
		BD		d				B						B		A	
Detecting any eye health problems	366	269	31	23	41	308	12	312	8	231	39	225	7	330	18	74	292
	16%	16%	17%	15%	17%	16%	14%	16%	19%	17%	17%	18%	16%	17%	12%	27%	15%
																B	
Getting a prescription for corrective products (e.g. glasses or contact lenses)	215	135	25	21	32	168	10	172	5	128	18	119	6	169	20	25	190
	10%	8%	14%	14%	13%	9%	12%	9%	12%	10%	8%	9%	14%	9%	13%	9%	10%
			A	A	A										a		
Detecting other health problems not directly in the eyes	43	19	5	7	12	27	4	23	7	17	6	19	1	34	7	27	16
	2%	1%	3%	5%	5%	1%	5%	1%	16%	1%	3%	1%	2%	2%	5%	10%	1%
			a	A	A		A		A		a				A	B	
Detecting damage to my eyes	38	14	9	2	13	22	3	22	2	16	3	15	1	29	6	15	23
	2%	1%	5%	1%	5%	1%	4%	1%	5%	1%	1%	1%	3%	1%	4%	6%	1%
			Ac	AC			A		A						A	B	
Selling fashionable glasses frames and sunglasses	35	28	2	2	2	30	3	30	2	20	1	18	2	23	7	1	34
	2%	2%	1%	1%	1%	2%	3%	2%	5%	1%	*	1%	5%	1%	5%	*	2%
													a		A		a
Other	27	19	-	-	8	19	-	18	-	12	1	12	-	21	2	-	27
	1%	1%	-	-	3%	1%	-	1%	-	1%	*	1%	-	1%	1%	-	1%
					ABC												a

Columns Tested: A,B,C,D - A,B - A,B - A,B - A,B - A,B



**General Optical Council**

**29. Thinking about the services provided by opticians, what is the main service you associate with opticians? And are there any other services you associate with opticians?**

**a) Main service**

Base: All Respondents

	Total	Ethnicity					Children in household		Products currently used				Product most recently bought			
		White	Mixed/ multiple	Asian or Asian British	Black or Black British	Other	BME	Aged 8 or under	Aged 9-18	Glasses with a prescription	Contact lenses	Reading glasses without a prescription	None of these	Glasses with a prescription	Contact lenses	Reading glasses without a prescription
		a	b	c	d	e	f	a	b	a	b	c	d	a	b	c
		A	B	C	D	E	F	A	B	A	B	C	D	A	B	C
Significance Level: 90%																
Significance Level: 95%																
Unweighted Total	2250	2003	30	127	25	11	193	380	543	1334	226	283	646	1177	164	23
Weighted Total	2250	2000	30	128	25	11	195	384	542	1326	226	280	656	1169	164	23
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Providing sight tests	1526	1373	20	76	16	5	118	248	342	901	158	189	448	790	114	14
	68%	69%	67%	60%	64%	45%	60%	65%	63%	68%	70%	67%	68%	68%	70%	62%
		CeF														
Detecting any eye health problems	366	316	4	29	5	3	42	75	100	231	39	42	95	206	28	5
	16%	16%	13%	23%	20%	28%	21%	19%	18%	17%	17%	15%	15%	18%	17%	21%
				A			A									
Getting a prescription for corrective products (e.g. glasses or contact lenses)	215	191	3	11	2	-	16	33	57	128	18	28	59	113	13	3
	10%	10%	10%	9%	8%	-	8%	9%	11%	10%	8%	10%	9%	10%	8%	13%
Detecting other health problems not directly in the eyes	43	35	2	4	1	-	7	14	17	17	6	12	12	17	3	1
	2%	2%	7%	3%	4%	-	4%	4%	3%	1%	3%	4%	2%	1%	2%	4%
			A				a				a	AD				
Detecting damage to my eyes	38	33	-	3	-	1	4	5	7	16	3	5	15	13	3	-
	2%	2%	-	2%	-	9%	2%	1%	1%	1%	1%	2%	2%	1%	2%	-
						a							a			
Selling fashionable glasses frames and sunglasses	35	31	1	1	1	1	4	3	10	20	1	4	12	19	1	-
	2%	2%	3%	1%	4%	9%	2%	1%	2%	1%	*	1%	2%	2%	1%	-
						AC										
Other	27	21	-	3	-	1	4	5	8	12	1	1	14	11	1	-
	1%	1%	-	2%	-	8%	2%	1%	2%	1%	*	*	2%	1%	1%	-
						A							AC			

Columns Tested: A,B,C,D,E,F - A,B - A,B,C,D - A,B,C



**General Optical Council**

**29. Thinking about the services provided by opticians, what is the main service you associate with opticians? And are there any other services you associate with opticians?**

**b) Other services**

Base: All Respondents

	Gender		Age					Region							Country							
	Total	Male	Female	18-29	30-44	45-59	60-74	75+	North East	North West	Yorks & Humb.	East Mid lands	West Mid lands	East of Eng land	Lon don	South East	South West	Eng land	Wales	Scot land	NI	UK TOTAL
		a	b	a	b	c	d	e	a	b	c	d	e	f	g	h	i	a	b	c	d	e
Significance Level: 90%		A	B	A	B	C	D	E	A	B	C	D	E	F	G	H	I	A	B	C	D	E
Significance Level: 95%																						
Unweighted Total	2250	1099	1151	439	564	601	459	187	146	319	247	180	178	132	182	324	193	1901	100	154	95	2250
Weighted Total	2250	1099	1151	452	580	562	432	225	146	318	245	181	177	131	181	322	194	1895	100	154	100	2250
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Getting a prescription for corrective products (e.g. glasses or contact lenses)	470	255	215	93	135	116	93	33	25	67	52	37	38	30	39	75	34	396	27	35	12	470
	21%	23%	19%	21%	23%	21%	22%	15%	17%	21%	21%	20%	21%	23%	22%	23%	17%	21%	27%	23%	12%	21%
		B	e	E	e	E												D	D	D		D
Detecting any eye health problems	432	180	252	75	102	125	98	32	27	50	50	33	31	21	28	70	37	346	27	33	26	432
	19%	16%	22%	17%	18%	22%	23%	14%	19%	16%	21%	18%	17%	16%	15%	22%	19%	18%	27%	22%	26%	19%
		A	ABE	ABE											bg			Ae			ae	
Detecting other health problems not directly in the eyes	280	124	156	39	62	75	69	35	17	38	32	27	16	13	22	39	28	232	10	21	17	280
	12%	11%	14%	9%	11%	13%	16%	15%	11%	12%	13%	15%	9%	10%	12%	12%	14%	12%	10%	14%	17%	12%
					A	AB	Ab					e										
Selling fashionable glasses frames and sunglasses	144	76	69	21	38	43	33	9	12	22	20	5	11	12	9	21	13	123	13	6	3	144
	6%	7%	6%	5%	7%	8%	8%	4%	8%	7%	8%	3%	6%	9%	5%	6%	7%	6%	13%	4%	3%	6%
					ae	ae			D	d	D			D	d	d			ACDE			
Providing sight tests	122	75	48	27	33	23	25	14	6	24	9	16	7	9	9	17	11	107	4	5	6	122
	5%	7%	4%	6%	6%	4%	6%	6%	4%	8%	4%	9%	4%	7%	5%	5%	6%	6%	4%	3%	6%	5%
		B								C	aCe											
Detecting damage to my eyes	45	20	25	5	11	12	9	7	3	3	6	6	2	2	2	6	7	37	2	3	2	45
	2%	2%	2%	1%	2%	2%	2%	3%	2%	1%	2%	3%	1%	2%	1%	2%	4%	2%	2%	2%	2%	2%
							a				B					B						
Other	187	62	125	26	47	68	34	12	10	23	29	12	19	16	15	30	18	171	3	9	4	187
	8%	6%	11%	6%	8%	12%	8%	5%	7%	7%	12%	7%	11%	12%	8%	9%	9%	9%	3%	6%	4%	8%
			A			ABDE					abd			bd				B			b	
Not Stated	900	467	433	220	241	186	143	110	66	128	90	77	70	50	81	117	78	757	35	61	46	900
	40%	42%	38%	49%	41%	33%	33%	49%	45%	40%	37%	42%	40%	38%	45%	36%	40%	40%	35%	40%	46%	40%
		B		BCD	CD		bCD		ch					ch								

Columns Tested: A,B - A,B,C,D,E - A,B,C,D,E,F,G,H,I - A,B,C,D,E



**General Optical Council**

**29. Thinking about the services provided by opticians, what is the main service you associate with opticians? And are there any other services you associate with opticians?**

**b) Other services**

Base: All Respondents

	Total	Employment status							Ret ired
		Full time paid job	Part time paid job	Self emp.	Stu dent	Unemp (<6m)	Unemp (>6m)	Home maker	
Significance Level: 90%		a	b	c	d	e	f	g	h
Significance Level: 95%		A	B	C	D	E	F	G	H
Unweighted Total	2250	1126	159	178	53	21	50	94	524
Weighted Total	2250	1116	157	174	56	20	50	93	537
	100%	100%	100%	100%	100%	100%	100%	100%	100%
Getting a prescription for corrective products (e.g. glasses or contact lenses)	470	257	29	36	18	5	9	8	104
	21%	23%	18%	21%	32%	24%	18%	9%	19%
		Gh	G	G	BcfGH	G	g		G
Detecting any eye health problems	432	207	38	30	11	5	10	12	115
	19%	19%	24%	17%	19%	23%	20%	12%	21%
			aG						G
Detecting other health problems not directly in the eyes	280	120	15	25	3	4	5	8	94
	12%	11%	9%	15%	5%	18%	10%	8%	18%
				d		d			ABDG
Selling fashionable glasses frames and sunglasses	144	74	11	19	-	3	1	6	31
	6%	7%	7%	11%	-	14%	2%	6%	6%
		d	d	ADfH		DF		d	d
Providing sight tests	122	68	8	9	3	-	2	2	28
	5%	6%	5%	5%	5%	-	4%	2%	5%
Detecting damage to my eyes	45	20	1	5	-	-	-	-	18
	2%	2%	1%	3%	-	-	-	-	3%
				g					Abg
Other	187	97	14	11	4	3	5	10	38
	8%	9%	9%	6%	7%	15%	10%	10%	7%
Not Stated	900	438	60	74	20	7	22	54	199
	40%	39%	38%	43%	36%	34%	44%	58%	37%
									ABCDEH

Columns Tested: A,B,C,D,E,F,G,H



**General Optical Council**

**29. Thinking about the services provided by opticians, what is the main service you associate with opticians? And are there any other services you associate with opticians?**

**b) Other services**

Base: All Respondents

	Total	SEG						Sight					Eye conditions suffer from (personally or family)					Confidence in opticians	
		A	B	C1	C2	D	E	20:20 vision	Short sighted	Long sighted	Partially sighted	Registered blind	Glaucoma	Diabetes	Macular degeneration	Cataracts	Astigmatism	Confident	Not confident
		a	b	c	d	e	f	a	b	c	d	e	a	b	c	d	e	a	b
Significance Level: 90%		A	B	C	D	E	F	A	B	C	D	E	A	B	C	D	E	A	B
Significance Level: 95%		A	B	C	D	E	F	A	B	C	D	E	A	B	C	D	E	A	B
Unweighted Total	2250	271	604	402	428	197	179	609	932	424	88	1	225	389	76	215	238	2067	88
Weighted Total	2250	267	606	401	426	197	183	618	923	421	89	1	222	388	77	218	237	2067	88
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Getting a prescription for corrective products (e.g. glasses or contact lenses)	470	58	147	106	86	34	21	147	194	85	15	-	47	73	17	38	69	436	19
	21%	22%	24%	26%	20%	17%	12%	24%	21%	20%	17%	-	21%	19%	23%	17%	29%	21%	21%
		F	EF	DEF	F											ABD			
Detecting any eye health problems	432	50	112	96	80	40	28	89	223	76	12	-	54	75	17	49	60	411	10
	19%	19%	18%	24%	19%	21%	15%	14%	24%	18%	14%	-	24%	19%	22%	22%	25%	20%	11%
				BdF					ACD							b	B		
Detecting other health problems not directly in the eyes	280	34	97	42	47	22	26	58	143	54	10	-	48	44	12	35	39	269	7
	12%	13%	16%	10%	11%	11%	14%	9%	15%	13%	11%	-	21%	11%	15%	16%	16%	13%	8%
			CDe						A	a			B		b	b			
Selling fashionable glasses frames and sunglasses	144	20	48	24	27	13	8	40	68	26	3	-	13	24	7	17	17	133	4
	6%	7%	8%	6%	6%	7%	4%	7%	7%	6%	3%	-	6%	6%	9%	8%	7%	6%	5%
			f																
Providing sight tests	122	17	30	25	22	11	8	34	48	25	6	-	14	20	9	18	10	110	4
	5%	6%	5%	6%	5%	6%	4%	5%	5%	6%	7%	-	6%	5%	12%	8%	4%	5%	5%
															BE	e			
Detecting damage to my eyes	45	5	15	8	9	5	-	8	23	11	2	-	4	9	2	4	6	45	-
	2%	2%	2%	2%	2%	2%	-	1%	3%	3%	2%	-	2%	2%	3%	2%	3%	2%	-
		f	F	f	F	F			a										
Other	187	24	43	43	32	16	15	38	93	36	6	1	19	32	7	13	18	175	7
	8%	9%	7%	11%	7%	8%	8%	6%	10%	9%	7%	100%	8%	8%	9%	6%	8%	8%	8%
				B					A										
Not Stated	900	98	218	128	183	86	93	283	304	165	44	-	59	162	23	79	62	805	46
	40%	37%	36%	32%	43%	44%	51%	46%	33%	39%	49%	-	26%	42%	30%	36%	26%	39%	52%
				BC	bC	ABCd		BC		B	Bc			AcE		AE			A

Columns Tested: A,B,C,D,E,F - A,B,C,D,E - A,B,C,D,E - A,B



**General Optical Council**

**29. Thinking about the services provided by opticians, what is the main service you associate with opticians? And are there any other services you associate with opticians?**

**b) Other services**

Base: All Respondents

	Last time visited an optician					Satisfaction with overall experience at opticians		Satisfaction with eye test		Corrective solutions		Satisfaction with purchasing corrective solutions		Confidence in effective regulation		Awareness of GOC	
	Total	2 years ago or less	More than 2 to less than 5 years	5 years or more ago	Never	Satisfied	Dissatisfied	Satisfied	Dissatisfied	Prescription glasses	Contact lenses	Satisfied	Dissatisfied	Confident	Not confident	Aware	Not aware
Significance Level: 90%		a	b	c	d	a	b	a	b	a	b	a	b	a	b	a	b
Significance Level: 95%		A	B	C	D	A	B	A	B	A	B	A	B	A	B	A	B
Unweighted Total	2250	1656	182	156	241	1896	85	1929	42	1334	226	1291	44	1926	149	265	1985
Weighted Total	2250	1653	182	156	244	1893	84	1924	43	1326	226	1283	43	1926	148	271	1979
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Getting a prescription for corrective products (e.g. glasses or contact lenses)	470	334	40	44	53	401	13	405	5	274	59	270	6	411	26	56	414
	21%	20%	22%	28%	22%	21%	15%	21%	11%	21%	26%	21%	14%	21%	17%	21%	21%
				A							a						
Detecting any eye health problems	432	340	38	21	30	387	12	393	3	296	56	290	2	373	25	48	384
	19%	21%	21%	13%	12%	20%	14%	20%	7%	22%	25%	23%	5%	19%	17%	18%	19%
		CD	cD					B				B					
Detecting other health problems not directly in the eyes	280	237	20	10	12	256	11	260	4	191	23	180	7	244	12	26	254
	12%	14%	11%	6%	5%	14%	13%	14%	9%	14%	10%	14%	16%	13%	8%	10%	13%
		CD	D							b				b			
Selling fashionable glasses frames and sunglasses	144	103	16	12	13	125	5	126	3	87	12	82	3	116	17	6	138
	6%	6%	9%	8%	5%	7%	6%	7%	7%	7%	5%	6%	7%	6%	11%	2%	7%
														A			A
Providing sight tests	122	79	13	11	18	101	2	99	2	76	15	73	2	107	6	21	101
	5%	5%	7%	7%	8%	5%	2%	5%	5%	6%	6%	6%	5%	6%	4%	8%	5%
				a											b		
Detecting damage to my eyes	45	42	1	-	2	43	-	43	-	35	6	34	-	40	1	1	44
	2%	3%	1%	-	1%	2%	-	2%	-	3%	3%	3%	-	2%	1%	*	2%
		bCd															A
Other	187	150	13	9	15	161	9	169	2	133	20	123	7	165	13	10	177
	8%	9%	7%	6%	6%	9%	11%	9%	5%	10%	9%	10%	16%	9%	8%	4%	9%
																	A
Not Stated	900	628	77	67	120	721	42	733	28	461	84	450	20	755	68	128	772
	40%	38%	42%	43%	49%	38%	50%	38%	65%	35%	37%	35%	47%	39%	46%	47%	39%
				A			A		A					a		B	

Columns Tested: A,B,C,D - A,B - A,B - A,B - A,B - A,B



## General Optical Council

## 29. Thinking about the services provided by opticians, what is the main service you associate with opticians? And are there any other services you associate with opticians?

## b) Other services

Base: All Respondents

	Total	Ethnicity					Children in household		Products currently used				Product most recently bought			
		White	Mixed/ multiple	Asian or Asian British	Black or Black British	Other	BME	Aged 8 or under	Aged 9-18	Glasses with a prescription	Contact lenses	Reading glasses without a prescription	None of these	Glasses with a prescription	Contact lenses	Reading glasses without a prescription
Significance Level: 90%		a	b	c	d	e	f	a	b	a	b	c	d	a	b	c
Significance Level: 95%		A	B	C	D	E	F	A	B	A	B	C	D	A	B	C
Unweighted Total	2250	2003	30	127	25	11	193	380	543	1334	226	283	646	1177	164	23
Weighted Total	2250	2000	30	128	25	11	195	384	542	1326	226	280	656	1169	164	23
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Getting a prescription for corrective products (e.g. glasses or contact lenses)	470 21%	426 21%	7 23%	25 20%	7 28%	1 9%	40 21%	79 21%	124 23%	274 21%	59 26%	34 12%	164 25%	228 19%	48 30%	1 4%
										C	aC		AC	c	AC	
Detecting any eye health problems	432 19%	399 20%	4 13%	18 14%	2 8%	2 18%	26 13%	67 18%	92 17%	296 22%	56 25%	55 20%	90 14%	254 22%	37 23%	4 18%
										D	D	D				
Detecting other health problems not directly in the eyes	280 12%	261 13%	1 3%	10 8%	1 4%	1 10%	13 7%	38 10%	49 9%	191 14%	23 10%	46 16%	56 9%	172 15%	15 9%	4 18%
										bD		BD		b		
Selling fashionable glasses frames and sunglasses	144 6%	137 7%	2 7%	5 4%	- -	- -	7 4%	21 5%	39 7%	87 7%	12 5%	21 7%	40 6%	77 7%	8 5%	1 4%
										f						
Providing sight tests	122 5%	109 5%	1 3%	5 4%	3 12%	- -	9 5%	19 5%	30 5%	76 6%	15 6%	17 6%	33 5%	61 5%	13 8%	2 8%
Detecting damage to my eyes	45 2%	42 2%	- -	1 1%	- -	1 10%	2 1%	5 1%	6 1%	35 3%	6 3%	6 2%	5 1%	31 3%	4 2%	1 4%
						abCF				D	D	d				
Other	187 8%	175 9%	3 10%	4 3%	1 4%	1 9%	9 5%	33 9%	43 8%	133 10%	20 9%	20 7%	36 5%	118 10%	13 8%	2 9%
										D	d					
Not Stated	900 40%	761 38%	15 51%	71 56%	12 48%	6 54%	105 54%	166 43%	230 42%	461 35%	84 37%	124 44%	304 46%	415 36%	59 36%	13 57%
				A		A						A	AB			Ab

Columns Tested: A,B,C,D,E,F - A,B - A,B,C,D - A,B,C

**General Optical Council**

**29. Thinking about the services provided by opticians, what is the main service you associate with opticians? And are there any other services you associate with opticians?**

**a/b) Main/other services**

Base: All Respondents

	Gender		Age					Region									Country					
	Total	Male	Female	18-29	30-44	45-59	60-74	75+	North East	North West	Yorks & Humb.	East Mid lands	West Mid lands	East of Eng land	Lon don	South East	South West	Eng land	Wales	Scot land	NI	UK TOTAL
Significance Level: 90%		a	b	a	b	c	d	e	a	b	c	d	e	f	g	h	i	a	b	c	d	e
Significance Level: 95%		A	B	A	B	C	D	E	A	B	C	D	E	F	G	H	I	A	B	C	D	E
Unweighted Total	2250	1099	1151	439	564	601	459	187	146	319	247	180	178	132	182	324	193	1901	100	154	95	2250
Weighted Total	2250	1099	1151	452	580	562	432	225	146	318	245	181	177	131	181	322	194	1895	100	154	100	2250
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Providing sight tests	1646	773	873	318	426	431	324	148	97	240	197	132	133	96	111	245	141	1393	74	112	67	1646
	73%	70%	76%	70%	73%	77%	75%	66%	67%	76%	80%	73%	75%	73%	61%	76%	73%	73%	74%	73%	67%	73%
			A		E	AE	E			AG	AdGi	G	aG	G		AG	G					
Detecting any eye health problems	793	360	433	145	198	197	168	86	57	97	77	63	60	42	60	123	67	645	39	60	49	793
	35%	33%	38%	32%	34%	35%	39%	38%	39%	30%	31%	35%	34%	32%	33%	38%	35%	34%	39%	39%	49%	35%
			A				A		b							Bc					AE	
Getting a prescription for corrective products (e.g. glasses or contact lenses)	680	372	308	133	188	167	135	58	42	100	68	57	51	46	63	99	55	580	34	45	21	680
	30%	34%	27%	29%	32%	30%	31%	26%	29%	31%	28%	31%	29%	35%	35%	31%	28%	31%	33%	29%	21%	30%
			B		e													d	d			d
Detecting other health problems not directly in the eyes	323	160	163	59	74	80	73	36	19	45	33	30	18	16	32	44	32	269	12	25	18	323
	14%	15%	14%	13%	13%	14%	17%	16%	13%	14%	14%	17%	10%	12%	18%	14%	16%	14%	12%	16%	18%	14%
							b					e			E		e					
Selling fashionable glasses frames and sunglasses	179	99	79	33	42	51	39	14	13	26	26	7	13	15	12	23	16	151	15	9	4	179
	8%	9%	7%	7%	7%	9%	9%	6%	9%	8%	11%	4%	7%	11%	7%	7%	8%	8%	15%	6%	4%	8%
			b						d	d	D			D			d		ACDE			
Detecting damage to my eyes	83	46	36	12	24	20	15	12	6	8	9	13	4	3	7	9	10	70	4	4	5	83
	4%	4%	3%	3%	4%	4%	4%	5%	4%	2%	4%	7%	2%	2%	4%	3%	5%	4%	4%	2%	5%	4%
											BcEFH						b					
Other	213	74	140	35	52	76	37	13	12	27	33	13	20	16	17	34	19	190	6	12	6	213
	9%	7%	12%	8%	9%	14%	9%	6%	8%	8%	14%	7%	11%	12%	9%	10%	10%	10%	6%	8%	6%	9%
			A		ABDE						BD											

Columns Tested: A,B - A,B,C,D,E - A,B,C,D,E,F,G,H,I - A,B,C,D,E





**General Optical Council**

**29. Thinking about the services provided by opticians, what is the main service you associate with opticians? And are there any other services you associate with opticians?**

**a/b) Main/other services**

Base: All Respondents

	Total	Employment status							
		Full time paid job	Part time paid job	Self emp.	Student	Unemp (<6m)	Unemp (>6m)	Home maker	Ret ired
		a	b	c	d	e	f	g	h
		A	B	C	D	E	F	G	H
Unweighted Total	2250	1126	159	178	53	21	50	94	524
Weighted Total	2250	1116	157	174	56	20	50	93	537
	100%	100%	100%	100%	100%	100%	100%	100%	100%
Providing sight tests	1646	826	121	127	42	16	33	62	384
	73%	74%	77%	73%	76%	81%	66%	67%	71%
			g						
Detecting any eye health problems	793	376	56	61	19	7	23	25	218
	35%	34%	36%	35%	34%	32%	46%	27%	41%
							aG		AG
Getting a prescription for corrective products (e.g. glasses or contact lenses)	680	366	38	51	21	5	14	13	157
	30%	33%	24%	30%	38%	24%	28%	14%	29%
		BG	G	G	BG		G		G
Detecting other health problems not directly in the eyes	323	143	19	29	6	4	5	12	98
	14%	13%	12%	17%	11%	18%	10%	13%	18%
									Ab
Selling fashionable glasses frames and sunglasses	179	90	16	21	1	3	1	9	39
	8%	8%	10%	12%	2%	14%	2%	10%	7%
		d	df	aDFh		DF		df	
Detecting damage to my eyes	83	40	4	8	1	-	1	2	27
	4%	4%	2%	5%	2%	-	2%	2%	5%
Other	213	109	16	12	4	4	5	15	42
	9%	10%	10%	7%	7%	20%	10%	16%	8%
						Ch		aCH	

Columns Tested: A,B,C,D,E,F,G,H



**General Optical Council**

**29. Thinking about the services provided by opticians, what is the main service you associate with opticians? And are there any other services you associate with opticians?**

**a/b) Main/other services**

Base: All Respondents

	SEG						Sight					Eye conditions suffer from (personally or family)					Confidence in opticians		
	Total	A	B	C1	C2	D	E	20:20 vision	Short sighted	Long sighted	Partially sighted	Registered blind	Glaucoma	Diabetes	Macular degeneration	Cataracts	Astigmatism	Confident	Not confident
		a	b	c	d	e	f	a	b	c	d	e	a	b	c	d	e	a	b
Significance Level: 90%		A	B	C	D	E	F	A	B	C	D	E	A	B	C	D	E	A	B
Significance Level: 95%		A	B	C	D	E	F	A	B	C	D	E	A	B	C	D	E	A	B
Unweighted Total	2250	271	604	402	428	197	179	609	932	424	88	1	225	389	76	215	238	2067	88
Weighted Total	2250	267	606	401	426	197	183	618	923	421	89	1	222	388	77	218	237	2067	88
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Providing sight tests	1646	187	442	303	307	147	133	458	688	300	63	1	166	269	59	158	180	1533	44
	73%	70%	73%	75%	72%	75%	73%	74%	75%	71%	71%	100%	75%	69%	77%	72%	76%	74%	50%
																	b	B	
Detecting any eye health problems	793	94	210	151	163	69	60	188	366	155	24	-	89	146	32	90	103	747	24
	35%	35%	35%	38%	38%	35%	33%	30%	40%	37%	28%	-	40%	38%	41%	41%	43%	36%	27%
									AD	Ad								b	
Getting a prescription for corrective products (e.g. glasses or contact lenses)	680	91	206	142	120	53	32	199	280	121	26	-	74	109	24	57	85	616	33
	30%	34%	34%	35%	28%	27%	17%	32%	30%	29%	29%	-	33%	28%	32%	26%	36%	30%	37%
		deF	DeF	DEF	F	F											BD		
Detecting other health problems not directly in the eyes	323	37	109	50	56	26	29	74	153	61	15	-	50	53	14	40	42	304	14
	14%	14%	18%	12%	13%	13%	16%	12%	17%	15%	17%	-	22%	14%	18%	18%	18%	15%	16%
			CD						A				B						
Selling fashionable glasses frames and sunglasses	179	27	55	32	32	16	11	47	81	35	5	-	15	30	8	24	19	165	6
	8%	10%	9%	8%	7%	8%	6%	8%	9%	8%	6%	-	7%	8%	10%	11%	8%	8%	7%
Detecting damage to my eyes	83	7	28	17	14	8	3	17	36	20	2	-	5	21	2	7	7	73	7
	4%	3%	5%	4%	3%	4%	2%	3%	4%	5%	2%	-	2%	6%	3%	3%	3%	4%	8%
			f						a				a					A	
Other	213	27	46	47	37	18	20	45	104	38	6	1	20	34	8	13	18	196	10
	9%	10%	8%	12%	9%	9%	11%	7%	11%	9%	7%	100%	9%	9%	10%	6%	8%	9%	11%
				B					A										

Columns Tested: A,B,C,D,E,F - A,B,C,D,E - A,B,C,D,E - A,B



**General Optical Council**

**29. Thinking about the services provided by opticians, what is the main service you associate with opticians? And are there any other services you associate with opticians?**

**a/b) Main/other services**

Base: All Respondents

	Last time visited an optician				Satisfaction with overall experience at opticians		Satisfaction with eye test		Corrective solutions		Satisfaction with purchasing corrective solutions		Confidence in effective regulation		Awareness of GOC		
	Total	2 years ago or less	More than 2 to less than 5 years	5 years or more ago	Never	Satis fied	Dissat isfied	Satis fied	Dissat isfied	Presc ription glasses	Cont act lenses	Satis fied	Dissat isfied	Conf ident	Not confi dent	Aware	Not aware
Significance Level: 90%		a	b	c	d	a	b	a	b	a	b	a	b	a	b	a	b
Significance Level: 95%		A	B	C	D	A	B	A	B	A	B	A	B	A	B	A	B
Unweighted Total	2250	1656	182	156	241	1896	85	1929	42	1334	226	1291	44	1926	149	265	1985
Weighted Total	2250	1653	182	156	244	1893	84	1924	43	1326	226	1283	43	1926	148	271	1979
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Providing sight tests	1646	1245	123	112	154	1419	54	1444	20	976	173	948	28	1425	94	149	1497
	73%	75%	67%	72%	63%	75%	64%	75%	48%	74%	76%	74%	66%	74%	64%	55%	76%
		BD		d		B		B						B		A	
Detecting any eye health problems	793	606	66	44	71	690	24	699	11	525	94	512	9	699	42	121	673
	35%	37%	36%	28%	29%	36%	28%	36%	26%	40%	42%	40%	21%	36%	28%	44%	34%
		CD										B		B		B	
Getting a prescription for corrective products (e.g. glasses or contact lenses)	680	466	64	64	86	565	23	573	10	400	76	387	11	575	46	80	600
	30%	28%	35%	41%	35%	30%	27%	30%	23%	30%	34%	30%	25%	30%	31%	30%	30%
			a	A	A												
Detecting other health problems not directly in the eyes	323	256	25	17	24	283	15	284	11	207	29	199	8	278	19	53	270
	14%	15%	14%	11%	10%	15%	18%	15%	26%	16%	13%	15%	18%	14%	13%	20%	14%
		D							a							B	
Selling fashionable glasses frames and sunglasses	179	130	18	14	15	154	8	155	5	106	13	99	5	139	24	7	172
	8%	8%	10%	9%	6%	8%	9%	8%	12%	8%	6%	8%	12%	7%	16%	3%	9%
														A		A	
Detecting damage to my eyes	83	56	10	2	15	65	3	65	2	52	9	50	1	69	7	16	67
	4%	3%	6%	1%	6%	3%	4%	3%	5%	4%	4%	4%	3%	4%	5%	6%	3%
			C		AC											B	
Other	213	168	13	9	23	180	9	186	2	145	21	135	7	186	15	10	203
	9%	10%	7%	6%	9%	9%	11%	10%	5%	11%	9%	11%	16%	10%	10%	4%	10%
		c														A	

Columns Tested: A,B,C,D - A,B - A,B - A,B - A,B - A,B



## General Optical Council

## 29. Thinking about the services provided by opticians, what is the main service you associate with opticians? And are there any other services you associate with opticians?

## a/b) Main/other services

Base: All Respondents

	Ethnicity						Children in household		Products currently used				Product most recently bought			
	Total	White	Mixed/ multiple	Asian or Asian British	Black or Black British	Other	BME	Aged 8 or under	Aged 9-18	Glasses with a prescription	Contact lenses	Reading glasses without a prescription	None of these	Glasses with a prescription	Contact lenses	Reading glasses without a prescription
Significance Level: 90%		a	b	c	d	e	f	a	b	a	b	c	d	a	b	c
Significance Level: 95%		A	B	C	D	E	F	A	B	A	B	C	D	A	B	C
Unweighted Total	2250	2003	30	127	25	11	193	380	543	1334	226	283	646	1177	164	23
Weighted Total	2250	2000	30	128	25	11	195	384	542	1326	226	280	656	1169	164	23
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Providing sight tests	1646	1480	21	81	19	5	127	268	371	976	173	205	481	850	128	16
	73%	74%	70%	64%	76%	45%	65%	70%	68%	74%	76%	73%	73%	73%	78%	70%
		CEF		e												
Detecting any eye health problems	793	711	8	48	7	5	68	141	190	525	94	98	182	459	66	9
	35%	36%	26%	37%	28%	46%	35%	37%	35%	40%	42%	35%	28%	39%	40%	38%
										D	D	D				
Getting a prescription for corrective products (e.g. glasses or contact lenses)	680	612	10	36	9	1	56	109	180	400	76	62	221	339	61	4
	30%	31%	33%	28%	36%	9%	29%	29%	33%	30%	34%	22%	34%	29%	37%	17%
										C	C		C		Ac	
Detecting other health problems not directly in the eyes	323	296	3	14	2	1	20	53	67	207	29	58	68	189	18	5
	14%	15%	10%	11%	8%	10%	10%	14%	12%	16%	13%	21%	10%	16%	11%	22%
		f								D		ABD		b		
Selling fashionable glasses frames and sunglasses	179	168	3	6	1	1	11	24	49	106	13	25	52	95	9	1
	8%	8%	10%	5%	4%	9%	6%	6%	9%	8%	6%	9%	8%	8%	5%	4%
Detecting damage to my eyes	83	75	-	4	-	2	6	10	13	52	9	11	20	44	7	1
	4%	4%	-	3%	-	19%	3%	3%	2%	4%	4%	4%	3%	4%	4%	4%
						ABCDF										
Other	213	195	3	7	1	2	13	38	51	145	21	21	49	129	14	2
	9%	10%	10%	6%	4%	17%	7%	10%	9%	11%	9%	8%	8%	11%	9%	9%
										cD						

Columns Tested: A,B,C,D,E,F - A,B - A,B,C,D - A,B,C

## General Optical Council

29. Thinking about the services provided by opticians, what is the main service you associate with opticians? And are there any other services you associate with opticians?

### Summary table

Base: All Respondents

	Main service	Other services	Main/ other services
Unweighted Total	2250	2250	2250
Weighted Total	2250	2250	2250
	100%	100%	100%
Providing sight tests	1526	122	1646
	68%	5%	73%
Detecting any eye health problems	366	432	793
	16%	19%	35%
Detecting other health problems not directly in the eyes	43	280	323
	2%	12%	14%
Getting a prescription for corrective products (e.g. glasses or contact lenses)	215	470	680
	10%	21%	30%
Selling fashionable glasses frames and sunglasses	35	144	179
	2%	6%	8%
Detecting damage to my eyes	38	45	83
	2%	2%	4%
Other	27	187	213
	1%	8%	9%
Not Stated	-	900	-
	-	40%	-

## General Optical Council

30. I am now going to read you a series of statements - please tell me which of these you believe to be true, and which you believe to be false.

### Summary table

Base: All Respondents

	Total	True	False	Don't know
Opticians have recognised academic qualifications	2250 100%	2076 92%	55 2%	119 5%
Opticians undergo regular training to update their skills	2250 100%	1797 80%	142 6%	311 14%
Opticians are monitored by a regulatory body	2250 100%	1821 81%	172 8%	257 11%

### General Optical Council

30. I am now going to read you a series of statements - please tell me which of these you believe to be true, and which you believe to be false.

#### Opticians have recognised academic qualifications

Base: All Respondents

	Gender		Age					Region									Country					
	Total	Male	Fe- male	18-29	30-44	45-59	60-74	75+	North East	North West	Yorks & Humb.	East Mid lands	West Mid lands	East of Eng land	Lon don	South East	South West	Eng land	Wales	Scot land	NI	UK TOTAL
Significance Level: 90%		a	b	a	b	c	d	e	a	b	c	d	e	f	g	h	i	a	b	c	d	e
Significance Level: 95%		A	B	A	B	C	D	E	A	B	C	D	E	F	G	H	I	A	B	C	D	E
Unweighted Total	2250	1099	1151	439	564	601	459	187	146	319	247	180	178	132	182	324	193	1901	100	154	95	2250
Weighted Total	2250	1099	1151	452	580	562	432	225	146	318	245	181	177	131	181	322	194	1895	100	154	100	2250
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
True	2076	984	1092	403	518	539	413	203	141	283	236	167	164	114	154	296	176	1731	96	150	98	2076
	92%	90%	95%	89%	89%	96%	96%	90%	96%	89%	96%	92%	92%	87%	85%	92%	91%	91%	96%	97%	98%	92%
			A			ABE	ABE		BFGHI		BdeFGHI	G	G			G	g		a	AE	AE	
False	55	37	18	18	20	8	5	5	2	13	4	5	6	2	4	9	9	55	-	-	1	55
	2%	3%	2%	4%	3%	1%	1%	2%	1%	4%	2%	3%	3%	2%	2%	3%	5%	3%	-	-	1%	2%
		B		CD	CD					c						ac		bC			C	
Don't know	119	78	41	31	42	15	14	17	3	22	5	9	7	15	23	17	8	110	4	4	1	119
	5%	7%	4%	7%	7%	3%	3%	8%	2%	7%	2%	5%	4%	11%	13%	5%	4%	6%	4%	3%	1%	5%
		B		CD	CD		CD			AC		c		AbCDEHI	ABCDEHI	C		cd			d	

Columns Tested: A,B - A,B,C,D,E - A,B,C,D,E,F,G,H,I - A,B,C,D,E



**General Optical Council**

**30. I am now going to read you a series of statements - please tell me which of these you believe to be true, and which you believe to be false.**

**Opticians have recognised academic qualifications**

Base: All Respondents

	Employment status								
	Total	Full time paid job	Part time paid job	Self emp.	Student	Unemp (<6m)	Unemp (>6m)	Home maker	Retired
Significance Level: 90%		a	b	c	d	e	f	g	h
Significance Level: 95%		A	B	C	D	E	F	G	H
Unweighted Total	2250	1126	159	178	53	21	50	94	524
Weighted Total	2250	1116	157	174	56	20	50	93	537
	100%	100%	100%	100%	100%	100%	100%	100%	100%
True	2076	1040	147	158	45	18	43	83	501
	92%	93%	94%	91%	81%	90%	86%	89%	93%
		Df	Df	d					Df
False	55	26	3	8	6	1	1	2	8
	2%	2%	2%	5%	11%	5%	2%	2%	2%
				aH	ABcFgH				
Don't know	119	50	7	8	4	1	6	8	28
	5%	5%	4%	5%	8%	5%	12%	9%	5%
						Abch	a		

Columns Tested: A,B,C,D,E,F,G,H





**General Optical Council**

30. I am now going to read you a series of statements - please tell me which of these you believe to be true, and which you believe to be false.

**Opticians have recognised academic qualifications**

Base: All Respondents

	SEG						Sight					Eye conditions suffer from (personally or family)					Confidence in opticians		
	Total	A	B	C1	C2	D	E	20:20 vision	Short sighted	Long sighted	Partially sighted	Registered blind	Glaucoma	Diabetes	Macular degeneration	Cataracts	Astigmatism	Confident	Not confident
		a	b	c	d	e	f	a	b	c	d	e	a	b	c	d	e	a	b
Significance Level: 90%		A	B	C	D	E	F	A	B	C	D	E	A	B	C	D	E	A	B
Significance Level: 95%		A	B	C	D	E	F	A	B	C	D	E	A	B	C	D	E	A	B
Unweighted Total	2250	271	604	402	428	197	179	609	932	424	88	1	225	389	76	215	238	2067	88
Weighted Total	2250	267	606	401	426	197	183	618	923	421	89	1	222	388	77	218	237	2067	88
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
True	2076	255	565	372	395	170	161	559	871	391	83	1	210	368	74	207	228	1940	63
	92%	96%	93%	93%	93%	87%	88%	90%	94%	93%	93%	100%	95%	95%	96%	95%	96%	94%	71%
		EF	EF	Ef	Ef				A									B	
False	55	5	17	10	13	7	2	28	13	12	3	-	6	8	1	5	3	41	9
	2%	2%	3%	2%	3%	4%	1%	5%	1%	3%	3%	-	3%	2%	1%	2%	1%	2%	11%
								B	b									A	
Don't know	119	7	24	19	18	19	20	31	39	17	3	-	6	12	2	6	7	85	16
	5%	3%	4%	5%	4%	10%	11%	5%	4%	4%	4%	-	3%	3%	3%	3%	3%	4%	18%
					ABCD	ABCD												A	

Columns Tested: A,B,C,D,E,F - A,B,C,D,E - A,B,C,D,E - A,B



### General Optical Council

30. I am now going to read you a series of statements - please tell me which of these you believe to be true, and which you believe to be false.

#### Opticians have recognised academic qualifications

Base: All Respondents

	Last time visited an optician				Satisfaction with overall experience at opticians		Satisfaction with eye test		Corrective solutions		Satisfaction with purchasing corrective solutions		Confidence in effective regulation		Awareness of GOC		
	Total	2 years ago or less	More than 2 to less than 5 years	5 years or more ago	Never	Satis fied	Dissat isfied	Satis fied	Dissat isfied	Presc ription glasses	Cont act lenses	Satis fied	Dissat isfied	Conf ident	Not confi dent	Aware	Not aware
Significance Level: 90%		a	b	c	d	a	b	a	b	a	b	a	b	a	b	a	b
Significance Level: 95%		A	B	C	D	A	B	A	B	A	B	A	B	A	B	A	B
Unweighted Total	2250	1656	182	156	241	1896	85	1929	42	1334	226	1291	44	1926	149	265	1985
Weighted Total	2250	1653	182	156	244	1893	84	1924	43	1326	226	1283	43	1926	148	271	1979
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
True	2076	1562	159	145	195	1791	65	1817	29	1242	213	1205	37	1817	122	240	1836
	92%	94%	87%	93%	80%	95%	78%	94%	67%	94%	94%	94%	86%	94%	82%	89%	93%
		BD	d	bD		B		B				B		B			A
False	55	31	6	4	14	31	9	31	9	19	6	20	1	42	13	16	39
	2%	2%	3%	3%	6%	2%	11%	2%	21%	1%	3%	2%	3%	2%	9%	6%	2%
					A		A		A						A		B
Don't know	119	60	17	7	35	71	10	76	5	65	7	58	5	68	14	15	104
	5%	4%	9%	5%	14%	4%	12%	4%	12%	5%	3%	5%	11%	4%	9%	5%	5%
			Ac		AC		A		A				A		A		

Columns Tested: A,B,C,D - A,B - A,B - A,B - A,B - A,B - A,B



**General Optical Council**

**30. I am now going to read you a series of statements - please tell me which of these you believe to be true, and which you believe to be false.**

**Opticians have recognised academic qualifications**

Base: All Respondents

	Ethnicity						Children in household		Products currently used				Product most recently bought			
	Total	White	Mixed/ multiple	Asian or Asian British	Black or Black British	Other	BME	Aged 8 or under	Aged 9-18	Glasses with a prescription	Contact lenses	Reading glasses without a prescription	None of these	Glasses with a prescription	Contact lenses	Reading glasses without a prescription
Significance Level: 90%		a	b	c	d	e	f	a	b	a	b	c	d	a	b	c
Significance Level: 95%		A	B	C	D	E	F	A	B	A	B	C	D	A	B	C
Unweighted Total	2250	2003	30	127	25	11	193	380	543	1334	226	283	646	1177	164	23
Weighted Total	2250	2000	30	128	25	11	195	384	542	1326	226	280	656	1169	164	23
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
True	2076	1858	28	112	23	11	174	356	503	1242	213	256	595	1090	157	21
	92%	93%	94%	87%	92%	100%	90%	93%	93%	94%	94%	91%	91%	93%	96%	91%
		C								D						
False	55	48	-	5	2	-	7	9	21	19	6	13	21	18	3	-
	2%	2%	-	4%	8%	-	4%	2%	4%	1%	3%	5%	3%	2%	2%	-
				a								A	A			
Don't know	119	94	2	11	-	-	13	18	18	65	7	11	40	61	4	2
	5%	5%	6%	9%	-	-	7%	5%	3%	5%	3%	4%	6%	5%	2%	9%
				A									b			b

Columns Tested: A,B,C,D,E,F - A,B - A,B,C,D - A,B,C



**General Optical Council**

**30. I am now going to read you a series of statements - please tell me which of these you believe to be true, and which you believe to be false.**

**Opticians undergo regular training to update their skills**

Base: All Respondents

	Gender		Age					Region							Country							
	Total	Male	Female	18-29	30-44	45-59	60-74	75+	North East	North West	Yorks & Humb.	East Mid lands	West Mid lands	East of Eng land	Lon don	South East	South West	Eng land	Wales	Scot land	NI	UK TOTAL
	a	b	c	d	e	a	b	c	d	e	f	g	h	i	a	b	c	d	e			
Significance Level: 90%	A	B	A	B	C	D	E	A	B	C	D	E	F	G	H	I	A	B	C	D	E	
Significance Level: 95%																						
Unweighted Total	2250	1099	1151	439	564	601	459	187	146	319	247	180	178	132	182	324	193	1901	100	154	95	2250
Weighted Total	2250	1099	1151	452	580	562	432	225	146	318	245	181	177	131	181	322	194	1895	100	154	100	2250
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
True	1797	833	964	358	462	482	334	161	124	244	209	144	142	95	129	254	158	1501	83	134	79	1797
	80%	76%	84%	79%	80%	86%	77%	71%	85%	77%	85%	80%	80%	73%	71%	79%	82%	79%	83%	87%	79%	80%
		A	E	E	ABDE				BFG		BFGh	g	G		g	fG			AdE			
False	142	82	60	36	47	28	23	8	6	17	13	15	15	9	15	22	11	123	7	8	5	142
	6%	8%	5%	8%	8%	5%	5%	4%	4%	5%	5%	8%	8%	7%	8%	7%	6%	6%	7%	5%	5%	6%
		B	CdE	CdE																		
Don't know	311	184	127	57	71	52	75	56	15	57	23	21	20	27	37	46	24	272	10	12	16	311
	14%	17%	11%	13%	12%	9%	17%	25%	11%	18%	9%	12%	11%	21%	20%	14%	13%	14%	10%	8%	16%	14%
		B	c			ABC	ABCD			ACde				ACDEhi	ACDEhl	c		C		C	C	C

Columns Tested: A,B - A,B,C,D,E - A,B,C,D,E,F,G,H,I - A,B,C,D,E



### General Optical Council

30. I am now going to read you a series of statements - please tell me which of these you believe to be true, and which you believe to be false.

#### Opticians undergo regular training to update their skills

Base: All Respondents

	Employment status								
	Total	Full time paid job	Part time paid job	Self emp.	Student	Unemp (<6m)	Unemp (>6m)	Home maker	Ret ired
Significance Level: 90%		a	b	c	d	e	f	g	h
Significance Level: 95%		A	B	C	D	E	F	G	H
Unweighted Total	2250	1126	159	178	53	21	50	94	524
Weighted Total	2250	1116	157	174	56	20	50	93	537
	100%	100%	100%	100%	100%	100%	100%	100%	100%
True	1797	921	131	138	43	18	39	74	400
	80%	83%	84%	79%	77%	90%	78%	80%	75%
		H	H						
False	142	77	6	11	4	-	3	10	27
	6%	7%	4%	6%	8%	-	6%	10%	5%
								BH	
Don't know	311	118	20	25	9	2	8	9	110
	14%	11%	13%	15%	15%	10%	16%	10%	20%
									ABcG

Columns Tested: A,B,C,D,E,F,G,H

**General Optical Council**

**30. I am now going to read you a series of statements - please tell me which of these you believe to be true, and which you believe to be false.**

**Opticians undergo regular training to update their skills**

Base: All Respondents

	SEG						Sight					Eye conditions suffer from (personally or family)					Confidence in opticians		
	Total	A	B	C1	C2	D	E	20:20 vision	Short sighted	Long sighted	Partially sighted	Registered blind	Glaucoma	Diabetes	Macular degeneration	Cataracts	Astigmatism	Confident	Not confident
Significance Level: 90%		a	b	c	d	e	f	a	b	c	d	e	a	b	c	d	e	a	b
Significance Level: 95%		A	B	C	D	E	F	A	B	C	D	E	A	B	C	D	E	A	B
Unweighted Total	2250	271	604	402	428	197	179	609	932	424	88	1	225	389	76	215	238	2067	88
Weighted Total	2250	267	606	401	426	197	183	618	923	421	89	1	222	388	77	218	237	2067	88
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
True	1797	218	484	316	355	155	141	504	750	336	64	1	174	308	57	170	191	1695	40
	80%	81%	80%	79%	83%	79%	77%	82%	81%	80%	72%	100%	78%	79%	74%	78%	81%	82%	45%
				cf				D	D	d							B		
False	142	20	34	30	26	9	8	49	40	27	12	-	13	19	5	12	12	111	22
	6%	7%	6%	7%	6%	4%	4%	8%	4%	6%	13%	-	6%	5%	6%	6%	5%	5%	25%
								B		aBC								A	
Don't know	311	30	89	56	45	34	34	65	133	58	13	-	35	62	15	36	34	261	26
	14%	11%	15%	14%	11%	17%	18%	11%	14%	14%	15%	-	16%	16%	20%	16%	14%	13%	30%
			d		aD	AD		A										A	

Columns Tested: A,B,C,D,E,F - A,B,C,D,E - A,B,C,D,E - A,B



### General Optical Council

30. I am now going to read you a series of statements - please tell me which of these you believe to be true, and which you believe to be false.

#### Opticians undergo regular training to update their skills

Base: All Respondents

	Last time visited an optician				Satisfaction with overall experience at opticians		Satisfaction with eye test		Corrective solutions		Satisfaction with purchasing corrective solutions		Confidence in effective regulation		Awareness of GOC		
	Total	2 years ago or less	More than 2 to less than 5 years	5 years or more ago	Never	Satisfied	Dissatisfied	Satisfied	Dissatisfied	Prescription glasses	Contact lenses	Satisfied	Dissatisfied	Confident	Not confident	Aware	Not aware
Significance Level: 90%		a	b	c	d	a	b	a	b	a	b	a	b	a	b	a	b
Significance Level: 95%		A	B	C	D	A	B	A	B	A	B	A	B	A	B	A	B
Unweighted Total	2250	1656	182	156	241	1896	85	1929	42	1334	226	1291	44	1926	149	265	1985
Weighted Total	2250	1653	182	156	244	1893	84	1924	43	1326	226	1283	43	1926	148	271	1979
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
True	1797	1368	120	117	179	1557	39	1567	19	1063	189	1039	26	1628	81	217	1580
	80%	83%	66%	75%	73%	82%	47%	81%	45%	80%	84%	81%	59%	85%	54%	80%	80%
		BCD		b		B		B				B		B			
False	142	83	24	13	20	96	24	104	15	63	15	58	8	95	41	19	124
	6%	5%	13%	9%	8%	5%	29%	5%	36%	5%	7%	5%	18%	5%	28%	7%	6%
		A		a	A	A		A				A		A			
Don't know	311	202	38	25	45	240	20	253	8	200	22	185	10	203	26	36	275
	14%	12%	21%	16%	18%	13%	24%	13%	18%	15%	10%	14%	23%	11%	18%	13%	14%
			A		A	A		A		B				A			

Columns Tested: A,B,C,D - A,B - A,B - A,B - A,B - A,B - A,B



### General Optical Council

30. I am now going to read you a series of statements - please tell me which of these you believe to be true, and which you believe to be false.

#### Opticians undergo regular training to update their skills

Base: All Respondents

	Ethnicity						Children in household		Products currently used				Product most recently bought			
	Total	White	Mixed/ multiple	Asian or Asian British	Black or Black British	Other	BME	Aged 8 or under	Aged 9-18	Glasses with a prescription	Contact lenses	Reading glasses without a prescription	None of these	Glasses with a prescription	Contact lenses	Reading glasses without a prescription
Significance Level: 90%		a	b	c	d	e	f	a	b	a	b	c	d	a	b	c
Significance Level: 95%		A	B	C	D	E	F	A	B	A	B	C	D	A	B	C
Unweighted Total	2250	2003	30	127	25	11	193	380	543	1334	226	283	646	1177	164	23
Weighted Total	2250	2000	30	128	25	11	195	384	542	1326	226	280	656	1169	164	23
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
True	1797	1615	25	95	23	7	150	329	461	1063	189	223	523	928	139	18
	80%	81%	83%	74%	92%	63%	77%	86%	85%	80%	84%	80%	80%	79%	85%	78%
		c			cEf									a		
False	142	118	2	13	2	3	20	24	32	63	15	16	57	56	11	1
	6%	6%	7%	10%	8%	28%	10%	6%	6%	5%	7%	6%	9%	5%	7%	4%
				A		Abcf	A						A			
Don't know	311	267	3	20	-	1	24	30	49	200	22	41	76	185	14	4
	14%	13%	10%	16%	-	9%	12%	8%	9%	15%	10%	15%	12%	16%	8%	18%
		D		D		d				BD		b		B		

Columns Tested: A,B,C,D,E,F - A,B - A,B,C,D - A,B,C





**General Optical Council**

**30. I am now going to read you a series of statements - please tell me which of these you believe to be true, and which you believe to be false.**

**Opticians are monitored by a regulatory body**

Base: All Respondents

	Gender		Age					Region							Country							
	Total	Male	Female	18-29	30-44	45-59	60-74	75+	North East	North West	Yorks & Humb.	East Mid lands	West Mid lands	East of Eng land	Lon don	South East	South West	Eng land	Wales	Scot land	NI	UK TOTAL
Significance Level: 90%		a	b	a	b	c	d	e	a	b	c	d	e	f	g	h	i	a	b	c	d	e
Significance Level: 95%		A	B	A	B	C	D	E	A	B	C	D	E	F	G	H	I	A	B	C	D	E
Unweighted Total	2250	1099	1151	439	564	601	459	187	146	319	247	180	178	132	182	324	193	1901	100	154	95	2250
Weighted Total	2250	1099	1151	452	580	562	432	225	146	318	245	181	177	131	181	322	194	1895	100	154	100	2250
True	1821	850	971	345	457	486	360	173	126	250	210	144	138	100	129	256	159	1512	92	130	87	1821
	81%	77%	84%	76%	79%	86%	83%	77%	86%	78%	86%	80%	78%	76%	71%	79%	82%	80%	92%	85%	86%	81%
False	172	101	71	54	47	37	25	9	4	25	13	13	25	12	19	29	13	153	1	11	7	172
	8%	9%	6%	12%	8%	7%	6%	4%	3%	8%	5%	7%	14%	9%	10%	9%	7%	8%	1%	7%	7%	8%
Don't know	257	148	109	53	76	39	47	42	16	44	22	24	14	20	33	37	21	231	7	13	7	257
	11%	13%	9%	12%	13%	7%	11%	19%	11%	14%	9%	13%	8%	15%	18%	11%	11%	12%	7%	8%	7%	11%
		B		C	C		C	AbCD		ce				ce	aCEHi							

Columns Tested: A,B - A,B,C,D,E - A,B,C,D,E,F,G,H,I - A,B,C,D,E



**General Optical Council**

**30. I am now going to read you a series of statements - please tell me which of these you believe to be true, and which you believe to be false.**

**Opticians are monitored by a regulatory body**

Base: All Respondents

	Employment status								
	Total	Full time paid job	Part time paid job	Self emp.	Student	Unemp (<6m)	Unemp (>6m)	Home maker	Retired
Significance Level: 90%		a	b	c	d	e	f	g	h
Significance Level: 95%		A	B	C	D	E	F	G	H
Unweighted Total	2250	1126	159	178	53	21	50	94	524
Weighted Total	2250	1116	157	174	56	20	50	93	537
	100%	100%	100%	100%	100%	100%	100%	100%	100%
True	1821	919	132	134	43	14	39	71	433
	81%	82%	84%	77%	78%	71%	78%	76%	81%
False	172	98	8	13	4	4	5	12	25
	8%	9%	5%	8%	7%	19%	10%	13%	5%
		H				aBcH		BH	
Don't know	257	99	17	27	8	2	6	11	79
	11%	9%	11%	15%	15%	10%	12%	12%	15%
				A					A

Columns Tested: A,B,C,D,E,F,G,H



**General Optical Council**

**30. I am now going to read you a series of statements - please tell me which of these you believe to be true, and which you believe to be false.**

**Opticians are monitored by a regulatory body**

Base: All Respondents

	Total	SEG						Sight					Eye conditions suffer from (personally or family)					Confidence in opticians	
		A	B	C1	C2	D	E	20:20 vision	Short sighted	Long sighted	Partially sighted	Registered blind	Glaucoma	Diabetes	Macular degeneration	Cataracts	Astigmatism	Confident	Not confident
Significance Level: 90%		a	b	c	d	e	f	a	b	c	d	e	a	b	c	d	e	a	b
Significance Level: 95%		A	B	C	D	E	F	A	B	C	D	E	A	B	C	D	E	A	B
Unweighted Total	2250	271	604	402	428	197	179	609	932	424	88	1	225	389	76	215	238	2067	88
Weighted Total	2250	267	606	401	426	197	183	618	923	421	89	1	222	388	77	218	237	2067	88
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
True	1821	221	512	322	349	151	134	489	763	352	69	1	191	318	64	181	206	1727	34
	81%	83%	84%	80%	82%	77%	73%	79%	83%	84%	78%	100%	86%	82%	83%	83%	87%	84%	39%
		F	cEF	f	F				a	a								B	
False	172	20	39	31	40	12	18	63	59	29	10	-	12	28	4	11	13	134	27
	8%	7%	6%	8%	9%	6%	10%	10%	6%	7%	11%	-	5%	7%	5%	5%	5%	6%	31%
				b				Bc										A	
Don't know	257	27	55	49	37	34	31	66	101	40	10	-	19	43	9	25	19	205	27
	11%	10%	9%	12%	9%	17%	17%	11%	11%	9%	11%	-	9%	11%	12%	12%	8%	10%	30%
			d		ABcD		ABD											A	

Columns Tested: A,B,C,D,E,F - A,B,C,D,E - A,B,C,D,E - A,B



### General Optical Council

30. I am now going to read you a series of statements - please tell me which of these you believe to be true, and which you believe to be false.

#### Opticians are monitored by a regulatory body

Base: All Respondents

	Last time visited an optician				Satisfaction with overall experience at opticians		Satisfaction with eye test		Corrective solutions		Satisfaction with purchasing corrective solutions		Confidence in effective regulation		Awareness of GOC		
	Total	2 years ago or less	More than 2 to less than 5 years	5 years or more ago	Never	Satisfied	Dissatisfied	Satisfied	Dissatisfied	Prescription glasses	Contact lenses	Satisfied	Dissatisfied	Confident	Not confident	Aware	Not aware
Significance Level: 90%		a	b	c	d	a	b	a	b	a	b	a	b	a	b	a	b
Significance Level: 95%		A	B	C	D	A	B	A	B	A	B	A	B	A	B	A	B
Unweighted Total	2250	1656	182	156	241	1896	85	1929	42	1334	226	1291	44	1926	149	265	1985
Weighted Total	2250	1653	182	156	244	1893	84	1924	43	1326	226	1283	43	1926	148	271	1979
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
True	1821	1402	134	116	155	1593	51	1617	21	1106	189	1076	33	1660	76	214	1607
	81%	85%	74%	74%	64%	84%	60%	84%	49%	83%	83%	84%	75%	86%	51%	79%	81%
		BCD	D	D		B		B						B			
False	172	97	18	16	39	114	18	118	11	72	20	69	5	112	48	25	147
	8%	6%	10%	10%	16%	6%	21%	6%	26%	5%	9%	5%	11%	6%	33%	9%	7%
		A	A	Ab	A	A		A		A		a		A			
Don't know	257	153	30	24	50	186	16	189	11	148	18	138	6	154	24	32	225
	11%	9%	16%	15%	20%	10%	19%	10%	26%	11%	8%	11%	14%	8%	16%	12%	11%
			A	A	A	A		A						A			

Columns Tested: A,B,C,D - A,B - A,B - A,B - A,B - A,B



### General Optical Council

30. I am now going to read you a series of statements - please tell me which of these you believe to be true, and which you believe to be false.

#### Opticians are monitored by a regulatory body

Base: All Respondents

	Ethnicity						Children in household		Products currently used				Product most recently bought			
	Total	White	Mixed/ multiple	Asian or Asian British	Black or Black British	Other	BME	Aged 8 or under	Aged 9-18	Glasses with a prescription	Contact lenses	Reading glasses without a prescription	None of these	Glasses with a prescription	Contact lenses	Reading glasses without a prescription
	a	b	c	d	e	f	a	b	a	b	c	d	a	b	c	
Significance Level: 90%	A	B	C	D	E	F	A	B	A	B	C	D	A	B	C	
Significance Level: 95%																
Unweighted Total	2250	2003	30	127	25	11	193	380	543	1334	226	283	646	1177	164	23
Weighted Total	2250	2000	30	128	25	11	195	384	542	1326	226	280	656	1169	164	23
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
True	1821	1639	21	91	21	10	143	326	446	1106	189	222	504	975	137	18
	81%	82%	69%	71%	85%	91%	74%	85%	82%	83%	83%	79%	77%	83%	84%	78%
		bCF								cD	D					
False	172	141	5	19	2	-	26	36	49	72	20	27	75	61	13	3
	8%	7%	16%	15%	8%	-	13%	9%	9%	5%	9%	9%	12%	5%	8%	13%
		A	A	A	A	A	A			A	A	A	A			
Don't know	257	221	4	18	2	1	25	22	47	148	18	32	77	133	14	2
	11%	11%	14%	14%	7%	9%	13%	6%	9%	11%	8%	12%	12%	11%	8%	9%
								a								

Columns Tested: A,B,C,D,E,F - A,B - A,B,C,D - A,B,C



**General Optical Council**

**31. The optical profession is subject to independent regulation. How confident are you, if at all, that the regulation of the optical profession works effectively?**

Base: All Respondents

	Gender		Age					Region								Country						
	Total	Male	Female	18-29	30-44	45-59	60-74	75+	North East	North West	Yorks & Humb.	East Mid lands	West Mid lands	East of Eng land	Lon don	South East	South West	Eng land	Wales	Scot land	NI	UK TOTAL
Significance Level: 90%		a	b	a	b	c	d	e	a	b	c	d	e	f	g	h	i	a	b	c	d	e
Significance Level: 95%		A	B	A	B	C	D	E	A	B	C	D	E	F	G	H	I	A	B	C	D	E
Unweighted Total	2250	1099	1151	439	564	601	459	187	146	319	247	180	178	132	182	324	193	1901	100	154	95	2250
Weighted Total	2250	1099	1151	452	580	562	432	225	146	318	245	181	177	131	181	322	194	1895	100	154	100	2250
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very confident	719	338	381	129	181	178	144	87	53	106	89	62	51	36	49	88	51	584	39	62	33	719
	32%	31%	33%	29%	31%	32%	33%	39%	36%	33%	36%	34%	29%	27%	27%	27%	27%	31%	39%	40%	33%	32%
							Abc		ghi	h	fgHI	h							a	AE		
Fairly confident	1207	582	625	260	309	316	215	107	69	165	127	95	101	75	97	196	115	1040	47	66	53	1207
	54%	53%	54%	58%	53%	56%	50%	47%	47%	52%	52%	52%	57%	57%	54%	61%	60%	55%	47%	43%	53%	54%
				DE		DE							a	a	ABCd	Ab		C				C
Not very confident	129	67	62	27	40	28	28	6	6	19	13	16	11	11	17	13	9	114	6	7	2	129
	6%	6%	5%	6%	7%	5%	7%	3%	4%	6%	5%	9%	6%	8%	9%	4%	5%	6%	6%	5%	2%	6%
				e	E		E				aH			h	aHi							
Not at all confident	19	11	8	5	4	6	3	1	2	1	2	-	1	1	2	5	1	15	-	2	2	19
	1%	1%	1%	1%	1%	1%	1%	1%	1%	*	1%	-	1%	1%	1%	2%	*	1%	-	1%	2%	1%
Don't know	176	101	75	31	45	35	41	24	16	27	15	8	13	8	16	22	17	143	7	17	9	176
	8%	9%	7%	7%	8%	6%	10%	11%	11%	9%	6%	5%	7%	6%	9%	7%	9%	8%	7%	11%	9%	8%
		B					C	C	cDh	d												
<b>Nets</b>																						
Confident	1926	921	1005	389	490	493	359	194	121	271	216	157	152	111	146	283	167	1624	87	128	87	1926
	86%	84%	87%	86%	85%	88%	83%	86%	83%	85%	88%	87%	86%	85%	81%	88%	86%	86%	86%	87%	83%	86%
			A			D					G				G							
Not confident	148	78	71	32	44	34	31	7	8	20	15	16	12	12	19	17	10	129	6	9	5	148
	7%	7%	6%	7%	8%	6%	7%	3%	5%	6%	6%	9%	7%	9%	10%	5%	5%	7%	6%	6%	5%	7%
				E	E		E								Hi							

Columns Tested: A,B - A,B,C,D,E - A,B,C,D,E,F,G,H,I - A,B,C,D,E



**General Optical Council**

**31. The optical profession is subject to independent regulation. How confident are you, if at all, that the regulation of the optical profession works effectively?**

Base: All Respondents

	Employment status								
	Total	Full time paid job	Part time paid job	Self emp.	Stu dent	Unemp (<6m)	Unemp (>6m)	Home maker	Ret ired
Significance Level: 90%		a	b	c	d	e	f	g	h
Significance Level: 95%		A	B	C	D	E	F	G	H
Unweighted Total	2250	1126	159	178	53	21	50	94	524
Weighted Total	2250	1116	157	174	56	20	50	93	537
	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very confident	719	339	60	50	18	5	11	30	193
	32%	30%	38%	29%	32%	23%	22%	32%	36%
			acF						AcF
Fairly confident	1207	632	78	101	31	13	31	47	260
	54%	57%	50%	58%	55%	62%	62%	51%	48%
		H		H			h		
Not very confident	129	73	8	6	3	1	4	4	27
	6%	7%	5%	3%	6%	5%	8%	4%	5%
Not at all confident	19	8	2	-	1	-	-	3	4
	1%	1%	1%	-	2%	-	-	3%	1%
				c				ACH	
Don't know	176	65	9	18	3	2	4	9	53
	8%	6%	6%	10%	5%	10%	8%	10%	10%
			A						A
<b>Nets</b>									
Confident	1926	971	138	150	48	17	42	77	453
	86%	87%	88%	86%	87%	85%	84%	83%	84%
Not confident	148	81	10	6	4	1	4	7	31
	7%	7%	6%	3%	8%	5%	8%	7%	6%
		c							

Columns Tested: A,B,C,D,E,F,G,H



### General Optical Council

#### 31. The optical profession is subject to independent regulation. How confident are you, if at all, that the regulation of the optical profession works effectively?

Base: All Respondents

	Total	SEG						Sight					Eye conditions suffer from (personally or family)					Confidence in opticians	
		A	B	C1	C2	D	E	20:20 vision	Short sighted	Long sighted	Partially sighted	Registered blind	Glaucoma	Diabetes	Macular degeneration	Cataracts	Astigmatism	Confident	Not confident
Significance Level: 90%		a	b	c	d	e	f	a	b	c	d	e	a	b	c	d	e	a	b
Significance Level: 95%		A	B	C	D	E	F	A	B	C	D	E	A	B	C	D	E	A	B
Unweighted Total	2250	271	604	402	428	197	179	609	932	424	88	1	225	389	76	215	238	2067	88
Weighted Total	2250	267	606	401	426	197	183	618	923	421	89	1	222	388	77	218	237	2067	88
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very confident	719	69	193	114	139	68	65	200	278	140	29	-	79	130	26	69	70	691	8
	32%	26%	32%	28%	33%	34%	35%	32%	30%	33%	33%	-	36%	33%	34%	32%	30%	33%	9%
		a		a	A	Ac												B	
Fairly confident	1207	145	340	232	235	97	90	331	522	226	46	-	120	202	39	124	133	1127	39
	54%	54%	56%	58%	55%	49%	49%	54%	57%	54%	52%	-	54%	52%	51%	57%	56%	55%	45%
		e		ef														b	
Not very confident	129	28	32	21	23	16	5	41	47	28	4	1	7	20	1	5	11	93	23
	6%	10%	5%	5%	5%	8%	3%	7%	5%	7%	4%	100%	3%	5%	1%	2%	5%	5%	26%
		BCDF			F									d				A	
Not at all confident	19	2	5	2	2	2	3	6	7	2	1	-	4	2	1	1	1	13	6
	1%	1%	1%	*	*	1%	2%	1%	1%	*	1%	-	2%	1%	1%	*	*	1%	6%
																		A	
Don't know	176	23	36	33	27	14	20	40	69	25	8	-	13	35	10	18	23	142	12
	8%	9%	6%	8%	6%	7%	11%	6%	7%	6%	9%	-	6%	9%	13%	8%	10%	7%	14%
							Bd								A			A	
<b>Nets</b>																			
Confident	1926	214	533	345	374	165	155	531	800	366	76	-	199	332	65	193	203	1819	47
	86%	80%	88%	86%	88%	84%	85%	86%	87%	87%	85%	-	90%	85%	85%	89%	85%	88%	54%
		A		A	A													B	
Not confident	148	29	37	23	25	18	8	47	54	30	5	1	10	22	2	6	12	106	29
	7%	11%	6%	6%	6%	9%	4%	8%	6%	7%	6%	100%	5%	6%	2%	3%	5%	5%	33%
		BCDF			f													A	

Columns Tested: A,B,C,D,E,F - A,B,C,D,E - A,B,C,D,E - A,B





**General Optical Council**

**31. The optical profession is subject to independent regulation. How confident are you, if at all, that the regulation of the optical profession works effectively?**

Base: All Respondents

	Last time visited an optician				Satisfaction with overall experience at opticians		Satisfaction with eye test		Corrective solutions		Satisfaction with purchasing corrective solutions		Confidence in effective regulation		Awareness of GOC		
	Total	2 years ago or less	More than 2 to less than 5 years	5 years or more ago	Never	Satisfied	Dissatisfied	Satisfied	Dissatisfied	Prescription glasses	Contact lenses	Satisfied	Dissatisfied	Confident	Not confident	Aware	Not aware
		a	b	c	d	a	b	a	b	a	b	a	b	a	b	a	b
Significance Level: 90%		A	B	C	D	A	B	A	B	A	B	A	B	A	B	A	B
Significance Level: 95%		A	B	C	D	A	B	A	B	A	B	A	B	A	B	A	B
Unweighted Total	2250	1656	182	156	241	1896	85	1929	42	1334	226	1291	44	1926	149	265	1985
Weighted Total	2250	1653	182	156	244	1893	84	1924	43	1326	226	1283	43	1926	148	271	1979
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very confident	719	571	50	50	46	660	7	664	1	434	76	432	4	719	-	89	630
	32%	35%	27%	32%	19%	35%	8%	35%	2%	33%	33%	34%	8%	37%	-	33%	32%
		bD	D	D		B		B				B		B			
Fairly confident	1207	888	93	79	136	1019	36	1034	15	714	125	693	20	1207	-	158	1049
	54%	54%	51%	51%	56%	54%	43%	54%	36%	54%	55%	54%	46%	63%	-	58%	53%
						b		B						B			
Not very confident	129	76	12	13	27	72	28	79	20	62	13	53	13	-	129	16	114
	6%	5%	7%	8%	11%	4%	33%	4%	48%	5%	6%	4%	30%	-	87%	6%	6%
				A	A		A		A				A		A		
Not at all confident	19	10	4	3	2	9	7	10	5	10	3	7	3	-	19	2	17
	1%	1%	2%	2%	1%	*	8%	1%	12%	1%	1%	1%	7%	-	13%	1%	1%
			A			A		A				A		A			
Don't know	176	108	23	11	33	133	6	138	1	106	10	98	4	-	-	7	169
	8%	7%	13%	7%	13%	7%	7%	7%	2%	8%	4%	8%	9%	-	-	3%	9%
			Ac		Ac					B						A	
<b>Nets</b>																	
Confident	1926	1459	143	129	182	1679	43	1698	16	1148	201	1125	24	1926	-	246	1680
	86%	88%	78%	83%	75%	89%	51%	88%	38%	87%	89%	88%	55%	100%	-	91%	85%
		BCD		d		B		B				B		B		B	
Not confident	148	86	16	16	30	81	35	88	25	72	16	60	16	-	148	18	131
	7%	5%	9%	10%	12%	4%	42%	5%	60%	5%	7%	5%	36%	-	100%	7%	7%
			A	A	A		A		A			A		A			

Columns Tested: A,B,C,D - A,B - A,B - A,B - A,B - A,B



### General Optical Council

#### 31. The optical profession is subject to independent regulation. How confident are you, if at all, that the regulation of the optical profession works effectively?

Base: All Respondents

	Ethnicity						Children in household		Products currently used				Product most recently bought			
	Total	White	Mixed/ multiple	Asian or Asian British	Black or Black British	Other	BME	Aged 8 or under	Aged 9-18	Glasses with a prescription	Contact lenses	Reading glasses without a prescription	None of these	Glasses with a prescription	Contact lenses	Reading glasses without a prescription
Significance Level: 90%		a	b	c	d	e	f	a	b	a	b	c	d	a	b	c
Significance Level: 95%		A	B	C	D	E	F	A	B	A	B	C	D	A	B	C
Unweighted Total	2250	2003	30	127	25	11	193	380	543	1334	226	283	646	1177	164	23
Weighted Total	2250	2000	30	128	25	11	195	384	542	1326	226	280	656	1169	164	23
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very confident	719	647	10	37	9	3	60	116	183	434	76	95	196	379	58	8
	32%	32%	33%	29%	37%	27%	31%	30%	34%	33%	33%	34%	30%	32%	35%	34%
Fairly confident	1207	1085	13	66	9	7	95	226	290	714	125	148	351	629	87	13
	54%	54%	43%	52%	35%	64%	49%	59%	53%	54%	55%	53%	54%	54%	53%	56%
		d						b								
Not very confident	129	102	3	15	4	-	22	25	36	62	13	16	49	55	11	-
	6%	5%	10%	12%	16%	-	11%	7%	7%	5%	6%	6%	7%	5%	7%	-
				A	A		A						A			
Not at all confident	19	15	-	1	1	-	2	1	3	10	3	1	8	8	2	-
	1%	1%	-	1%	4%	-	1%	*	1%	1%	1%	*	1%	1%	1%	-
				a												
Don't know	176	151	4	8	2	1	16	15	30	106	10	20	52	98	6	2
	8%	8%	14%	6%	8%	9%	8%	4%	6%	8%	4%	7%	8%	8%	4%	9%
										B			b	B		
<b>Nets</b>																
Confident	1926	1732	23	104	18	10	155	342	473	1148	201	243	547	1008	145	21
	86%	87%	76%	81%	72%	91%	80%	89%	87%	87%	89%	87%	83%	86%	89%	91%
		bcDF								d	d					
Not confident	148	117	3	16	5	-	24	26	39	72	16	17	57	63	13	-
	7%	6%	10%	13%	19%	-	12%	7%	7%	5%	7%	6%	9%	5%	8%	-
				A	A		A						A			

Columns Tested: A,B,C,D,E,F - A,B - A,B,C,D - A,B,C



### General Optical Council

#### 32. Which, if any, of the following things do you think that the body that regulates the optical profession is responsible for?

Base: All Respondents

	Gender		Age					Region								Country						
	Total	Male	Female	18-29	30-44	45-59	60-74	75+	North East	North West	Yorks & Humb.	East Mid lands	West Mid lands	East of Eng land	Lon don	South East	South West	Eng land	Wales	Scot land	NI	UK TOTAL
	a	b	a	b	c	d	e	a	b	c	d	e	f	g	h	i	a	b	c	d	e	
Significance Level: 90%		A	B	A	B	C	D	E	A	B	C	D	E	F	G	H	I	A	B	C	D	E
Significance Level: 95%																						
Unweighted Total	2250	1099	1151	439	564	601	459	187	146	319	247	180	178	132	182	324	193	1901	100	154	95	2250
Weighted Total	2250	1099	1151	452	580	562	432	225	146	318	245	181	177	131	181	322	194	1895	100	154	100	2250
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Keeping a register of opticians who are allowed to practice	1998	952	1046	397	497	522	391	192	131	289	231	153	161	111	152	283	171	1682	87	141	88	1998
	89%	87%	91%	88%	86%	93%	91%	85%	90%	91%	94%	85%	91%	85%	84%	88%	89%	89%	87%	92%	88%	89%
			A			ABE	Be			DfG	DFGHI		dfG									
Ensuring opticians are properly trained	1990	937	1052	396	486	512	396	200	133	286	229	155	157	109	143	279	175	1666	90	144	90	1990
	88%	85%	91%	88%	84%	91%	92%	89%	91%	90%	93%	86%	89%	83%	79%	87%	90%	88%	89%	94%	90%	88%
			A	b		aB	AB	b	fG	FG	DeFGH	g	G		G	fG				Ae		
Investigating complaints against opticians regarding the standard of care	1931	905	1026	380	494	497	379	182	132	276	224	149	151	110	149	272	162	1624	84	138	85	1931
	86%	82%	89%	84%	85%	88%	88%	81%	90%	87%	91%	82%	85%	84%	82%	84%	83%	86%	84%	90%	85%	86%
			A			AbE	E		DGi		DeFGHI											
Taking disciplinary action if opticians do not meet the required standards	1890	885	1006	372	475	493	367	183	126	272	225	145	151	104	143	262	166	1594	83	134	80	1890
	84%	80%	87%	82%	82%	88%	85%	82%	87%	86%	92%	80%	85%	79%	79%	81%	86%	84%	83%	87%	79%	84%
			A			ABE			g	g	BDEFGHI					g						
Setting standards for the businesses where opticians work	1681	774	907	348	423	433	326	151	115	222	197	130	140	94	130	233	150	1410	77	114	80	1681
	75%	70%	79%	77%	73%	77%	75%	67%	79%	70%	80%	72%	79%	72%	72%	72%	77%	74%	77%	74%	80%	75%
			A	E		bE	E		B		BdfGH		B			b						
Setting standards for individual opticians	1675	788	887	322	428	421	339	165	117	236	189	135	138	84	129	234	148	1410	70	124	71	1675
	74%	72%	77%	71%	74%	75%	79%	73%	80%	74%	77%	75%	78%	64%	71%	72%	76%	74%	70%	81%	71%	74%
			A				Ab		Fgh	F	F	F	F		f	F				aBde		
Providing information for consumers eg about what to expect from an optician	1589	755	834	289	404	420	316	160	103	215	179	127	127	86	120	221	144	1323	70	119	78	1589
	71%	69%	73%	64%	70%	75%	73%	71%	71%	68%	73%	70%	72%	65%	66%	69%	74%	70%	69%	77%	78%	71%
			A	a		Ab	A	a								f				Ae		
Raising awareness of how to look after the health of your eyes	1570	734	836	295	367	402	332	175	110	232	175	126	121	81	111	218	133	1308	75	107	80	1570
	70%	67%	73%	65%	63%	72%	77%	78%	75%	73%	71%	70%	68%	62%	61%	68%	69%	69%	75%	69%	80%	70%
			A			AB	ABC	ABc	FGH	FG	fG	g									AcE	
Not Stated	93	60	33	20	39	18	8	8	7	10	2	11	5	7	14	15	8	79	6	4	3	93
	4%	5%	3%	4%	7%	3%	2%	4%	5%	3%	1%	6%	3%	5%	8%	5%	4%	4%	6%	2%	3%	4%
		B		D	CD				C	c		C		C	BCE	C	C					

Columns Tested: A,B - A,B,C,D,E - A,B,C,D,E,F,G,H,I - A,B,C,D,E



### General Optical Council

#### 32. Which, if any, of the following things do you think that the body that regulates the optical profession is responsible for?

Base: All Respondents

	Employment status								
	Total	Full time paid job	Part time paid job	Self emp.	Student	Unemp (<6m)	Unemp (>6m)	Home maker	Retired
		a	b	c	d	e	f	g	h
		A	B	C	D	E	F	G	H
Unweighted Total	2250	1126	159	178	53	21	50	94	524
Weighted Total	2250	1116	157	174	56	20	50	93	537
	100%	100%	100%	100%	100%	100%	100%	100%	100%
Keeping a register of opticians who are allowed to practice	1998	1011	145	154	45	15	42	80	474
	89%	91%	92%	88%	81%	76%	84%	86%	88%
		DE	DEf						e
Ensuring opticians are properly trained	1990	982	142	154	45	17	44	82	490
	88%	88%	90%	89%	81%	86%	88%	88%	91%
			d						aD
Investigating complaints against opticians regarding the standard of care	1931	973	136	149	47	17	45	77	454
	86%	87%	87%	86%	84%	86%	90%	83%	85%
Taking disciplinary action if opticians do not meet the required standards	1890	951	141	143	43	16	42	76	454
	84%	85%	90%	82%	78%	76%	84%	81%	84%
			cDeg						
Setting standards for the businesses where opticians work	1681	847	123	132	42	17	39	69	385
	75%	76%	79%	76%	76%	86%	78%	74%	72%
		h	h						
Setting standards for individual opticians	1675	838	117	124	33	16	39	74	409
	74%	75%	74%	71%	60%	80%	78%	80%	76%
		D	D			d	d	D	D
Providing information for consumers eg about what to expect from an optician	1589	786	116	123	34	15	39	58	390
	71%	70%	74%	71%	62%	76%	78%	63%	73%
			dg				dg		dg
Raising awareness of how to look after the health of your eyes	1570	756	107	117	35	13	38	61	413
	70%	68%	68%	67%	63%	66%	76%	65%	77%
									ABCDG
Not Stated	93	43	4	7	3	1	4	8	13
	4%	4%	3%	4%	6%	5%	8%	9%	2%
							bH	ABH	

Columns Tested: A,B,C,D,E,F,G,H



**General Optical Council**

**32. Which, if any, of the following things do you think that the body that regulates the optical profession is responsible for?**

Base: All Respondents

	Total	SEG						Sight					Eye conditions suffer from (personally or family)					Confidence in opticians	
		A	B	C1	C2	D	E	20:20 vision	Short sighted	Long sighted	Partially sighted	Registered blind	Glaucoma	Diabetes	Macular degeneration	Cataracts	Astigmatism	Confident	Not confident
		a	b	c	d	e	f	a	b	c	d	e	a	b	c	d	e	a	b
Significance Level: 90%		A	B	C	D	E	F	A	B	C	D	E	A	B	C	D	E	A	B
Significance Level: 95%		A	B	C	D	E	F	A	B	C	D	E	A	B	C	D	E	A	B
Unweighted Total	2250	271	604	402	428	197	179	609	932	424	88	1	225	389	76	215	238	2067	88
Weighted Total	2250	267	606	401	426	197	183	618	923	421	89	1	222	388	77	218	237	2067	88
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Keeping a register of opticians who are allowed to practice	1998	245	552	360	381	173	142	547	840	380	72	1	208	352	68	199	221	1867	60
	89%	92%	91%	90%	89%	88%	78%	89%	91%	90%	82%	100%	94%	91%	88%	91%	93%	90%	69%
		F	F	F	F	F	F	d	D	D								B	
Ensuring opticians are properly trained	1990	238	538	350	393	165	155	546	830	379	77	1	198	350	72	192	210	1856	62
	88%	89%	89%	87%	92%	84%	85%	88%	90%	90%	86%	100%	89%	90%	94%	88%	88%	90%	71%
		e	e		bCEF													B	
Investigating complaints against opticians regarding the standard of care	1931	234	536	336	373	163	145	536	809	370	69	1	198	339	67	189	209	1805	59
	86%	87%	88%	84%	88%	83%	80%	87%	88%	88%	78%	100%	89%	87%	87%	87%	88%	87%	68%
		F	CEF		F			D	D	D								B	
Taking disciplinary action if opticians do not meet the required standards	1890	222	516	339	370	165	141	524	800	353	68	1	202	341	71	191	205	1774	50
	84%	83%	85%	84%	87%	84%	77%	85%	87%	84%	77%	100%	91%	88%	92%	88%	86%	86%	57%
			F	F	F	f		d	D									B	
Setting standards for the businesses where opticians work	1681	197	450	288	335	153	132	475	684	326	59	-	175	295	51	168	184	1577	50
	75%	74%	74%	72%	78%	78%	72%	77%	74%	77%	66%	-	79%	76%	67%	77%	78%	76%	57%
				Cf				D	D				C	c	c	c	c	B	
Setting standards for individual opticians	1675	197	435	293	338	150	137	455	695	313	64	1	174	291	56	163	172	1567	51
	74%	74%	72%	73%	79%	77%	75%	74%	75%	74%	72%	100%	79%	75%	73%	75%	72%	76%	58%
				aBC														B	
Providing information for consumers eg about what to expect from an optician	1589	189	437	262	313	147	126	441	647	313	61	-	164	281	52	155	162	1489	46
	71%	71%	72%	65%	73%	75%	69%	71%	70%	74%	68%	-	74%	72%	68%	71%	68%	72%	52%
			C		C	C												B	
Raising awareness of how to look after the health of your eyes	1570	182	414	251	325	145	128	416	630	318	66	-	163	266	47	154	157	1473	42
	70%	68%	68%	63%	76%	73%	70%	67%	68%	76%	75%	-	73%	68%	61%	71%	66%	71%	48%
			c		ABC	C	c			AB			Ce					B	
Not Stated	93	8	16	21	12	10	14	21	33	15	2	-	7	8	-	3	7	73	10
	4%	3%	3%	5%	3%	5%	8%	3%	4%	4%	2%	-	3%	2%	-	2%	3%	4%	11%
				Bd		b	ABD											A	

Columns Tested: A,B,C,D,E,F - A,B,C,D,E - A,B,C,D,E - A,B



### General Optical Council

#### 32. Which, if any, of the following things do you think that the body that regulates the optical profession is responsible for?

Base: All Respondents

	Last time visited an optician				Satisfaction with overall experience at opticians		Satisfaction with eye test		Corrective solutions		Satisfaction with purchasing corrective solutions		Confidence in effective regulation		Awareness of GOC		
	Total	2 years ago or less	More than 2 to less than 5 years	5 years or more ago	Never	Satis fied	Dissat isfied	Satis fied	Dissat isfied	Presc ription glass es	Cont act lens es	Satis fied	Dissat isfied	Conf ident	Not confi dent	Aware	Not aware
		a	b	c	d	a	b	a	b	a	b	a	b	a	b	a	b
Significance Level: 90%		A	B	C	D	A	B	A	B	A	B	A	B	A	B	A	B
Significance Level: 95%																	
Unweighted Total	2250	1656	182	156	241	1896	85	1929	42	1334	226	1291	44	1926	149	265	1985
Weighted Total	2250	1653	182	156	244	1893	84	1924	43	1326	226	1283	43	1926	148	271	1979
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Keeping a register of opticians who are allowed to practice	1998	1494	163	132	194	1712	68	1743	31	1204	201	1168	36	1769	114	228	1770
	89%	90%	89%	85%	80%	90%	80%	91%	72%	91%	89%	91%	82%	92%	77%	84%	89%
		CD	D			B		B			B			B		A	
Ensuring opticians are properly trained	1990	1503	148	132	192	1706	68	1734	30	1186	201	1154	36	1766	107	222	1768
	88%	91%	81%	85%	79%	90%	81%	90%	70%	89%	89%	90%	84%	92%	72%	82%	89%
		BCD				B		B						B		A	
Investigating complaints against opticians regarding the standard of care	1931	1454	151	129	182	1663	62	1690	28	1155	205	1123	34	1722	102	216	1715
	86%	88%	83%	83%	75%	88%	74%	88%	65%	87%	91%	88%	78%	89%	69%	80%	87%
		bcD	D	D		B		B				b		B		A	
Taking disciplinary action if opticians do not meet the required standards	1890	1431	146	123	175	1634	58	1664	23	1145	193	1111	32	1694	87	212	1679
	84%	87%	80%	79%	72%	86%	69%	86%	55%	86%	85%	87%	75%	88%	59%	78%	85%
		BCD	D	d		B		B				B		B		A	
Setting standards for the businesses where opticians work	1681	1266	139	109	155	1459	48	1475	23	1003	177	973	30	1522	71	201	1480
	75%	77%	76%	70%	63%	77%	57%	77%	55%	76%	78%	76%	68%	79%	48%	74%	75%
		cD	D			B		B						B			
Setting standards for individual opticians	1675	1250	136	114	163	1438	52	1464	23	1010	170	982	31	1503	84	204	1471
	74%	76%	74%	73%	67%	76%	62%	76%	55%	76%	75%	76%	73%	78%	56%	75%	74%
		D	d			B		B						B			
Providing information for consumers eg about what to expect from an optician	1589	1209	114	109	148	1389	35	1400	16	951	167	933	23	1445	73	191	1398
	71%	73%	62%	70%	61%	73%	42%	73%	38%	72%	74%	73%	54%	75%	49%	71%	71%
		BD		d		B		B				B		B			
Raising awareness of how to look after the health of your eyes	1570	1217	109	88	146	1365	42	1383	17	947	150	924	25	1415	74	171	1400
	70%	74%	60%	56%	60%	72%	50%	72%	39%	71%	67%	72%	59%	73%	50%	63%	71%
		BCD				B		B				b		B		A	
Not Stated	93	50	10	10	23	59	8	61	6	48	6	43	3	36	18	11	82
	4%	3%	5%	6%	9%	3%	9%	3%	13%	4%	3%	3%	7%	2%	12%	4%	4%
			a	A	A	A		A						A			

Columns Tested: A,B,C,D - A,B - A,B - A,B - A,B - A,B



### General Optical Council

#### 32. Which, if any, of the following things do you think that the body that regulates the optical profession is responsible for?

Base: All Respondents

	Ethnicity						Children in household		Products currently used				Product most recently bought			
	Total	White	Mixed/ multiple	Asian or Asian British	Black or Black British	Other	BME	Aged 8 or under	Aged 9-18	Glasses with a prescription	Contact lenses	Reading glasses without a prescription	None of these	Glasses with a prescription	Contact lenses	Reading glasses without a prescription
	a	b	c	d	e	f	a	b	a	b	c	d	a	b	c	
	A	B	C	D	E	F	A	B	A	B	C	D	A	B	C	
Unweighted Total	2250	2003	30	127	25	11	193	380	543	1334	226	283	646	1177	164	23
Weighted Total	2250	2000	30	128	25	11	195	384	542	1326	226	280	656	1169	164	23
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Keeping a register of opticians who are allowed to practice	1998	1800	25	108	21	10	164	340	495	1204	201	239	572	1065	143	19
	89%	90%	82%	84%	84%	92%	84%	89%	91%	91%	89%	85%	87%	91%	87%	83%
		CF								CD				b		
Ensuring opticians are properly trained	1990	1788	26	107	21	9	163	333	484	1186	201	241	572	1049	146	17
	88%	89%	86%	83%	83%	81%	84%	87%	89%	89%	89%	86%	87%	90%	89%	74%
		CF								c				C	c	
Investigating complaints against opticians regarding the standard of care	1931	1736	25	103	24	9	162	337	481	1155	205	231	559	1014	147	19
	86%	87%	83%	81%	96%	81%	83%	88%	89%	87%	91%	82%	85%	87%	90%	82%
		c			cf					C	CD					
Taking disciplinary action if opticians do not meet the required standards	1890	1700	23	105	21	10	160	325	474	1145	193	224	537	1007	139	18
	84%	85%	76%	82%	84%	92%	82%	85%	87%	86%	85%	80%	82%	86%	85%	78%
										CD						
Setting standards for the businesses where opticians work	1681	1504	21	100	16	9	146	303	422	1003	177	202	489	878	128	18
	75%	75%	70%	78%	65%	83%	75%	79%	78%	76%	78%	72%	75%	75%	78%	77%
Setting standards for individual opticians	1675	1508	20	90	18	10	139	295	405	1010	170	197	477	893	123	15
	74%	75%	66%	71%	73%	92%	71%	77%	75%	76%	75%	70%	73%	76%	75%	65%
										Cd						
Providing information for consumers eg about what to expect from an optician	1589	1428	22	86	16	8	132	273	390	951	167	199	453	833	125	14
	71%	71%	73%	67%	63%	73%	68%	71%	72%	72%	74%	71%	69%	71%	76%	60%
															c	
Raising awareness of how to look after the health of your eyes	1570	1407	18	86	22	6	132	266	375	947	150	198	438	844	108	14
	70%	70%	59%	67%	89%	54%	68%	69%	69%	71%	67%	71%	67%	72%	66%	61%
					ABCEF					D						
Not Stated	93	70	3	7	1	-	11	12	14	48	6	10	31	42	6	1
	4%	4%	11%	6%	4%	-	6%	3%	3%	4%	3%	4%	5%	4%	4%	4%
			A				a									

Columns Tested: A,B,C,D,E,F - A,B - A,B,C,D - A,B,C



## General Optical Council

## 33. And can you name the organisation which regulates the optical profession?

Base: All Respondents

	Gender		Age					Region									Country					
	Total	Male	Female	18-29	30-44	45-59	60-74	75+	North East	North West	Yorks & Humb.	East Mid lands	West Mid lands	East of Eng land	Lon don	South East	South West	Eng land	Wales	Scot land	NI	UK TOTAL
Significance Level: 90%		a	b	a	b	c	d	e	a	b	c	d	e	f	g	h	i	a	b	c	d	e
Significance Level: 95%		A	B	A	B	C	D	E	A	B	C	D	E	F	G	H	I	A	B	C	D	E
Unweighted Total	2250	1099	1151	439	564	601	459	187	146	319	247	180	178	132	182	324	193	1901	100	154	95	2250
Weighted Total	2250	1099	1151	452	580	562	432	225	146	318	245	181	177	131	181	322	194	1895	100	154	100	2250
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
General Optical Council or GOC	271	187	84	85	105	36	13	32	15	46	20	29	23	14	36	30	19	232	10	16	12	271
	12%	17%	7%	19%	18%	6%	3%	14%	11%	14%	8%	16%	13%	11%	20%	9%	10%	12%	10%	10%	12%	12%
		B		CD	CD	D		CD		CH		CHi		ACeFHI								
Other	44	18	26	13	8	8	11	3	-	4	7	1	5	1	8	10	4	40	2	2	-	44
	2%	2%	2%	3%	1%	1%	3%	2%	-	1%	3%	1%	3%	1%	4%	3%	2%	2%	2%	1%	-	2%
				bc							Ad		A	ABDf	Ad	a						
Don't know	1935	894	1041	354	467	518	407	189	131	268	218	151	149	116	137	283	171	1623	88	136	88	1935
	86%	81%	91%	78%	81%	92%	94%	84%	89%	84%	89%	84%	84%	88%	76%	88%	88%	86%	87%	88%	88%	86%
			A			ABE	ABE	a	G	G	G	g	G	G		G	G					

Columns Tested: A,B - A,B,C,D,E - A,B,C,D,E,F,G,H,I - A,B,C,D,E



### General Optical Council

#### 33. And can you name the organisation which regulates the optical profession?

Base: All Respondents

	Employment status								
	Total	Full time paid job	Part time paid job	Self emp.	Student	Unemp (<6m)	Unemp (>6m)	Home maker	Ret ired
Significance Level: 90%		a	b	c	d	e	f	g	h
Significance Level: 95%		A	B	C	D	E	F	G	H
Unweighted Total	2250	1126	159	178	53	21	50	94	524
Weighted Total	2250	1116	157	174	56	20	50	93	537
	100%	100%	100%	100%	100%	100%	100%	100%	100%
General Optical Council or GOC	271	143	24	20	16	2	9	13	42
	12%	13%	15%	12%	28%	10%	19%	14%	8%
		H	H		ABCeGH		H	h	
Other	44	26	2	2	-	-	-	2	11
	2%	2%	1%	1%	-	-	-	2%	2%
Don't know	1935	947	131	152	40	18	41	78	484
	86%	85%	83%	87%	72%	90%	81%	84%	90%
		D	d	D		d		d	ABDfg

Columns Tested: A,B,C,D,E,F,G,H



### General Optical Council

#### 33. And can you name the organisation which regulates the optical profession?

Base: All Respondents

	Total	SEG						Sight					Eye conditions suffer from (personally or family)					Confidence in opticians	
		A	B	C1	C2	D	E	20:20 vision	Short sighted	Long sighted	Partially sighted	Registered blind	Glaucoma	Diabetes	Macular degeneration	Cataracts	Astigmatism	Confident	Not confident
		a	b	c	d	e	f	a	b	c	d	e	a	b	c	d	e	a	b
		A	B	C	D	E	F	A	B	C	D	E	A	B	C	D	E	A	B
Unweighted Total	2250	271	604	402	428	197	179	609	932	424	88	1	225	389	76	215	238	2067	88
Weighted Total	2250	267	606	401	426	197	183	618	923	421	89	1	222	388	77	218	237	2067	88
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
General Optical Council or GOC	271	28	96	52	43	18	23	87	103	52	10	-	21	62	9	31	36	241	22
	12%	11%	16%	13%	10%	9%	13%	14%	11%	12%	12%	-	10%	16%	12%	14%	15%	12%	26%
		ADE						b					A					a	
Other	44	7	17	6	5	4	3	12	22	7	1	-	11	9	3	8	4	40	1
	2%	3%	3%	1%	1%	2%	2%	2%	2%	2%	1%	-	5%	2%	4%	4%	2%	2%	1%
		d						be											
Don't know	1935	232	493	343	378	175	157	519	798	362	77	1	190	318	65	178	197	1785	65
	86%	87%	81%	85%	89%	89%	86%	84%	86%	86%	87%	100%	86%	82%	84%	82%	83%	86%	73%
		B						B					B					B	

Columns Tested: A,B,C,D,E,F - A,B,C,D,E - A,B,C,D,E - A,B

### General Optical Council

#### 33. And can you name the organisation which regulates the optical profession?

Base: All Respondents

	Last time visited an optician				Satisfaction with overall experience at opticians		Satisfaction with eye test		Corrective solutions		Satisfaction with purchasing corrective solutions		Confidence in effective regulation		Awareness of GOC		
	Total	2 years ago or less	More than 2 to less than 5 years	5 years or more ago	Never	Satis fied	Dissat isfied	Satis fied	Dissat isfied	Presc ription glass es	Cont act lens es	Satis fied	Dissat isfied	Conf ident	Not confi dent	Aware	Not aware
	a	b	c	d	a	b	a	b	a	b	a	b	a	b	a	b	
	A	B	C	D	A	B	A	B	A	B	A	B	A	B	A	B	
Unweighted Total	2250	1656	182	156	241	1896	85	1929	42	1334	226	1291	44	1926	149	265	1985
Weighted Total	2250	1653	182	156	244	1893	84	1924	43	1326	226	1283	43	1926	148	271	1979
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
General Optical Council or GOC	271	155	43	22	52	209	9	205	12	150	39	157	2	246	18	271	-
	12%	9%	23%	14%	21%	11%	11%	11%	29%	11%	17%	12%	5%	13%	12%	100%	-
			AC	a	Ac				A		A					B	
Other	44	37	2	-	2	37	2	37	1	24	9	26	-	40	3	-	44
	2%	2%	1%	-	1%	2%	2%	2%	2%	2%	4%	2%	-	2%	2%	-	2%
		c									A					A	
Don't know	1935	1461	138	134	190	1648	73	1683	29	1152	179	1100	41	1640	127	-	1935
	86%	88%	76%	86%	78%	87%	87%	87%	69%	87%	79%	86%	95%	85%	86%	-	98%
		BD		BD				B		B		a				A	

Columns Tested: A,B,C,D - A,B - A,B - A,B - A,B - A,B



## General Optical Council

## 33. And can you name the organisation which regulates the optical profession?

Base: All Respondents

	Ethnicity						Children in household		Products currently used				Product most recently bought			
	Total	White	Mixed/ multiple	Asian or Asian British	Black or Black British	Other	BME	Aged 8 or under	Aged 9-18	Glasses with a prescription	Contact lenses	Reading glasses without a prescription	None of these	Glasses with a prescription	Contact lenses	Reading glasses without a prescription
	a	b	c	d	e	f	a	b	a	b	c	d	a	b	c	
Significance Level: 90%	A	B	C	D	E	F	A	B	A	B	C	D	A	B	C	
Significance Level: 95%																
Unweighted Total	2250	2003	30	127	25	11	193	380	543	1334	226	283	646	1177	164	23
Weighted Total	2250	2000	30	128	25	11	195	384	542	1326	226	280	656	1169	164	23
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
General Optical Council or GOC	271	228	5	21	5	2	33	83	80	150	39	38	78	134	26	4
	12%	11%	17%	17%	20%	18%	17%	22%	15%	11%	17%	13%	12%	11%	16%	18%
			a				A	B			AD			a		
Other	44	34	1	6	1	-	8	12	14	24	9	6	13	19	7	-
	2%	2%	3%	5%	4%	-	4%	3%	3%	2%	4%	2%	2%	2%	4%	-
			A				A				A			A		
Don't know	1935	1738	24	101	19	9	153	288	449	1152	179	237	564	1016	131	19
	86%	87%	80%	79%	76%	82%	79%	75%	83%	87%	79%	85%	86%	87%	80%	82%
		CF							A	B		B		B		

Columns Tested: A,B,C,D,E,F - A,B - A,B,C,D - A,B,C

### General Optical Council

#### 34. The General Optical Council, or the GOC, are the body which regulates the optical profession. Had you heard of the GOC prior to this conversation, or not?

Base: All not spontaneously aware of the GOC

	Gender		Age					Region							Country							
	Total	Male	Female	18-29	30-44	45-59	60-74	75+	North East	North West	Yorks & Humb.	East Mid lands	West Mid lands	East of Eng land	Lon don	South East	South West	Eng land	Wales	Scot land	NI	UK TOTAL
Significance Level: 90%		a	b	a	b	c	d	e	a	b	c	d	e	f	g	h	i	a	b	c	d	e
Significance Level: 95%		A	B	A	B	C	D	E	A	B	C	D	E	F	G	H	I	A	B	C	D	E
Unweighted Total	1985	914	1071	356	462	562	445	160	131	274	227	152	155	118	146	295	175	1673	90	139	83	1985
Weighted Total	1979	912	1067	367	475	526	418	193	131	272	225	152	154	117	145	293	175	1663	90	138	88	1979
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Yes	245	105	140	26	53	61	78	27	20	38	22	19	24	15	14	37	19	208	9	23	5	245
	12%	12%	13%	7%	11%	12%	19%	14%	15%	14%	10%	12%	15%	13%	10%	12%	11%	12%	10%	17%	6%	12%
				A	A	ABC	A					c					d		D		d	
No	1645	756	889	324	387	451	326	157	102	224	200	124	125	97	123	243	145	1384	79	105	76	1645
	83%	83%	83%	88%	81%	86%	78%	81%	78%	82%	89%	82%	81%	83%	85%	83%	83%	83%	88%	76%	87%	83%
				BDE	bD						ABDEhi						C	C		c	C	
Don't know	89	51	38	18	35	14	13	9	8	10	3	9	5	5	7	13	11	71	2	9	6	89
	5%	6%	4%	5%	7%	3%	3%	5%	6%	4%	1%	6%	3%	4%	5%	4%	6%	4%	2%	7%	7%	5%
		B		c	CD				C	c		C		c	C	C	C			b	b	

Columns Tested: A,B - A,B,C,D,E - A,B,C,D,E,F,G,H,I - A,B,C,D,E



### General Optical Council

#### 34. The General Optical Council, or the GOC, are the body which regulates the optical profession. Had you heard of the GOC prior to this conversation, or not?

Base: All not spontaneously aware of the GOC

	Employment status								
	Total	Full time paid job	Part time paid job	Self emp.	Student	Unemp (<6m)	Unemp (>6m)	Home maker	Ret ired
		a	b	c	d	e	f	g	h
		A	B	C	D	E	F	G	H
Unweighted Total	1985	984	135	158	38	19	41	81	485
Weighted Total	1979	973	133	154	40	18	41	80	495
	100%	100%	100%	100%	100%	100%	100%	100%	100%
Yes	245	111	17	13	2	4	5	5	87
	12%	11%	12%	8%	5%	21%	12%	6%	18%
						cdG			ACDG
No	1645	819	111	134	36	13	33	72	397
	83%	84%	84%	87%	90%	73%	81%	90%	80%
		h		H				eH	
Don't know	89	44	5	7	2	1	3	3	11
	5%	4%	4%	4%	5%	6%	7%	4%	2%
		H						h	

Columns Tested: A,B,C,D,E,F,G,H



### General Optical Council

#### 34. The General Optical Council, or the GOC, are the body which regulates the optical profession. Had you heard of the GOC prior to this conversation, or not?

Base: All not spontaneously aware of the GOC

	Total	SEG					Sight					Eye conditions suffer from (personally or family)					Confidence in opticians		
		A	B	C1	C2	D	E	20:20 vision	Short sighted	Long sighted	Partially sighted	Registered blind	Glaucoma	Diabetes	Macular degeneration	Cataracts	Astigmatism	Confident	Not confident
		a	b	c	d	e	f	a	b	c	d	e	a	b	c	d	e	a	b
		A	B	C	D	E	F	A	B	C	D	E	A	B	C	D	E	A	B
Unweighted Total	1985	243	511	351	385	179	157	524	830	374	78	1	205	328	67	185	202	1831	66
Weighted Total	1979	239	511	349	383	179	160	531	820	369	78	1	201	327	68	186	201	1825	66
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Yes	245	44	62	32	49	23	20	54	113	56	8	1	25	46	3	28	30	238	2
	12%	18%	12%	9%	13%	13%	13%	10%	14%	15%	10%	100%	12%	14%	5%	15%	15%	13%	3%
		BCD							A	A			c	C		C	C	B	
No	1645	187	431	301	317	149	131	460	675	296	68	-	169	273	63	154	160	1513	62
	83%	78%	84%	86%	83%	83%	82%	87%	82%	80%	87%	-	84%	84%	93%	83%	80%	83%	94%
		A		A				BC							abDE				A
Don't know	89	8	18	17	18	7	8	17	33	17	2	-	7	7	2	5	10	75	2
	5%	3%	3%	5%	5%	4%	5%	3%	4%	5%	3%	-	3%	2%	3%	3%	5%	4%	3%
																			b

Columns Tested: A,B,C,D,E,F - A,B,C,D,E - A,B,C,D,E - A,B



### General Optical Council

#### 34. The General Optical Council, or the GOC, are the body which regulates the optical profession. Had you heard of the GOC prior to this conversation, or not?

Base: All not spontaneously aware of the GOC

	Last time visited an optician				Satisfaction with overall experience at opticians		Satisfaction with eye test		Corrective solutions		Satisfaction with purchasing corrective solutions		Confidence in effective regulation		Awareness of GOC		
	Total	2 years ago or less	More than 2 to less than 5 years	5 years or more ago	Never	Satisfied	Dissatisfied	Satisfied	Dissatisfied	Prescription glasses	Contact lenses	Satisfied	Dissatisfied	Confident	Not confident	Aware	Not aware
	a	b	c	d	a	b	a	b	a	b	a	b	a	b	a	b	
	A	B	C	D	A	B	A	B	A	B	A	B	A	B	A	B	
Unweighted Total	1985	1505	140	135	190	1692	76	1729	30	1188	188	1137	42	1685	132	-	1985
Weighted Total	1979	1498	139	134	192	1684	75	1719	30	1176	188	1126	41	1680	131	-	1979
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	100%
Yes	245	211	5	16	12	224	5	227	-	170	25	157	4	222	11	-	245
	12%	14%	4%	12%	6%	13%	6%	13%	-	14%	13%	14%	9%	13%	8%	-	12%
		BD		Bd		b		B									
No	1645	1241	120	112	159	1396	67	1427	29	956	156	924	33	1393	116	-	1645
	83%	83%	86%	84%	82%	83%	90%	83%	97%	81%	83%	82%	81%	83%	89%	-	83%
									A						a		
Don't know	89	47	14	6	21	64	3	66	1	50	7	45	4	65	4	-	89
	5%	3%	10%	4%	11%	4%	4%	4%	3%	4%	4%	4%	10%	4%	3%	-	5%
			Ac		AC								a				

Columns Tested: A,B,C,D - A,B - A,B - A,B - A,B - A,B





### General Optical Council

#### 34. The General Optical Council, or the GOC, are the body which regulates the optical profession. Had you heard of the GOC prior to this conversation, or not?

Base: All not spontaneously aware of the GOC

	Ethnicity						Children in household		Products currently used				Product most recently bought			
	Total	White	Mixed/ multiple	Asian or Asian British	Black or Black British	Other	BME	Aged 8 or under	Aged 9-18	Glasses with a prescription	Contact lenses	Reading glasses without a prescription	None of these	Glasses with a prescription	Contact lenses	Reading glasses without a prescription
	a	b	c	d	e	f	a	b	a	b	c	d	a	b	c	
	A	B	C	D	E	F	A	B	A	B	C	D	A	B	C	
Unweighted Total	1985	1780	25	106	20	9	160	298	464	1188	188	246	570	1046	138	19
Weighted Total	1979	1772	25	107	20	9	161	300	463	1176	188	243	578	1035	138	19
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Yes	245	224	1	14	3	-	18	39	45	170	25	40	49	143	18	7
	12%	13%	4%	13%	15%	-	11%	13%	10%	14%	13%	17%	9%	14%	13%	36%
										D	d	D				AB
No	1645	1481	23	87	16	8	135	244	400	956	156	196	499	847	115	12
	83%	84%	92%	82%	80%	89%	84%	81%	87%	81%	83%	81%	86%	82%	83%	64%
									A			AC		C	C	
Don't know	89	67	1	5	1	1	8	17	17	50	7	7	29	45	5	-
	5%	4%	4%	5%	5%	11%	5%	6%	4%	4%	4%	3%	5%	4%	4%	-

Columns Tested: A,B,C,D,E,F - A,B - A,B,C,D - A,B,C



### General Optical Council

#### A. Gender

Base: All respondents

	Gender		Age					Region								Country						
	Total	Male	Female	18-29	30-44	45-59	60-74	75+	North East	North West	Yorks & Humb.	East Mid lands	West Mid lands	East of Eng land	Lon don	South East	South West	Eng land	Wales	Scot land	NI	UK TOTAL
		a	b	a	b	c	d	e	a	b	c	d	e	f	g	h	i	a	b	c	d	e
Significance Level: 90%		A	B	A	B	C	D	E	A	B	C	D	E	F	G	H	I	A	B	C	D	E
Significance Level: 95%																						
Unweighted Total	2250	1099	1151	439	564	601	459	187	146	319	247	180	178	132	182	324	193	1901	100	154	95	2250
Weighted Total	2250	1099	1151	452	580	562	432	225	146	318	245	181	177	131	181	322	194	1895	100	154	100	2250
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Male	1099	1099	-	223	300	257	201	118	66	149	114	98	93	71	102	144	91	927	49	74	49	1099
	49%	100%	-	49%	52%	46%	47%	53%	45%	47%	46%	54%	52%	54%	56%	45%	47%	49%	49%	48%	49%	49%
		B			Cd			c				H	h	h	ABCHi							
Female	1151	-	1151	229	280	305	231	106	80	169	132	83	84	60	79	179	103	968	51	80	51	1151
	51%	-	100%	51%	48%	54%	53%	47%	55%	53%	54%	46%	48%	46%	44%	55%	53%	51%	51%	52%	51%	51%
		A			Be		b		G	G	G				DefG	g						

Columns Tested: A,B - A,B,C,D,E - A,B,C,D,E,F,G,H,I - A,B,C,D,E



### General Optical Council

#### A. Gender

Base: All respondents

	Employment status								
	Total	Full time paid job	Part time paid job	Self emp.	Student	Unemp (<6m)	Unemp (>6m)	Home maker	Ret ired
		a	b	c	d	e	f	g	h
		A	B	C	D	E	F	G	H
Significance Level: 90%									
Significance Level: 95%									
Unweighted Total	2250	1126	159	178	53	21	50	94	524
Weighted Total	2250	1116	157	174	56	20	50	93	537
	100%	100%	100%	100%	100%	100%	100%	100%	100%
Male	1099	574	51	101	30	12	4	55	250
	49%	51%	33%	58%	54%	57%	8%	59%	47%
		BFh	F	aBFH	BF	BF		BFH	BF
Female	1151	542	106	73	26	9	46	39	287
	51%	49%	67%	42%	46%	43%	92%	41%	53%
		c	ACDEGH				ABCDEGH		aCG

Columns Tested: A,B,C,D,E,F,G,H



### General Optical Council

#### A. Gender

Base: All respondents

	SEG						Sight					Eye conditions suffer from (personally or family)					Confidence in opticians		
	Total	A	B	C1	C2	D	E	20:20 vision	Short sighted	Long sighted	Partially sighted	Registered blind	Glaucoma	Diabetes	Macular degeneration	Cataracts	Astigmatism	Confident	Not confident
		a	b	c	d	e	f	a	b	c	d	e	a	b	c	d	e	a	b
Significance Level: 90%		A	B	C	D	E	F	A	B	C	D	E	A	B	C	D	E	A	B
Significance Level: 95%		A	B	C	D	E	F	A	B	C	D	E	A	B	C	D	E	A	B
Unweighted Total	2250	271	604	402	428	197	179	609	932	424	88	1	225	389	76	215	238	2067	88
Weighted Total	2250	267	606	401	426	197	183	618	923	421	89	1	222	388	77	218	237	2067	88
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Male	1099	136	336	177	207	84	89	367	392	188	53	1	88	207	32	91	86	984	58
	49%	51%	55%	44%	49%	43%	49%	59%	43%	45%	60%	100%	39%	53%	42%	42%	36%	48%	66%
		ce	CDE					BC		BC				AcDE				A	
Female	1151	131	270	224	220	113	93	250	531	233	35	-	135	182	44	127	151	1083	30
	51%	49%	45%	56%	51%	57%	51%	41%	57%	55%	40%	-	61%	47%	58%	58%	64%	52%	34%
			aB	B	aB			AD	AD				B	b	B	B		B	

Columns Tested: A,B,C,D,E,F - A,B,C,D,E - A,B,C,D,E - A,B



### General Optical Council

#### A. Gender

Base: All respondents

	Last time visited an optician				Satisfaction with overall experience at opticians		Satisfaction with eye test		Corrective solutions		Satisfaction with purchasing corrective solutions		Confidence in effective regulation		Awareness of GOC		
	Total	2 years ago or less	More than 2 to less than 5 years	5 years or more ago	Never	Satis fied	Dissat isfied	Satis fied	Dissat isfied	Presc ription glass es	Cont act lens es	Satis fied	Dissat isfied	Conf ident	Not confi dent	Aware	Not aware
		a	b	c	d	a	b	a	b	a	b	a	b	a	b	a	b
Significance Level: 90%		A	B	C	D	A	B	A	B	A	B	A	B	A	B	A	B
Significance Level: 95%																	
Unweighted Total	2250	1656	182	156	241	1896	85	1929	42	1334	226	1291	44	1926	149	265	1985
Weighted Total	2250	1653	182	156	244	1893	84	1924	43	1326	226	1283	43	1926	148	271	1979
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Male	1099	717	110	99	169	885	30	889	19	579	79	571	15	921	78	187	912
	49%	43%	60%	64%	69%	47%	35%	46%	45%	44%	35%	44%	36%	48%	52%	69%	46%
			A	A	Ab	B				B						B	
Female	1151	936	72	57	75	1008	54	1035	23	747	148	712	28	1005	71	84	1067
	51%	57%	40%	36%	31%	53%	65%	54%	55%	56%	65%	56%	64%	52%	48%	31%	54%
		BCD	d				A			A						A	

Columns Tested: A,B,C,D - A,B - A,B - A,B - A,B - A,B - A,B



### General Optical Council

**A. Gender**  
Base: All respondents

	Ethnicity						Children in household		Products currently used				Product most recently bought			
	Total	White	Mixed/ multiple	Asian or Asian British	Black or Black British	Other	BME	Aged 8 or under	Aged 9-18	Glasses with a prescription	Contact lenses	Reading glasses without a prescription	None of these	Glasses with a prescription	Contact lenses	Reading glasses without a prescription
	a	b	c	d	e	f	a	b	a	b	c	d	a	b	c	
	A	B	C	D	E	F	A	B	A	B	C	D	A	B	C	
Unweighted Total	2250	2003	30	127	25	11	193	380	543	1334	226	283	646	1177	164	23
Weighted Total	2250	2000	30	128	25	11	195	384	542	1326	226	280	656	1169	164	23
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Male	1099	976	13	63	9	5	90	164	252	579	79	144	375	530	59	11
	49%	49%	43%	49%	37%	45%	46%	43%	47%	44%	35%	51%	57%	45%	36%	49%
										B		AB	ABc	B		
Female	1151	1024	17	65	16	6	104	220	290	747	148	136	281	639	105	12
	51%	51%	57%	51%	63%	55%	54%	57%	53%	56%	65%	49%	43%	55%	64%	51%
										CD	ACD	d			A	

Columns Tested: A,B,C,D,E,F - A,B - A,B,C,D - A,B,C



### General Optical Council

#### B. Age

Base: All respondents

	Gender		Age					Region							Country							
	Total	Male	Female	18-29	30-44	45-59	60-74	75+	North East	North West	Yorks & Humb.	East Mid lands	West Mid lands	East of Eng land	Lon don	South East	South West	Eng land	Wales	Scot land	NI	UK TOTAL
	a	b	c	d	e	a	b	c	d	e	f	g	h	i	a	b	c	d	e			
Significance Level: 90%	A	B	A	B	C	D	E	A	B	C	D	E	F	G	H	I	A	B	C	D	E	
Significance Level: 95%																						
Unweighted Total	2250	1099	1151	439	564	601	459	187	146	319	247	180	178	132	182	324	193	1901	100	154	95	2250
Weighted Total	2250	1099	1151	452	580	562	432	225	146	318	245	181	177	131	181	322	194	1895	100	154	100	2250
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
18-29	452	223	229	452	-	-	-	-	22	62	64	37	37	19	43	60	32	378	22	31	20	452
	20%	20%	20%	100%	-	-	-	-	15%	20%	26%	21%	21%	15%	24%	19%	17%	20%	22%	20%	20%	20%
				BCDE							AbFHI			aFi								
30-44	580	300	280	-	580	-	-	-	34	81	49	55	56	33	57	83	46	493	22	40	24	580
	26%	27%	24%	-	100%	-	-	-	23%	25%	20%	30%	32%	25%	32%	26%	24%	26%	22%	26%	24%	26%
				ACDE							C	aCi		aCi								
45-59	562	257	305	-	-	562	-	-	45	74	72	36	37	38	52	83	36	475	24	38	24	562
	25%	23%	26%	-	-	100%	-	-	31%	23%	29%	20%	21%	29%	29%	26%	19%	25%	24%	25%	24%	25%
			a			ABDE			bDEI		DeI		dl	dl	i							
60-74	432	201	231	-	-	-	432	-	25	68	40	30	35	28	21	65	48	360	20	29	22	432
	19%	18%	20%	-	-	-	100%	-	17%	21%	16%	17%	20%	22%	11%	20%	25%	19%	20%	19%	22%	19%
						ABCE			G		G	G	G	G	G	CdG						
75+	225	118	106	-	-	-	-	225	20	33	20	22	12	13	8	31	31	189	11	16	9	225
	10%	11%	9%	-	-	-	-	100%	13%	11%	8%	12%	7%	10%	4%	10%	16%	10%	11%	10%	9%	10%
						ABCD			cEG	G		eG		g		G	bCEfGH					

Columns Tested: A,B - A,B,C,D,E - A,B,C,D,E,F,G,H,I - A,B,C,D,E



### General Optical Council

#### B. Age

Base: All respondents

	Employment status								
	Total	Full time paid job	Part time paid job	Self emp.	Student	Unemp (<6m)	Unemp (>6m)	Home maker	Retired
		a	b	c	d	e	f	g	h
		A	B	C	D	E	F	G	H
Unweighted Total	2250	1126	159	178	53	21	50	94	524
Weighted Total	2250	1116	157	174	56	20	50	93	537
	100%	100%	100%	100%	100%	100%	100%	100%	100%
18-29	452	278	36	30	51	6	12	17	9
	20%	25%	23%	18%	91%	30%	24%	19%	2%
		CH	H	H	ABCEFGH	H	H	H	
30-44	580	402	41	50	4	3	24	35	12
	26%	36%	26%	29%	8%	15%	47%	38%	2%
		BcDEH	DH	DH	H	H	BCDEH	bDeH	
45-59	562	355	50	59	1	7	12	36	35
	25%	32%	32%	34%	2%	32%	23%	38%	7%
		DH	DH	DH		DH	DH	DfH	
60-74	432	72	26	32	-	5	2	3	283
	19%	6%	16%	18%	-	23%	4%	3%	53%
		d	ADFG	ADFG		ADFG			ABCDEFHG
75+	225	9	3	2	-	-	1	2	197
	10%	1%	2%	1%	-	-	2%	2%	37%
									ABCDEFHG

Columns Tested: A,B,C,D,E,F,G,H





### General Optical Council

#### B. Age

Base: All respondents

	Total	SEG					Sight					Eye conditions suffer from (personally or family)					Confidence in opticians		
		A	B	C1	C2	D	E	20:20 vision	Short sighted	Long sighted	Partially sighted	Registered blind	Glaucoma	Diabetes	Macular degeneration	Cataracts	Astigmatism	Confident	Not confident
Significance Level: 90%		a	b	c	d	e	f	a	b	c	d	e	a	b	c	d	e	a	b
Significance Level: 95%		A	B	C	D	E	F	A	B	C	D	E	A	B	C	D	E	A	B
Unweighted Total	2250	271	604	402	428	197	179	609	932	424	88	1	225	389	76	215	238	2067	88
Weighted Total	2250	267	606	401	426	197	183	618	923	421	89	1	222	388	77	218	237	2067	88
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
18-29	452	47	116	94	76	42	22	190	162	46	14	1	30	73	11	29	42	397	24
	20%	18%	19%	23%	18%	21%	12%	31%	18%	11%	16%	100%	14%	19%	15%	13%	18%	19%	28%
		f	F	adF	f	F		BCD	C					d				A	
30-44	580	60	179	117	103	52	49	220	225	79	14	-	50	95	11	42	66	514	30
	26%	22%	30%	29%	24%	27%	27%	36%	24%	19%	16%	-	23%	24%	15%	19%	28%	25%	34%
			Ad	a				BCD	Cd					c			CD		a
45-59	562	80	148	97	117	43	45	102	266	136	22	-	66	88	20	42	73	530	14
	25%	30%	24%	24%	27%	22%	25%	16%	29%	32%	24%	-	30%	23%	26%	19%	31%	26%	16%
		bce							A	A	a		BD				BD	B	
60-74	432	61	100	69	87	45	31	60	204	107	19	-	51	84	18	58	39	411	13
	19%	23%	17%	17%	20%	23%	17%	10%	22%	26%	21%	-	23%	22%	23%	27%	16%	20%	15%
		Bc				b			A	A	A		e			E			
75+	225	20	63	25	43	15	35	47	67	53	20	-	25	49	17	46	18	214	7
	10%	7%	10%	6%	10%	7%	19%	8%	7%	12%	22%	-	11%	13%	22%	21%	8%	10%	8%
			C		C		ABCDE			AB	ABC			e	ABE	ABE			

Columns Tested: A,B,C,D,E,F - A,B,C,D,E - A,B,C,D,E - A,B



### General Optical Council

#### B. Age

Base: All respondents

	Last time visited an optician				Satisfaction with overall experience at opticians		Satisfaction with eye test		Corrective solutions		Satisfaction with purchasing corrective solutions		Confidence in effective regulation		Awareness of GOC		
	Total	2 years ago or less	More than 2 to less than 5 years	5 years or more ago	Never	Satis fied	Dissat isfied	Satis fied	Dissat isfied	Presc ription glass es	Cont act lens es	Satis fied	Dissat isfied	Conf ident	Not confi dent	Aware	Not aware
		a	b	c	d	a	b	a	b	a	b	a	b	a	b	a	b
Significance Level: 90%		A	B	C	D	A	B	A	B	A	B	A	B	A	B	A	B
Significance Level: 95%																	
Unweighted Total	2250	1656	182	156	241	1896	85	1929	42	1334	226	1291	44	1926	149	265	1985
Weighted Total	2250	1653	182	156	244	1893	84	1924	43	1326	226	1283	43	1926	148	271	1979
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
18-29	452	277	48	41	82	342	19	347	10	176	62	178	5	389	32	85	367
	20%	17%	26%	26%	34%	18%	23%	18%	24%	13%	27%	14%	12%	20%	22%	31%	19%
			A	A	A						A					B	
30-44	580	358	56	69	94	457	20	461	17	295	88	295	7	490	44	105	475
	26%	22%	31%	44%	39%	24%	24%	24%	41%	22%	39%	23%	17%	25%	30%	39%	24%
			A	AB	A				A		A					B	
45-59	562	439	43	27	50	488	19	498	5	380	47	361	14	493	34	36	526
	25%	27%	23%	17%	21%	26%	23%	26%	11%	29%	21%	28%	33%	26%	23%	13%	27%
		CD						B		B						A	
60-74	432	388	19	15	7	402	19	414	7	311	25	297	11	359	31	13	418
	19%	23%	10%	10%	3%	21%	22%	21%	16%	23%	11%	23%	25%	19%	21%	5%	21%
		BCD	D	D						B						A	
75+	225	191	16	5	11	204	6	204	3	163	5	151	6	194	7	32	193
	10%	12%	9%	3%	5%	11%	7%	11%	8%	12%	2%	12%	13%	10%	5%	12%	10%
		CD	Cd							B				B			

Columns Tested: A,B,C,D - A,B - A,B - A,B - A,B - A,B



### General Optical Council

#### B. Age

Base: All respondents

	Ethnicity						Children in household		Products currently used				Product most recently bought			
	Total	White	Mixed/ multiple	Asian or Asian British	Black or Black British	Other	BME	Aged 8 or under	Aged 9-18	Glasses with a prescription	Contact lenses	Reading glasses without a prescription	None of these	Glasses with a prescription	Contact lenses	Reading glasses without a prescription
	a	b	c	d	e	f	a	b	a	b	c	d	a	b	c	
	A	B	C	D	E	F	A	B	A	B	C	D	A	B	C	
Unweighted Total	2250	2003	30	127	25	11	193	380	543	1334	226	283	646	1177	164	23
Weighted Total	2250	2000	30	128	25	11	195	384	542	1326	226	280	656	1169	164	23
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
18-29	452	362	11	44	11	4	71	99	130	176	62	30	233	142	44	2
	20%	18%	38%	35%	44%	36%	36%	26%	24%	13%	27%	11%	35%	12%	27%	9%
			A	A	A	A	A				AC	ABC		Ac		
30-44	580	491	9	58	5	5	77	224	227	295	88	42	237	240	62	4
	26%	25%	31%	45%	20%	45%	40%	58%	42%	22%	39%	15%	36%	21%	38%	18%
				AD			Ad	B		C	AC		AC	Ac		
45-59	562	522	10	17	5	1	33	52	166	380	47	94	100	341	35	5
	25%	26%	32%	14%	19%	8%	17%	14%	31%	29%	21%	33%	15%	29%	21%	21%
		CF	Cf						A	BD	d	BD		B		
60-74	432	415	-	8	2	-	9	7	12	311	25	77	55	290	20	8
	19%	21%	-	6%	7%	-	5%	2%	2%	23%	11%	28%	8%	25%	12%	33%
		BCdeF								BD		BD		B		B
75+	225	211	-	1	2	1	5	1	7	163	5	38	31	156	3	5
	10%	11%	-	1%	9%	10%	2%	*	1%	12%	2%	14%	5%	13%	2%	20%
		bCF		bCf	bC					BD		BD	b	B		B

Columns Tested: A,B,C,D,E,F - A,B - A,B,C,D - A,B,C



### General Optical Council

#### C. Region

Base: All respondents

	Gender		Age					Region									Country					
	Total	Male	Female	18-29	30-44	45-59	60-74	75+	North East	North West	Yorks & Humb.	East Mid lands	West Mid lands	East of Eng land	Lon don	South East	South West	Eng land	Wales	Scot land	NI	UK TOTAL
	a	b	c	d	e	f	g	h	i	a	b	c	d	e	f	g	h	i	a	b	c	d
Significance Level: 90%		A	B	A	B	C	D	E	A	B	C	D	E	F	G	H	I	A	B	C	D	E
Significance Level: 95%		A	B	A	B	C	D	E	A	B	C	D	E	F	G	H	I	A	B	C	D	E
Unweighted Total	2250	1099	1151	439	564	601	459	187	146	319	247	180	178	132	182	324	193	1901	100	154	95	2250
Weighted Total	2250	1099	1151	452	580	562	432	225	146	318	245	181	177	131	181	322	194	1895	100	154	100	2250
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
North East	146	66	80	22	34	45	25	20	146	-	-	-	-	-	-	-	-	146	-	-	-	146
	6%	6%	7%	5%	6%	8%	6%	9%	100%	-	-	-	-	-	-	-	-	8%	-	-	-	6%
						A		a	BCDEFG									BCD				BCD
North West	318	149	169	62	81	74	68	33	-	318	-	-	-	-	-	-	-	318	-	-	-	318
	14%	14%	15%	14%	14%	13%	16%	15%	-	100%	-	-	-	-	-	-	-	17%	-	-	-	14%
										ACDEFG								BCDE				BCD
Yorkshire & Humber	245	114	132	64	49	72	40	20	-	-	245	-	-	-	-	-	-	245	-	-	-	245
	11%	10%	11%	14%	8%	13%	9%	9%	-	-	100%	-	-	-	-	-	-	13%	-	-	-	11%
				BDe		Bd					ABDEFG							BCDE				BCD
East Midlands	181	98	83	37	55	36	30	22	-	-	-	181	-	-	-	-	-	181	-	-	-	181
	8%	9%	7%	8%	10%	6%	7%	10%	-	-	-	100%	-	-	-	-	-	10%	-	-	-	8%
					c							ABCEFG						BCDe				BCD
West Midlands	177	93	84	37	56	37	35	12	-	-	-	-	177	-	-	-	-	177	-	-	-	177
	8%	8%	7%	8%	10%	7%	8%	5%	-	-	-	-	100%	-	-	-	-	9%	-	-	-	8%
					ce								ABCD					BCDe				BCD
East of England	131	71	60	19	33	38	28	13	-	-	-	-	-	131	-	-	-	131	-	-	-	131
	6%	6%	5%	4%	6%	7%	7%	6%	-	-	-	-	-	100%	-	-	-	7%	-	-	-	6%
						a								ABCDEF				BCD				BCD
London	181	102	79	43	57	52	21	8	-	-	-	-	-	-	181	-	-	181	-	-	-	181
	8%	9%	7%	10%	10%	9%	5%	4%	-	-	-	-	-	100%	-	-	-	10%	-	-	-	8%
		B		DE	DE	DE								ABCDEF				BCDe				BCD
South East	322	144	179	60	83	83	65	31	-	-	-	-	-	-	-	322	-	322	-	-	-	322
	14%	13%	16%	13%	14%	15%	15%	14%	-	-	-	-	-	-	100%	-	-	17%	-	-	-	14%
			a												ABCDEF			BCDE				BCD
South West	194	91	103	32	46	36	48	31	-	-	-	-	-	-	-	-	194	194	-	-	-	194
	9%	8%	9%	7%	8%	6%	11%	14%	-	-	-	-	-	-	-	-	100%	10%	-	-	-	9%
						AbC	ABC										ABCDEF	BCDe				BCD
																	GH	BCDe				BCD

Columns Tested: A,B - A,B,C,D,E - A,B,C,D,E,F,G,H,I - A,B,C,D,E



### General Optical Council

#### C. Region

Base: All respondents

	Gender		Age					Region									Country					
	Total	Male	Female	18-29	30-44	45-59	60-74	75+	North East	North West	Yorks & Humb.	East Mid lands	West Mid lands	East of Eng land	Lon don	South East	South West	Eng land	Wales	Scot land	NI	UK TOTAL
		a	b	a	b	c	d	e	a	b	c	d	e	f	g	h	i	a	b	c	d	e
	A	B	A	B	C	D	E	A	B	C	D	E	F	G	H	I	A	B	C	D	E	
Significance Level: 90%																						
Significance Level: 95%																						
Unweighted Total	2250	1099	1151	439	564	601	459	187	146	319	247	180	178	132	182	324	193	1901	100	154	95	2250
Weighted Total	2250	1099	1151	452	580	562	432	225	146	318	245	181	177	131	181	322	194	1895	100	154	100	2250
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Wales	100	49	51	22	22	24	20	11	-	-	-	-	-	-	-	-	-	-	100	-	-	100
	4%	4%	4%	5%	4%	4%	5%	5%	-	-	-	-	-	-	-	-	-	-	100%	-	-	4%
																			ACDE			ACD
Scotland	154	74	80	31	40	38	29	16	-	-	-	-	-	-	-	-	-	-	-	154	-	154
	7%	7%	7%	7%	7%	7%	7%	7%	-	-	-	-	-	-	-	-	-	-	-	100%	-	7%
																				ABDE		ABD
Northern Ireland	100	49	51	20	24	24	22	9	-	-	-	-	-	-	-	-	-	-	-	-	100	100
	4%	4%	4%	4%	4%	4%	5%	4%	-	-	-	-	-	-	-	-	-	-	-	-	100%	4%
																					ABCE	ABC

Columns Tested: A,B - A,B,C,D,E - A,B,C,D,E,F,G,H,I - A,B,C,D,E



### General Optical Council

#### C. Region

Base: All respondents

Total	Employment status								
	Full time paid job	Part time paid job	Self emp.	Student	Unemp (<6m)	Unemp (>6m)	Home maker	Retired	
	a	b	c	d	e	f	g	h	
	A	B	C	D	E	F	G	H	
Unweighted Total	2250	1126	159	178	53	21	50	94	524
Weighted Total	2250	1116	157	174	56	20	50	93	537
	100%	100%	100%	100%	100%	100%	100%	100%	100%
North East	146	69	8	10	2	1	7	7	39
	6%	6%	5%	6%	4%	5%	14%	8%	7%
							ABcdh		
North West	318	144	18	23	11	2	10	14	90
	14%	13%	11%	13%	20%	9%	20%	15%	17%
									A
Yorkshire & Humber	245	124	18	24	3	5	4	9	53
	11%	11%	11%	14%	5%	25%	8%	10%	10%
				d		abDfgH			
East Midlands	181	87	13	14	5	1	6	8	45
	8%	8%	8%	8%	9%	5%	12%	9%	8%
West Midlands	177	89	8	18	2	3	3	14	37
	8%	8%	5%	10%	4%	14%	6%	15%	7%
				b		b		ABDH	
East of England	131	66	14	9	1	3	4	1	32
	6%	6%	9%	5%	2%	14%	8%	1%	6%
		G	dG	g		cDG	G		G
London	181	116	10	12	3	1	4	10	19
	8%	10%	6%	7%	5%	5%	8%	11%	4%
		H	h				H		
South East	322	169	26	24	3	3	6	13	71
	14%	15%	17%	14%	5%	14%	12%	14%	13%
		d	D						
South West	194	84	13	23	5	1	2	7	55
	9%	8%	8%	13%	9%	5%	4%	7%	10%
			Af						a
Wales	100	46	8	6	8	-	1	5	24
	4%	4%	5%	4%	14%	-	2%	5%	4%
					ABCeFgH				
Scotland	154	75	13	8	12	-	2	5	40
	7%	7%	8%	4%	21%	-	4%	5%	8%
					ABCEFGH				

Columns Tested: A,B,C,D,E,F,G,H



## General Optical Council

### C. Region

Base: All respondents

Total	Employment status								
	Full time paid job	Part time paid job	Self emp.	Student	Unemp (<6m)	Unemp (>6m)	Home maker	Retired	
	a	b	c	d	e	f	g	h	
	A	B	C	D	E	F	G	H	
Unweighted Total	2250	1126	159	178	53	21	50	94	524
Weighted Total	2250	1116	157	174	56	20	50	93	537
	100%	100%	100%	100%	100%	100%	100%	100%	100%
Northern Ireland	100	49	9	4	1	1	1	1	32
	4%	4%	5%	3%	2%	4%	2%	1%	6%
			g						cg

Columns Tested: A,B,C,D,E,F,G,H

### General Optical Council

#### C. Region

Base: All respondents

	Total	SEG						Sight					Eye conditions suffer from (personally or family)					Confidence in opticians	
		A	B	C1	C2	D	E	20:20 vision	Short sighted	Long sighted	Partially sighted	Registered blind	Glaucoma	Diabetes	Macular degeneration	Cataracts	Astigmatism	Confident	Not confident
		a	b	c	d	e	f	a	b	c	d	e	a	b	c	d	e	a	b
		A	B	C	D	E	F	A	B	C	D	E	A	B	C	D	E	A	B
Unweighted Total	2250	271	604	402	428	197	179	609	932	424	88	1	225	389	76	215	238	2067	88
Weighted Total	2250	267	606	401	426	197	183	618	923	421	89	1	222	388	77	218	237	2067	88
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
North East	146	17	26	18	35	20	14	46	54	27	3	-	16	20	2	15	16	137	2
	6%	6%	4%	4%	8%	10%	8%	7%	6%	6%	3%	-	7%	5%	3%	7%	7%	7%	2%
					BC	BC	bc												
North West	318	30	84	55	65	32	23	82	116	65	15	1	34	50	9	23	35	285	15
	14%	11%	14%	14%	15%	16%	13%	13%	13%	16%	17%	100%	15%	13%	12%	11%	15%	14%	17%
Yorkshire & Humber	245	29	67	46	44	23	18	74	92	50	12	-	24	60	10	24	21	226	7
	11%	11%	11%	11%	10%	11%	10%	12%	10%	12%	13%	-	11%	15%	13%	11%	9%	11%	8%
														E					
East Midlands	181	23	47	35	38	9	21	49	81	31	7	-	13	32	5	20	25	161	8
	8%	9%	8%	9%	9%	4%	11%	8%	9%	7%	8%	-	6%	8%	6%	9%	10%	8%	9%
		e		e	e		E										a		
West Midlands	177	23	42	25	31	20	20	54	73	29	5	-	13	34	4	12	14	161	12
	8%	9%	7%	6%	7%	10%	11%	9%	8%	7%	6%	-	6%	9%	6%	5%	6%	8%	14%
						c	bC											A	
East of England	131	14	31	26	26	17	9	32	53	31	7	-	15	15	4	12	13	120	5
	6%	5%	5%	6%	6%	8%	5%	5%	6%	7%	8%	-	7%	4%	5%	6%	5%	6%	6%
						b													
London	181	33	59	31	24	9	14	45	86	25	7	-	19	30	7	17	21	165	11
	8%	12%	10%	8%	6%	5%	8%	7%	9%	6%	8%	-	8%	8%	9%	8%	9%	8%	13%
		CDE	DE						C										
South East	322	39	96	71	47	23	19	86	134	64	10	-	39	56	13	40	33	299	11
	14%	14%	16%	18%	11%	12%	10%	14%	15%	15%	12%	-	17%	15%	17%	18%	14%	14%	12%
			Df	DeF															
South West	194	22	60	27	35	20	14	55	69	37	12	-	19	29	11	22	21	180	6
	9%	8%	10%	7%	8%	10%	8%	9%	7%	9%	14%	-	8%	7%	15%	10%	9%	9%	7%
			c								B				B				
Wales	100	9	29	20	19	6	12	31	44	14	5	-	12	21	2	12	7	98	-
	4%	3%	5%	5%	4%	3%	7%	5%	5%	3%	6%	-	6%	5%	3%	6%	3%	5%	-
						ae												B	
Scotland	154	18	38	33	35	10	12	38	77	30	4	-	14	28	7	10	18	142	7
	7%	7%	6%	8%	8%	5%	7%	6%	8%	7%	4%	-	7%	7%	9%	4%	8%	7%	7%

Columns Tested: A,B,C,D,E,F - A,B,C,D,E - A,B,C,D,E - A,B





### General Optical Council

**C. Region**  
Base: All respondents

	SEG						Sight					Eye conditions suffer from (personally or family)					Confidence in opticians		
	Total	A	B	C1	C2	D	E	20:20 vision	Short sighted	Long sighted	Partially sighted	Registered blind	Glaucoma	Diabetes	Macular degeneration	Cataracts	Astigmatism	Confident	Not confident
Significance Level: 90%		a	b	c	d	e	f	a	b	c	d	e	a	b	c	d	e	a	b
Significance Level: 95%		A	B	C	D	E	F	A	B	C	D	E	A	B	C	D	E	A	B
Unweighted Total	2250	271	604	402	428	197	179	609	932	424	88	1	225	389	76	215	238	2067	88
Weighted Total	2250	267	606	401	426	197	183	618	923	421	89	1	222	388	77	218	237	2067	88
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Northern Ireland	100	10	28	16	28	9	5	27	44	18	1	-	5	14	3	9	13	92	4
	4%	4%	5%	4%	7%	4%	3%	4%	5%	4%	1%	-	2%	4%	4%	4%	5%	4%	5%

Columns Tested: A,B,C,D,E,F - A,B,C,D,E - A,B,C,D,E - A,B



### General Optical Council

#### C. Region

Base: All respondents

	Last time visited an optician				Satisfaction with overall experience at opticians		Satisfaction with eye test		Corrective solutions		Satisfaction with purchasing corrective solutions		Confidence in effective regulation		Awareness of GOC		
	Total	2 years ago or less	More than 2 to less than 5 years	5 years or more ago	Never	Satis fied	Dissat isfied	Satis fied	Dissat isfied	Presc ription glass es	Cont act lens es	Satis fied	Dissat isfied	Conf ident	Not confi dent	Aware	Not aware
		a	b	c	d	a	b	a	b	a	b	a	b	a	b	a	b
Significance Level: 90%		A	B	C	D	A	B	A	B	A	B	A	B	A	B	A	B
Significance Level: 95%																	
Unweighted Total	2250	1656	182	156	241	1896	85	1929	42	1334	226	1291	44	1926	149	265	1985
Weighted Total	2250	1653	182	156	244	1893	84	1924	43	1326	226	1283	43	1926	148	271	1979
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
North East	146	98	12	14	19	120	4	123	-	70	15	72	-	121	8	15	131
	6%	6%	7%	9%	8%	6%	5%	6%	-	5%	7%	6%	-	6%	5%	6%	7%
North West	318	226	36	17	36	265	14	264	13	189	25	179	5	271	20	46	272
	14%	14%	20%	11%	15%	14%	17%	14%	31%	14%	11%	14%	12%	14%	13%	17%	14%
Yorkshire & Humber	245	193	13	12	26	208	10	213	3	151	21	145	6	216	15	20	225
	11%	12%	7%	8%	11%	11%	12%	11%	7%	11%	9%	11%	13%	11%	10%	7%	11%
East Midlands	181	133	11	12	24	150	7	153	4	113	24	113	2	157	16	29	152
	8%	8%	6%	8%	10%	8%	8%	8%	9%	8%	11%	9%	5%	8%	11%	11%	8%
West Midlands	177	125	18	9	23	147	5	147	2	101	16	98	3	152	12	23	154
	8%	8%	10%	6%	9%	8%	6%	8%	5%	8%	7%	8%	7%	8%	8%	9%	8%
East of England	131	90	15	13	13	108	10	113	5	73	11	65	6	111	12	14	117
	6%	5%	8%	8%	5%	6%	12%	6%	11%	5%	5%	5%	14%	6%	8%	5%	6%
London	181	131	17	13	19	153	7	158	1	103	35	104	5	146	19	36	145
	8%	8%	9%	8%	8%	8%	8%	8%	2%	8%	16%	8%	11%	8%	13%	13%	7%
South East	322	236	23	25	36	269	12	274	6	188	26	182	4	283	17	30	293
	14%	14%	13%	16%	15%	14%	14%	14%	14%	14%	11%	14%	9%	15%	12%	11%	15%
South West	194	141	15	15	20	160	7	163	2	122	12	112	6	167	10	19	175
	9%	9%	8%	10%	8%	8%	8%	8%	5%	9%	5%	9%	15%	9%	7%	7%	9%
Wales	100	81	10	3	6	90	3	92	2	57	8	58	-	87	6	10	90
	4%	5%	5%	2%	3%	5%	3%	5%	5%	4%	4%	4%	-	5%	4%	4%	5%

Columns Tested: A,B,C,D - A,B - A,B - A,B - A,B - A,B



### General Optical Council

#### C. Region

Base: All respondents

	Last time visited an optician				Satisfaction with overall experience at opticians		Satisfaction with eye test		Corrective solutions		Satisfaction with purchasing corrective solutions		Confidence in effective regulation		Awareness of GOC		
	Total	2 years ago or less	More than 2 to less than 5 years	5 years or more ago	Never	Satis fied	Dissat isfied	Satis fied	Dissat isfied	Presc ription glass es	Cont act lens es	Satis fied	Dissat isfied	Conf ident	Not confi dent	Aware	Not aware
		a	b	c	d	a	b	a	b	a	b	a	b	a	b	a	b
Significance Level: 90%		A	B	C	D	A	B	A	B	A	B	A	B	A	B	A	B
Significance Level: 95%																	
Unweighted Total	2250	1656	182	156	241	1896	85	1929	42	1334	226	1291	44	1926	149	265	1985
Weighted Total	2250	1653	182	156	244	1893	84	1924	43	1326	226	1283	43	1926	148	271	1979
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Scotland	154	120	7	14	13	139	2	139	1	93	20	89	4	128	9	16	138
	7%	7%	4%	9%	5%	7%	3%	7%	2%	7%	9%	7%	10%	7%	6%	6%	7%
		b		B													
Northern Ireland	100	78	6	8	8	85	3	87	3	66	14	65	2	87	5	12	88
	4%	5%	3%	5%	3%	4%	4%	4%	8%	5%	6%	5%	5%	4%	3%	5%	4%

Columns Tested: A,B,C,D - A,B - A,B - A,B - A,B - A,B



## General Optical Council

## C. Region

Base: All respondents

	Ethnicity						Children in household		Products currently used				Product most recently bought			
	Total	White	Mixed/ multiple	Asian or Asian British	Black or Black British	Other	BME	Aged 8 or under	Aged 9-18	Glasses with a prescription	Contact lenses	Reading glasses without a prescription	None of these	Glasses with a prescription	Contact lenses	Reading glasses without a prescription
	a	b	c	d	e	f	a	b	a	b	c	d	a	b	c	
	A	B	C	D	E	F	A	B	A	B	C	D	A	B	C	
Unweighted Total	2250	2003	30	127	25	11	193	380	543	1334	226	283	646	1177	164	23
Weighted Total	2250	2000	30	128	25	11	195	384	542	1326	226	280	656	1169	164	23
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
North East	146	136	-	4	3	1	8	27	34	70	15	18	55	61	13	1
	6%	7%	-	3%	13%	9%	4%	7%	6%	5%	7%	6%	8%	5%	8%	4%
				BCf								A				
North West	318	298	3	9	2	-	14	60	77	189	25	48	91	167	17	6
	14%	15%	9%	7%	8%	-	7%	16%	14%	14%	11%	17%	14%	14%	10%	24%
		CF									b				b	
Yorkshire & Humber	245	220	2	18	-	1	21	45	69	151	21	27	71	136	15	1
	11%	11%	7%	14%	-	9%	11%	12%	13%	11%	9%	10%	11%	12%	9%	4%
		d		D			d									
East Midlands	181	155	3	17	-	1	21	33	41	113	24	19	46	97	18	3
	8%	8%	10%	13%	-	9%	11%	9%	8%	8%	11%	7%	7%	8%	11%	13%
				Ad			d				d					
West Midlands	177	153	2	12	4	-	18	31	47	101	16	22	58	88	13	3
	8%	8%	7%	9%	16%	-	9%	8%	9%	8%	7%	8%	9%	8%	8%	13%
East of England	131	120	3	3	2	-	8	24	32	73	11	19	41	65	7	2
	6%	6%	10%	2%	8%	-	4%	6%	6%	5%	5%	7%	6%	6%	4%	8%
		c		c												
London	181	115	9	34	7	5	55	42	47	103	35	23	47	85	26	3
	8%	6%	29%	26%	29%	44%	28%	11%	9%	8%	16%	8%	7%	7%	16%	13%
			A	A	A	A	A				ACD				A	
South East	322	284	5	19	6	1	31	50	68	188	26	45	93	171	15	2
	14%	14%	16%	15%	24%	9%	16%	13%	12%	14%	11%	16%	14%	15%	9%	8%
														b		
South West	194	183	-	3	-	1	4	21	34	122	12	24	51	110	9	3
	9%	9%	-	2%	-	10%	2%	6%	6%	9%	5%	8%	8%	9%	5%	12%
		bCF				b				b						
Wales	100	97	1	1	-	-	2	15	33	57	8	13	30	52	6	-
	4%	5%	4%	1%	-	-	1%	4%	6%	4%	4%	5%	5%	4%	4%	-
		CF														

Columns Tested: A,B,C,D,E,F - A,B - A,B,C,D - A,B,C

### General Optical Council

**C. Region**

Base: All respondents

	Ethnicity						Children in household		Products currently used				Product most recently bought			
	Total	White	Mixed/ multiple	Asian or Asian British	Black or Black British	Other	BME	Aged 8 or under	Aged 9-18	Glasses with a prescription	Contact lenses	Reading glasses without a prescription	None of these	Glasses with a prescription	Contact lenses	Reading glasses without a prescription
	a	b	c	d	e	f	a	b	a	b	c	d	a	b	c	
	A	B	C	D	E	F	A	B	A	B	C	D	A	B	C	
Unweighted Total	2250	2003	30	127	25	11	193	380	543	1334	226	283	646	1177	164	23
Weighted Total	2250	2000	30	128	25	11	195	384	542	1326	226	280	656	1169	164	23
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Scotland	154	142	2	8	1	1	12	19	44	93	20	17	43	80	15	-
	7%	7%	7%	6%	3%	9%	6%	5%	8%	7%	9%	6%	7%	7%	9%	-
									a							
Northern Ireland	100	98	-	-	-	-	-	14	18	66	14	7	28	57	11	-
	4%	5%	-	-	-	-	-	4%	3%	5%	6%	2%	4%	5%	6%	-
		CF								c	C					

Columns Tested: A,B,C,D,E,F - A,B - A,B,C,D - A,B,C



### General Optical Council

#### D. What ethnicity best describes you?

Base: All Respondents

	Gender		Age					Region									Country					
	Total	Male	Female	18-29	30-44	45-59	60-74	75+	North East	North West	Yorks & Humb.	East Mid lands	West Mid lands	East of Eng land	Lon don	South East	South West	Eng land	Wales	Scot land	NI	UK TOTAL
	a	b	c	d	e	a	b	c	d	e	f	g	h	i	a	b	c	d	e			
Significance Level: 90%		A	B	A	B	C	D	E	A	B	C	D	E	F	G	H	I	A	B	C	D	E
Significance Level: 95%		A	B	A	B	C	D	E	A	B	C	D	E	F	G	H	I	A	B	C	D	E
Unweighted Total	2250	1099	1151	439	564	601	459	187	146	319	247	180	178	132	182	324	193	1901	100	154	95	2250
Weighted Total	2250	1099	1151	452	580	562	432	225	146	318	245	181	177	131	181	322	194	1895	100	154	100	2250
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
White - English/Welsh/Scottish/ Northern Irish/ British	1931	940	990	344	464	512	407	205	133	285	219	152	150	116	105	277	181	1618	97	139	78	1931
	86%	86%	86%	76%	80%	91%	94%	91%	91%	90%	89%	84%	85%	88%	58%	86%	93%	85%	96%	90%	78%	86%
						AB	ABc	AB	DeGh	dG	G	G	G	G	G	DEGH	D	AcDE	D		D	D
White - Irish	33	22	11	9	9	5	6	3	1	6	-	1	-	2	4	1	-	15	-	-	18	33
	1%	2%	1%	2%	2%	1%	1%	1%	1%	2%	-	1%	-	1%	2%	*	-	1%	-	-	18%	1%
		B								Cehi				ci	CEHI					ABCE	A	A
White - Gypsy or Irish Traveller	2	1	1	1	-	1	-	-	-	-	-	-	-	-	-	1	1	2	-	-	-	2
	*	*	*	*	-	*	-	-	-	-	-	-	-	-	-	*	1%	*	-	-	-	*
White - other	35	13	21	8	17	4	2	3	1	7	1	2	3	2	6	6	1	30	-	3	2	35
	2%	1%	2%	2%	3%	1%	*	2%	1%	2%	*	1%	2%	2%	3%	2%	1%	2%	-	2%	2%	2%
				cd	CD					c					CI							
Mixed/Multiple - White and Black Caribbean	11	5	6	4	4	3	-	-	-	1	-	-	1	1	4	2	-	9	1	1	-	11
	1%	*	1%	1%	1%	1%	-	-	-	*	-	-	1%	1%	2%	1%	-	*	1%	1%	-	1%
				D	d										aBCDI							
Mixed/Multiple - White and Black African	5	1	4	1	1	3	-	-	-	1	1	-	-	1	2	-	-	5	-	-	-	5
	*	*	*	*	*	1%	-	-	-	*	*	-	-	1%	1%	-	-	*	-	-	-	*
														h								
Mixed/Multiple - White and Asian	11	6	5	4	3	4	-	-	-	1	1	1	-	1	3	3	-	10	-	1	-	11
	*	1%	*	1%	1%	1%	-	-	-	*	*	1%	-	1%	2%	1%	-	1%	-	1%	-	*
				D	d									ei								
Mixed/Multiple - other	3	1	2	2	1	-	-	-	-	-	-	2	1	-	-	-	-	3	-	-	-	3
	*	*	*	*	*	-	-	-	-	-	-	1%	1%	-	-	-	-	*	-	-	-	*
												bch										
Asian or Asian British - Indian	50	24	26	11	23	12	4	1	1	6	3	9	3	1	16	8	2	49	-	1	-	50
	2%	2%	2%	2%	4%	2%	1%	1%	1%	2%	1%	5%	2%	1%	9%	3%	1%	3%	-	1%	-	2%
				d	cDE							AbCeFI			ABCEFHI							
Asian or Asian British - Pakistani	46	26	20	24	16	4	3	-	1	1	13	2	7	1	12	5	-	42	-	4	-	46
	2%	2%	2%	5%	3%	1%	1%	-	1%	*	5%	1%	4%	1%	7%	2%	-	2%	-	3%	-	2%
				BCDE	CDE						ABDFHI		aBdfhl		ABDFHI	i				bd		
Asian or Asian British - Bangladeshi	12	3	9	5	5	2	-	-	1	1	1	2	2	-	2	2	-	11	1	-	-	12
	1%	*	1%	1%	1%	*	-	-	1%	*	*	1%	1%	-	1%	1%	-	1%	1%	-	-	1%
				D	D																	

Columns Tested: A,B - A,B,C,D,E - A,B,C,D,E,F,G,H,I - A,B,C,D,E



### General Optical Council

#### D. What ethnicity best describes you?

Base: All Respondents

	Gender		Age					Region									Country					
	Total	Male	Female	18-29	30-44	45-59	60-74	75+	North East	North West	Yorks & Humb.	East Mid lands	West Mid lands	East of Eng land	Lon don	South East	South West	Eng land	Wales	Scot land	NI	UK TOTAL
	a	b	a	b	c	d	e	a	b	c	d	e	f	g	h	i	a	b	c	d	e	
Significance Level: 90%		A	B	A	B	C	D	E	A	B	C	D	E	F	G	H	I	A	B	C	D	E
Significance Level: 95%																						
Unweighted Total	2250	1099	1151	439	564	601	459	187	146	319	247	180	178	132	182	324	193	1901	100	154	95	2250
Weighted Total	2250	1099	1151	452	580	562	432	225	146	318	245	181	177	131	181	322	194	1895	100	154	100	2250
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Asian or Asian British - Chinese	10	6	4	1	8	-	1	-	-	1	-	4	-	-	1	3	-	9	-	1	-	10
	*	1%	*	*	1%	-	*	-	-	*	-	2%	-	-	1%	1%	-	*	-	1%	-	*
				aCD							aBCEfI											
Asian or Asian British - Other	9	4	5	3	6	-	-	-	1	-	1	-	-	1	3	1	1	8	-	1	-	9
	*	*	*	1%	1%	-	-	-	1%	-	*	-	-	1%	2%	*	1%	*	-	1%	-	*
				Cd	CD										Bde							
Black or Black British - Caribbean	10	3	7	2	1	3	2	2	1	1	-	-	1	-	3	3	-	9	-	1	-	10
	*	*	1%	*	*	1%	*	1%	1%	*	-	-	1%	-	2%	1%	-	*	-	1%	-	*
															bCdi							
Black or Black British - African	15	6	9	9	4	2	-	-	2	1	-	-	3	2	4	3	-	15	-	-	-	15
	1%	1%	1%	2%	1%	*	-	-	1%	*	-	-	2%	2%	2%	1%	-	1%	-	-	-	1%
				bCDe	d				c				Cdi	cdi	BCDI							
Black or Black British - Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other - Arab	5	2	3	3	1	1	-	-	-	-	1	-	-	-	3	-	-	4	-	1	-	5
	*	*	*	1%	*	*	-	-	-	-	*	-	-	-	2%	-	-	*	-	1%	-	*
				d											BdeHi							
Any other	6	3	3	1	4	-	-	1	1	-	-	1	-	-	2	1	1	6	-	-	-	6
	*	*	*	*	1%	-	-	1%	1%	-	-	1%	-	-	1%	*	1%	*	-	-	-	*
					Cd			c							bc							
Prefer not to say	55	33	23	19	12	8	7	9	2	6	4	5	6	3	11	7	6	51	1	1	2	55
	2%	3%	2%	4%	2%	1%	2%	4%	1%	2%	2%	3%	3%	2%	6%	2%	3%	3%	1%	1%	2%	2%
				bCD				Cd							ABCH							

Columns Tested: A,B - A,B,C,D,E - A,B,C,D,E,F,G,H,I - A,B,C,D,E



## General Optical Council

## D. What ethnicity best describes you?

Base: All Respondents

Total	Employment status								
	Full time paid job	Part time paid job	Self emp.	Student	Unemp (<6m)	Unemp (>6m)	Home maker	Ret ired	
	a	b	c	d	e	f	g	h	
	A	B	C	D	E	F	G	H	
Unweighted Total	2250	1126	159	178	53	21	50	94	524
Weighted Total	2250	1116	157	174	56	20	50	93	537
	100%	100%	100%	100%	100%	100%	100%	100%	100%
White - English/Welsh/Scottish/ Northern Irish/British	1931	951	125	149	45	17	40	79	509
	86%	85%	80%	86%	81%	81%	80%	85%	95%
		b						ABCDEFG	
White - Irish	33	18	1	2	1	1	-	1	9
	1%	2%	1%	1%	2%	4%	-	1%	2%
White - Gypsy or Irish Traveller	2	1	1	-	-	-	-	-	-
	*	*	1%	-	-	-	-	-	-
			h						
White - other	35	18	4	4	2	-	-	2	4
	2%	2%	2%	2%	4%	-	-	2%	1%
			h	h	h				
Mixed/Multiple - White and Black Caribbean	11	7	1	-	-	-	1	2	-
	1%	1%	1%	-	-	-	2%	2%	-
		h	H				CH	aCH	
Mixed/Multiple - White and Black African	5	2	2	1	-	-	-	-	-
	*	*	1%	1%	-	-	-	-	-
			AH	h					
Mixed/Multiple - White and Asian	11	7	2	1	-	1	-	-	-
	*	1%	1%	1%	-	5%	-	-	-
		h	H	h		AcGH			
Mixed/Multiple - other	3	1	1	-	-	-	-	1	-
	*	*	1%	-	-	-	-	1%	-
			ah					AH	
Asian or Asian British - Indian	50	32	4	3	1	1	3	2	4
	2%	3%	3%	2%	2%	5%	6%	2%	1%
		H	h			H	H		
Asian or Asian British - Pakistani	46	26	6	6	1	-	2	2	3
	2%	2%	4%	3%	2%	-	4%	2%	1%
		H	H	H			H		
Asian or Asian British - Bangladeshi	12	3	1	3	-	-	1	2	1
	1%	*	1%	2%	-	-	2%	2%	*
			AH				AH	AH	

Columns Tested: A,B,C,D,E,F,G,H



### General Optical Council

#### D. What ethnicity best describes you?

Base: All Respondents

	Employment status								
	Total	Full time paid job	Part time paid job	Self emp.	Student	Unemp (<6m)	Unemp (>6m)	Home maker	Ret ired
Significance Level: 90%		a	b	c	d	e	f	g	h
Significance Level: 95%		A	B	C	D	E	F	G	H
Unweighted Total	2250	1126	159	178	53	21	50	94	524
Weighted Total	2250	1116	157	174	56	20	50	93	537
	100%	100%	100%	100%	100%	100%	100%	100%	100%
Asian or Asian British - Chinese	10	8	1	-	1	-	-	-	-
	*	1%	1%	-	2%	-	-	-	-
		h	h		ch				
Asian or Asian British - Other	9	5	1	1	1	-	1	-	-
	*	*	1%	1%	2%	-	2%	-	-
			h	h	H		H		
Black or Black British - Caribbean	10	6	1	-	1	-	-	-	1
	*	1%	1%	-	2%	-	-	-	*
					ch				
Black or Black British - African	15	12	-	-	1	-	1	1	-
	1%	1%	-	-	2%	-	2%	1%	-
		H			bcH		bcH	H	
Black or Black British - Other	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
Other - Arab	5	3	1	-	1	-	-	-	-
	*	*	1%	-	2%	-	-	-	-
			h		acH				
Any other	6	4	-	-	-	-	-	1	1
	*	*	-	-	-	-	-	1%	*
Prefer not to say	55	13	5	3	-	1	1	-	4
	2%	1%	3%	2%	-	5%	2%	-	1%
			agH			Gh			

Columns Tested: A,B,C,D,E,F,G,H

### General Optical Council

#### D. What ethnicity best describes you?

Base: All Respondents

	Total	SEG						Sight					Eye conditions suffer from (personally or family)					Confidence in opticians	
		A	B	C1	C2	D	E	20:20 vision	Short sighted	Long sighted	Partially sighted	Registered blind	Glaucoma	Diabetes	Macular degeneration	Cataracts	Astigmatism	Confident	Not confident
		a	b	c	d	e	f	a	b	c	d	e	a	b	c	d	e	a	b
		A	B	C	D	E	F	A	B	C	D	E	A	B	C	D	E	A	B
Unweighted Total	2250	271	604	402	428	197	179	609	932	424	88	1	225	389	76	215	238	2067	88
Weighted Total	2250	267	606	401	426	197	183	618	923	421	89	1	222	388	77	218	237	2067	88
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
White - English/Welsh/Scottish/ Northern Irish/British	1931	222	523	347	382	173	158	536	805	377	70	1	206	328	70	199	211	1792	66
	86%	83%	86%	87%	90%	88%	86%	87%	87%	90%	79%	100%	93%	84%	91%	92%	89%	87%	75%
				A				D	D	D			B		B			B	
White - Irish	33	2	12	3	9	2	4	9	10	7	4	-	2	4	1	2	1	29	1
	1%	1%	2%	1%	2%	1%	2%	1%	1%	2%	5%	-	1%	1%	1%	1%	*	1%	1%
										ABc									
White - Gypsy or Irish Traveller	2	-	2	-	-	-	-	1	-	-	-	-	1	1	-	1	-	2	-
	*	-	*	-	-	-	-	*	-	-	-	-	*	*	-	*	-	*	-
White - other	35	5	10	6	8	4	1	5	14	6	1	-	2	7	3	5	6	29	1
	2%	2%	2%	2%	2%	2%	1%	1%	2%	1%	1%	-	1%	2%	4%	2%	3%	1%	1%
															a				
Mixed/Multiple - White and Black Caribbean	11	2	2	2	2	-	3	5	4	-	-	-	1	-	-	-	1	11	-
	1%	1%	*	1%	*	-	2%	1%	*	-	-	-	1%	-	-	-	*	1%	-
							Be	c											
Mixed/Multiple - White and Black African	5	-	2	1	2	-	-	1	3	1	-	-	-	1	-	-	1	5	-
	*	-	*	*	*	-	-	*	*	*	-	-	-	*	-	-	*	*	-
Mixed/Multiple - White and Asian	11	3	2	1	1	3	1	2	6	2	1	-	-	2	-	-	-	10	1
	*	1%	*	*	*	2%	1%	*	1%	*	1%	-	-	1%	-	-	-	*	1%
						bcd													
Mixed/Multiple - other	3	-	1	2	-	-	-	1	-	1	1	-	-	-	-	1	-	3	-
	*	-	*	1%	-	-	-	*	-	*	1%	-	-	-	*	-	*	*	-
										B									
Asian or Asian British - Indian	50	13	15	6	7	3	3	12	22	11	3	-	2	8	2	2	7	46	2
	2%	5%	2%	2%	2%	2%	2%	2%	2%	3%	3%	-	1%	2%	2%	1%	3%	2%	2%
		bCDef															a		
Asian or Asian British - Pakistani	46	9	13	10	6	3	1	17	19	5	3	-	-	17	-	-	2	43	2
	2%	3%	2%	3%	1%	2%	1%	3%	2%	1%	3%	-	-	4%	-	-	1%	2%	2%
		dF						c						AcDE					
Asian or Asian British - Bangladeshi	12	-	1	1	4	-	3	5	3	1	1	-	1	6	-	1	1	8	3
	1%	-	*	*	1%	-	2%	1%	*	*	1%	-	*	2%	-	*	*	*	3%
					b		ABce											A	

Columns Tested: A,B,C,D,E,F - A,B,C,D,E - A,B,C,D,E - A,B



General Optical Council

D. What ethnicity best describes you?

Base: All Respondents

	SEG						Sight					Eye conditions suffer from (personally or family)					Confidence in opticians		
	Total	A	B	C1	C2	D	E	20:20 vision	Short sighted	Long sighted	Partially sighted	Registered blind	Glaucoma	Diabetes	Macular degeneration	Cataracts	Astigmatism	Confident	Not confident
Significance Level: 90%		a	b	c	d	e	f	a	b	c	d	e	a	b	c	d	e	a	b
Significance Level: 95%		A	B	C	D	E	F	A	B	C	D	E	A	B	C	D	E	A	B
Unweighted Total	2250	271	604	402	428	197	179	609	932	424	88	1	225	389	76	215	238	2067	88
Weighted Total	2250	267	606	401	426	197	183	618	923	421	89	1	222	388	77	218	237	2067	88
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Asian or Asian British - Chinese	10	2	3	5	-	-	-	2	8	-	-	-	-	-	1	-	1	5	4
	*	1%	1%	1%	-	-	-	*	1%	-	-	-	-	-	1%	-	*	*	5%
		d		D					c					aBd				A	
Asian or Asian British - Other	9	1	4	-	1	2	1	1	7	-	-	-	-	2	-	1	1	7	2
	*	*	1%	-	*	1%	1%	*	1%	-	-	-	-	1%	-	*	*	*	2%
						C			c									A	
Black or Black British - Caribbean	10	2	1	3	1	1	-	1	4	2	1	-	4	4	-	1	-	9	1
	*	1%	*	1%	*	1%	-	*	*	*	1%	-	2%	1%	-	*	-	*	1%
													E						
Black or Black British - African	15	3	4	5	2	-	1	6	4	1	1	-	-	-	-	-	1	15	-
	1%	1%	1%	1%	*	-	1%	1%	*	*	1%	-	-	-	-	-	*	1%	-
Black or Black British - Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other - Arab	5	1	1	2	-	-	-	2	-	1	-	-	-	2	-	-	-	3	1
	*	*	*	1%	-	-	-	*	-	*	-	-	-	1%	-	-	-	*	1%
								b										A	
Any other	6	1	2	2	-	-	1	1	3	-	1	-	-	1	-	2	2	5	-
	*	*	*	1%	-	-	1%	*	*	-	1%	-	-	*	-	1%	1%	*	-
										aC									
Prefer not to say	55	1	8	4	1	5	5	10	10	6	1	-	3	5	-	2	2	43	4
	2%	*	1%	1%	*	3%	3%	2%	1%	1%	1%	-	1%	1%	-	1%	1%	2%	5%
			d			AD	AcD												

Columns Tested: A,B,C,D,E,F - A,B,C,D,E - A,B,C,D,E - A,B



### General Optical Council

#### D. What ethnicity best describes you?

Base: All Respondents

	Last time visited an optician				Satisfaction with overall experience at opticians		Satisfaction with eye test		Corrective solutions		Satisfaction with purchasing corrective solutions		Confidence in effective regulation		Awareness of GOC		
	Total	2 years ago or less	More than 2 to less than 5 years	5 years or more ago	Never	Satisfied	Dissatisfied	Satisfied	Dissatisfied	Prescription glasses	Contact lenses	Satisfied	Dissatisfied	Confident	Not confident	Aware	Not aware
		a	b	c	d	a	b	a	b	a	b	a	b	a	b	a	b
Significance Level: 90%		A	B	C	D	A	B	A	B	A	B	A	B	A	B	A	B
Significance Level: 95%		A	B	C	D	A	B	A	B	A	B	A	B	A	B	A	B
Unweighted Total	2250	1656	182	156	241	1896	85	1929	42	1334	226	1291	44	1926	149	265	1985
Weighted Total	2250	1653	182	156	244	1893	84	1924	43	1326	226	1283	43	1926	148	271	1979
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
White - English/Welsh/Scottish/ Northern Irish/British	1931	1436	157	131	192	1643	71	1675	32	1178	171	1134	35	1679	112	213	1717
	86%	87%	86%	84%	79%	87%	85%	87%	75%	89%	76%	88%	81%	87%	75%	79%	87%
		D	D					B		B				B		A	
White - Irish	33	23	3	2	5	25	2	24	3	14	4	14	1	25	2	9	24
	1%	1%	2%	2%	2%	1%	3%	1%	7%	1%	2%	1%	3%	1%	1%	3%	1%
									A							B	
White - Gypsy or Irish Traveller	2	1	-	-	1	1	-	1	-	-	-	-	-	2	-	-	2
	*	*	-	-	*	*	-	*	-	-	-	-	-	*	-	-	*
White - other	35	24	4	2	5	29	-	28	-	20	6	20	-	26	3	6	29
	2%	1%	2%	1%	2%	2%	-	1%	-	1%	3%	2%	-	1%	2%	2%	1%
Mixed/Multiple - White and Black Caribbean	11	6	-	2	3	8	-	8	-	1	1	2	-	7	2	3	8
	1%	*	-	1%	1%	*	-	*	-	*	*	*	-	*	1%	1%	*
					a										a		
Mixed/Multiple - White and Black African	5	4	1	-	-	5	-	5	-	1	1	2	-	5	-	-	5
	*	*	1%	-	-	*	-	*	-	*	*	*	-	*	-	-	*
Mixed/Multiple - White and Asian	11	6	1	2	2	9	-	9	-	5	2	6	-	9	-	1	10
	*	*	1%	1%	1%	*	-	*	-	*	1%	*	-	*	-	*	1%
					a												
Mixed/Multiple - other	3	2	-	-	1	1	1	2	-	2	-	1	1	2	1	1	2
	*	*	-	-	*	*	1%	*	-	*	-	*	2%	*	1%	*	*
								A						A		a	
Asian or Asian British - Indian	50	40	3	4	3	46	1	44	3	28	13	32	2	41	5	5	45
	2%	2%	2%	3%	1%	2%	1%	2%	7%	2%	6%	2%	5%	2%	3%	2%	2%
									A		A						
Asian or Asian British - Pakistani	46	34	2	-	10	35	1	36	-	17	9	18	-	41	4	9	37
	2%	2%	1%	-	4%	2%	1%	2%	-	1%	4%	1%	-	2%	3%	3%	2%
		c			AbC						A						

Columns Tested: A,B,C,D - A,B - A,B - A,B - A,B - A,B - A,B



### General Optical Council

#### D. What ethnicity best describes you?

Base: All Respondents

	Last time visited an optician				Satisfaction with overall experience at opticians		Satisfaction with eye test		Corrective solutions		Satisfaction with purchasing corrective solutions		Confidence in effective regulation		Awareness of GOC		
	2 years ago or less	More than 2 to less than 5 years	5 years or more ago	Never	Satis fied	Dissat isfied	Satis fied	Dissat isfied	Presc ription glass es	Cont act lens es	Satis fied	Dissat isfied	Conf ident	Not confi dent	Aware	Not aware	
	a	b	c	d	a	b	a	b	a	b	a	b	a	b	a	b	
Significance Level: 90%	A	B	C	D	A	B	A	B	A	B	A	B	A	B	A	B	
Significance Level: 95%																	
Unweighted Total	2250	1656	182	156	241	1896	85	1929	42	1334	226	1291	44	1926	149	265	1985
Weighted Total	2250	1653	182	156	244	1893	84	1924	43	1326	226	1283	43	1926	148	271	1979
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Asian or Asian British - Bangladeshi	12	7	-	1	4	7	1	7	1	5	3	6	-	7	3	3	9
	1%	*	-	1%	2%	*	1%	*	2%	*	1%	*	-	*	2%	1%	*
				Ab					A		a				A		
Asian or Asian British - Chinese	10	4	1	3	2	8	-	8	-	7	2	7	-	6	3	3	7
	*	*	1%	2%	1%	*	-	*	-	1%	1%	1%	-	*	2%	1%	*
				A											A	b	
Asian or Asian British - Other	9	7	-	1	1	8	-	8	-	7	2	6	-	8	1	1	8
	*	*	-	1%	*	*	-	*	-	1%	1%	*	-	*	1%	*	*
Black or Black British - Caribbean	10	9	-	-	-	8	1	9	-	6	2	5	1	7	3	1	9
	*	1%	-	-	-	*	1%	*	-	*	1%	*	2%	*	2%	*	*
													a		A		
Black or Black British - African	15	7	2	2	4	11	-	11	-	6	-	6	-	11	2	4	11
	1%	*	1%	1%	2%	1%	-	1%	-	*	-	*	-	1%	1%	1%	1%
				A												b	
Black or Black British - Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other - Arab	5	3	1	-	1	4	-	4	-	1	-	1	-	5	-	1	4
	*	*	1%	-	*	*	-	*	-	*	-	*	-	*	-	*	*
Any other	6	4	-	1	1	4	1	4	1	4	2	4	-	5	-	1	5
	*	*	-	1%	*	*	1%	*	2%	*	1%	*	-	*	-	*	*
							a		A								
Prefer not to say	55	36	7	4	8	41	4	41	2	23	8	19	3	39	7	9	46
	2%	2%	4%	3%	3%	2%	5%	2%	6%	2%	3%	1%	7%	2%	5%	3%	2%
							a				a		A		A		

Columns Tested: A,B,C,D - A,B - A,B - A,B - A,B - A,B - A,B



### General Optical Council

#### D. What ethnicity best describes you?

Base: All Respondents

	Ethnicity						Children in household		Products currently used				Product most recently bought			
	Total	White	Mixed/ multiple	Asian or Asian British	Black or Black British	Other	BME	Aged 8 or under	Aged 9-18	Glasses with a prescription	Contact lenses	Reading glasses without a prescription	None of these	Glasses with a prescription	Contact lenses	Reading glasses without a prescription
Significance Level: 90%		a	b	c	d	e	f	a	b	a	b	c	d	a	b	c
Significance Level: 95%		A	B	C	D	E	F	A	B	A	B	C	D	A	B	C
Unweighted Total	2250	2003	30	127	25	11	193	380	543	1334	226	283	646	1177	164	23
Weighted Total	2250	2000	30	128	25	11	195	384	542	1326	226	280	656	1169	164	23
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
White - English/Welsh/Scottish/ Northern Irish/British	1931	1931	-	-	-	-	-	286	445	1178	171	251	526	1048	126	21
	86%	97%	-	-	-	-	-	75%	82%	89%	76%	89%	80%	90%	77%	91%
		BCDEF							A	BD		BD		B		
White - Irish	33	33	-	-	-	-	-	4	6	14	4	5	12	13	2	-
	1%	2%	-	-	-	-	-	1%	1%	1%	2%	2%	2%	1%	1%	-
		f														
White - Gypsy or Irish Traveller	2	2	-	-	-	-	-	1	-	-	-	-	2	-	-	-
	*	*	-	-	-	-	-	*	-	-	-	-	*	-	-	-
													A			
White - other	35	35	-	-	-	-	-	11	6	20	6	2	12	15	4	-
	2%	2%	-	-	-	-	-	3%	1%	1%	3%	1%	2%	1%	3%	-
		f						B			c					
Mixed/Multiple - White and Black Caribbean	11	-	11	-	-	-	11	5	7	1	1	4	5	1	1	-
	1%	-	38%	-	-	-	6%	1%	1%	*	*	1%	1%	*	1%	-
			ACDEF				AC					A	A			
Mixed/Multiple - White and Black African	5	-	5	-	-	-	5	3	3	1	1	1	2	1	1	-
	*	-	16%	-	-	-	3%	1%	1%	*	*	*	*	*	1%	-
			ACDF				Ac								a	
Mixed/Multiple - White and Asian	11	-	11	-	-	-	11	3	4	5	2	-	5	4	2	-
	*	-	36%	-	-	-	6%	1%	1%	*	1%	-	1%	*	1%	-
			ACDEF				AC									
Mixed/Multiple - other	3	-	3	-	-	-	3	1	1	2	-	-	1	2	-	-
	*	-	10%	-	-	-	2%	*	*	*	-	-	*	*	-	-
			ACF				A									
Asian or Asian British - Indian	50	-	-	50	-	-	50	18	13	28	13	3	13	23	11	-
	2%	-	-	39%	-	-	26%	5%	2%	2%	6%	1%	2%	2%	7%	-
			ABDEF				ABDe	b			ACD			A		

Columns Tested: A,B,C,D,E,F - A,B - A,B,C,D - A,B,C



### General Optical Council

#### D. What ethnicity best describes you?

Base: All Respondents

	Ethnicity						Children in household		Products currently used				Product most recently bought			
	Total	White	Mixed/ multiple	Asian or Asian British	Black or Black British	Other	BME	Aged 8 or under	Aged 9-18	Glasses with a prescription	Contact lenses	Reading glasses without a prescription	None of these	Glasses with a prescription	Contact lenses	Reading glasses without a prescription
Significance Level: 90%		a	b	c	d	e	f	a	b	a	b	c	d	a	b	c
Significance Level: 95%		A	B	C	D	E	F	A	B	A	B	C	D	A	B	C
Unweighted Total	2250	2003	30	127	25	11	193	380	543	1334	226	283	646	1177	164	23
Weighted Total	2250	2000	30	128	25	11	195	384	542	1326	226	280	656	1169	164	23
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Asian or Asian British - Pakistani	46 2%	-	-	46 36%	-	-	46 24%	19 5%	23 4%	17 1%	9 4%	5 2%	25 4%	14 1%	4 2%	2 9%
				ABDEF			ABDe						Ac			A
Asian or Asian British - Bangladeshi	12 1%	-	-	12 9%	-	-	12 6%	4 1%	9 2%	5 *	3 1%	2 1%	6 1%	5 *	1 1%	-
				Ab			A				a					-
Asian or Asian British - Chinese	10 *	-	-	10 8%	-	-	10 5%	4 1%	2 *	7 1%	2 1%	1 *	2 *	6 1%	1 1%	-
				A			A									-
Asian or Asian British - Other	9 *	-	-	9 7%	-	-	9 5%	5 1%	3 1%	7 1%	2 1%	-	1 *	5 *	1 1%	-
				A			A									-
Black or Black British - Caribbean	10 *	-	-	-	10 40%	-	10 5%	2 1%	4 1%	6 *	2 1%	2 1%	2 *	5 *	1 1%	-
					ABCEF		AC									-
Black or Black British - African	15 1%	-	-	-	15 60%	-	15 8%	4 1%	5 1%	6 *	-	-	9 1%	6 1%	-	-
					ABCEF		AC						AbC			-
Black or Black British - Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other - Arab	5 *	-	-	-	-	5 45%	5 3%	3 1%	1 *	1 *	-	-	4 1%	1 *	-	-
						ABCDF	Ac						A			-
Any other	6 *	-	-	-	-	6 55%	6 3%	1 *	1 *	4 *	2 1%	-	2 *	2 *	2 1%	-
						ABCDF	AC								A	-
Prefer not to say	55 2%	-	-	-	-	-	-	8 2%	8 2%	23 2%	8 3%	5 2%	26 4%	17 1%	6 4%	-
											a		Ac		a	-

Columns Tested: A,B,C,D,E,F - A,B - A,B,C,D - A,B,C



### General Optical Council

#### E. Which of these best describes the working status of the chief income earner in your household?

Base: All Respondents

	Gender		Age					Region									Country					
	Total	Male	Female	18-29	30-44	45-59	60-74	75+	North East	North West	Yorks & Humb.	East Mid lands	West Mid lands	East of Eng land	Lon don	South East	South West	Eng land	Wales	Scot land	NI	UK TOTAL
	a	b	a	b	c	d	e	a	b	c	d	e	f	g	h	i	a	b	c	d	e	
Significance Level: 90%	A	B	A	B	C	D	E	A	B	C	D	E	F	G	H	I	A	B	C	D	E	
Significance Level: 95%																						
Unweighted Total	2250	1099	1151	439	564	601	459	187	146	319	247	180	178	132	182	324	193	1901	100	154	95	2250
Weighted Total	2250	1099	1151	452	580	562	432	225	146	318	245	181	177	131	181	322	194	1895	100	154	100	2250
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Full time paid job	1116	574	542	278	402	355	72	9	69	144	124	87	89	66	116	169	84	947	46	75	49	1116
	50%	52%	47%	62%	69%	63%	17%	4%	47%	45%	50%	48%	50%	51%	64%	52%	43%	50%	46%	49%	49%	50%
		B		DE	ACDE	DE	E							ABCDEFHI	bl							
Part time paid job	157	51	106	36	41	50	26	3	8	18	18	13	8	14	10	26	13	127	8	13	9	157
	7%	5%	9%	8%	7%	9%	6%	2%	5%	6%	7%	7%	4%	11%	5%	8%	7%	7%	8%	8%	9%	7%
		A		E	E	dE	E							bEg								
Self employed	174	101	73	30	50	59	32	2	10	23	24	14	18	9	12	24	23	155	6	8	4	174
	8%	9%	6%	7%	9%	10%	7%	1%	7%	7%	10%	8%	10%	7%	7%	7%	12%	8%	6%	5%	4%	8%
		B		E	E	AdE	E										bg					
Student	56	30	26	51	4	1	-	-	2	11	3	5	2	1	3	3	5	35	8	12	1	56
	2%	3%	2%	11%	1%	*	-	-	1%	3%	1%	3%	1%	1%	2%	1%	3%	2%	8%	8%	1%	2%
				BCDE	d														ADE	ADE		
Unemployed (less than 6 months)	20	12	9	6	3	7	5	-	1	2	5	1	3	3	1	3	1	20	-	-	1	20
	1%	1%	1%	1%	1%	1%	1%	-	1%	1%	2%	1%	2%	2%	1%	1%	*	1%	-	-	1%	1%
Unemployed (more than 6 months)	50	4	46	12	24	12	2	1	7	10	4	6	3	4	4	6	2	46	1	2	1	50
	2%	*	4%	3%	4%	2%	*	1%	5%	3%	2%	3%	2%	3%	2%	2%	1%	2%	1%	1%	1%	2%
		A		De	CDE	D																
Home maker (Housewife)	93	55	39	17	35	36	3	2	7	14	9	8	14	1	10	13	7	83	5	5	1	93
	4%	5%	3%	4%	6%	6%	1%	1%	5%	4%	4%	4%	8%	1%	5%	4%	4%	4%	5%	3%	1%	4%
		b		De	DE	aDE			F	F	f	f	cFhi		F	f						
Retired	537	250	287	9	12	35	283	197	39	90	53	45	37	32	19	71	55	441	24	40	32	537
	24%	23%	25%	2%	2%	6%	66%	88%	27%	28%	22%	25%	21%	24%	10%	22%	28%	23%	24%	26%	32%	24%
						AB	ABC	ABCD	G	ceGh	G	G	G	G		G	eG				ae	
Prefer not to say	46	22	23	12	8	7	9	9	3	7	5	2	4	1	6	8	5	42	2	-	2	46
	2%	2%	2%	3%	1%	1%	2%	4%	2%	2%	2%	1%	2%	1%	3%	2%	3%	2%	2%	-	2%	2%
								BC										c	c		c	c

Columns Tested: A,B - A,B,C,D,E - A,B,C,D,E,F,G,H,I - A,B,C,D,E





**General Optical Council**

**E. Which of these best describes the working status of the chief income earner in your household?**

Base: All Respondents

	Employment status								
	Total	Full time paid job	Part time paid job	Self emp.	Stu dent	Unemp (<6m)	Unemp (>6m)	Home maker	Ret ired
	a	b	c	d	e	f	g	h	
	A	B	C	D	E	F	G	H	
Unweighted Total	2250	1126	159	178	53	21	50	94	524
Weighted Total	2250	1116	157	174	56	20	50	93	537
	100%	100%	100%	100%	100%	100%	100%	100%	100%
Full time paid job	1116	1116	-	-	-	-	-	-	-
	50%	100%	-	-	-	-	-	-	-
		BCDEFGH							
Part time paid job	157	-	157	-	-	-	-	-	-
	7%	-	100%	-	-	-	-	-	-
		ACDEFGH							
Self employed	174	-	-	174	-	-	-	-	-
	8%	-	-	100%	-	-	-	-	-
		ABDEFGH							
Student	56	-	-	-	56	-	-	-	-
	2%	-	-	-	100%	-	-	-	-
		ABCEFGH							
Unemployed (less than 6 months)	20	-	-	-	-	20	-	-	-
	1%	-	-	-	-	100%	-	-	-
		ABCEFGH							
Unemployed (more than 6 months)	50	-	-	-	-	-	50	-	-
	2%	-	-	-	-	-	100%	-	-
		ABCDEGH							
Home maker (Housewife)	93	-	-	-	-	-	-	93	-
	4%	-	-	-	-	-	-	100%	-
		ABCDEFH							
Retired	537	-	-	-	-	-	-	-	537
	24%	-	-	-	-	-	-	-	100%
		ABCDEFG							
Prefer not to say	46	-	-	-	-	-	-	-	-
	2%	-	-	-	-	-	-	-	-

Columns Tested: A,B,C,D,E,F,G,H



General Optical Council

E. Which of these best describes the working status of the chief income earner in your household?

Base: All Respondents

	Total	SEG						Sight					Eye conditions suffer from (personally or family)					Confidence in opticians	
		A	B	C1	C2	D	E	20:20 vision	Short sighted	Long sighted	Partially sighted	Registered blind	Glaucoma	Diabetes	Macular degeneration	Cataracts	Astigmatism	Confident	Not confident
Significance Level: 90%		a	b	c	d	e	f	a	b	c	d	e	a	b	c	d	e	a	b
Significance Level: 95%		A	B	C	D	E	F	A	B	C	D	E	A	B	C	D	E	A	B
Unweighted Total	2250	271	604	402	428	197	179	609	932	424	88	1	225	389	76	215	238	2067	88
Weighted Total	2250	267	606	401	426	197	183	618	923	421	89	1	222	388	77	218	237	2067	88
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Full time paid job	1116	176	376	212	224	86	-	365	458	193	30	-	101	155	33	69	131	1017	45
	50%	66%	62%	53%	53%	44%	-	59%	50%	46%	34%	-	46%	40%	43%	32%	55%	49%	51%
		CDEF	CDEF	EF	EF	F		BCD	D	D			D	D	d		ABcD		
Part time paid job	157	4	30	59	22	31	3	32	77	37	3	-	16	30	3	15	19	144	9
	7%	1%	5%	15%	5%	16%	2%	5%	8%	9%	3%	-	7%	8%	4%	7%	8%	7%	10%
			Af	ABDF	AF	ABDF			Ad	Ad									
Self employed	174	12	54	13	61	18	1	52	68	35	11	-	16	31	8	14	20	157	6
	8%	4%	9%	3%	14%	9%	1%	8%	7%	8%	12%	-	7%	8%	10%	6%	8%	8%	7%
		F	ACF	f	ABCeF	ACF													
Student	56	3	5	28	5	4	3	24	19	4	2	-	4	5	-	4	3	49	4
	2%	1%	1%	7%	1%	2%	2%	4%	2%	1%	2%	-	2%	1%	-	2%	1%	2%	5%
				ABDEF				BC											
Unemployed (less than 6 months)	20	-	-	1	-	3	13	4	10	4	1	-	2	8	-	2	3	20	-
	1%	-	-	*	-	1%	7%	1%	1%	1%	1%	-	1%	2%	-	1%	1%	1%	-
						ABcD	ABCDE												
Unemployed (more than 6 months)	50	-	5	3	8	2	23	18	19	10	-	-	4	13	-	1	9	45	2
	2%	-	1%	1%	2%	1%	13%	3%	2%	2%	-	-	2%	3%	-	*	4%	2%	2%
					A	ABCDE								D			cD		
Home maker (Housewife)	93	-	2	4	4	5	71	24	41	9	7	-	7	23	2	11	7	84	5
	4%	-	*	1%	1%	2%	39%	4%	4%	2%	8%	-	3%	6%	2%	5%	3%	4%	6%
				a	AB	ABCDE		c	C		aC		e						
Retired	537	72	133	81	102	48	65	94	225	125	33	1	70	119	29	100	43	512	15
	24%	27%	22%	20%	24%	24%	36%	15%	24%	30%	37%	100%	31%	31%	38%	46%	18%	25%	17%
		C				ABCDE			A	AB	AB		E	E	E	ABE		b	
Prefer not to say	46	1	1	-	-	-	3	4	6	5	2	-	2	4	2	2	2	38	2
	2%	*	*	-	-	-	2%	1%	1%	1%	2%	-	1%	1%	2%	1%	1%	2%	2%
						BCDe					b								

Columns Tested: A,B,C,D,E,F - A,B,C,D,E - A,B,C,D,E - A,B



**General Optical Council**

**E. Which of these best describes the working status of the chief income earner in your household?**

Base: All Respondents

	Last time visited an optician				Satisfaction with overall experience at opticians		Satisfaction with eye test		Corrective solutions		Satisfaction with purchasing corrective solutions		Confidence in effective regulation		Awareness of GOC		
	Total	2 years ago or less	More than 2 to less than 5 years	5 years or more ago	Never	Satisfied	Dissatisfied	Satisfied	Dissatisfied	Prescription glasses	Contact lenses	Satisfied	Dissatisfied	Confident	Not confident	Aware	Not aware
		a	b	c	d	a	b	a	b	a	b	a	b	a	b	a	b
Significance Level: 90%		A	B	C	D	A	B	A	B	A	B	A	B	A	B	A	B
Significance Level: 95%																	
Unweighted Total	2250	1656	182	156	241	1896	85	1929	42	1334	226	1291	44	1926	149	265	1985
Weighted Total	2250	1653	182	156	244	1893	84	1924	43	1326	226	1283	43	1926	148	271	1979
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Full time paid job	1116	768	95	98	148	915	38	934	14	602	150	598	15	971	81	143	973
	50%	46%	52%	63%	61%	48%	45%	49%	33%	45%	66%	47%	36%	50%	54%	53%	49%
				AB	Ab			B			A						
Part time paid job	157	118	15	7	16	134	6	134	6	110	17	105	2	138	10	24	133
	7%	7%	8%	4%	7%	7%	7%	7%	14%	8%	7%	8%	4%	7%	7%	9%	7%
									a								
Self employed	174	118	17	14	24	141	8	144	4	93	19	92	1	150	6	20	154
	8%	7%	9%	9%	10%	7%	9%	7%	9%	7%	8%	7%	2%	8%	4%	7%	8%
														b			
Student	56	35	6	4	10	46	-	43	3	25	5	25	1	48	4	16	40
	2%	2%	3%	3%	4%	2%	-	2%	7%	2%	2%	2%	3%	3%	3%	6%	2%
					a				A							B	
Unemployed (less than 6 months)	20	11	1	4	3	15	1	14	-	8	1	7	-	17	1	2	18
	1%	1%	1%	3%	1%	1%	1%	1%	-	1%	*	1%	-	1%	1%	1%	1%
				A													
Unemployed (more than 6 months)	50	32	6	4	8	39	3	41	-	27	3	26	-	42	4	9	41
	2%	2%	3%	3%	3%	2%	4%	2%	-	2%	1%	2%	-	2%	3%	3%	2%
Home maker (Housewife)	93	62	10	9	12	73	7	77	3	49	2	44	5	77	7	13	80
	4%	4%	6%	6%	5%	4%	8%	4%	7%	4%	1%	3%	12%	4%	5%	5%	4%
							a			B			A				
Retired	537	471	28	14	20	495	16	499	10	388	25	368	16	453	31	42	495
	24%	29%	16%	9%	8%	26%	19%	26%	23%	29%	11%	29%	36%	24%	21%	16%	25%
		BCD	cD							B							A
Prefer not to say	46	36	4	2	3	35	5	39	2	24	5	18	3	29	4	1	45
	2%	2%	2%	1%	1%	2%	7%	2%	6%	2%	2%	1%	7%	1%	3%	*	2%
							A						A				A

Columns Tested: A,B,C,D - A,B - A,B - A,B - A,B - A,B



**General Optical Council**

**E. Which of these best describes the working status of the chief income earner in your household?**

Base: All Respondents

	Ethnicity						Children in household		Products currently used				Product most recently bought			
	Total	White	Mixed/ multiple	Asian or Asian British	Black or Black British	Other	BME	Aged 8 or under	Aged 9-18	Glasses with a prescription	Contact lenses	Reading glasses without a prescription	None of these	Glasses with a prescription	Contact lenses	Reading glasses without a prescription
Significance Level: 90%		a	b	c	d	e	f	a	b	a	b	c	d	a	b	c
Significance Level: 95%		A	B	C	D	E	F	A	B	A	B	C	D	A	B	C
Unweighted Total	2250	2003	30	127	25	11	193	380	543	1334	226	283	646	1177	164	23
Weighted Total	2250	2000	30	128	25	11	195	384	542	1326	226	280	656	1169	164	23
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Full time paid job	1116	987	17	74	18	7	116	272	378	602	150	118	385	503	112	8
50%	49%	55%	58%	71%	63%	60%	71%	70%	45%	66%	42%	59%	43%	68%	34%	
			a	A		A					ACD		AC		AC	
Part time paid job	157	131	6	13	1	1	21	31	46	110	17	18	35	98	9	5
7%	7%		10%	4%	8%	11%	8%	8%		8%	7%	7%	5%	8%	5%	21%
			Ad			A				D						AB
Self employed	174	156	2	13	-	-	15	23	46	93	19	26	56	80	13	2
8%	8%	7%	10%	-	-	8%	6%	8%		7%	8%	9%	8%	7%	8%	9%
			d													
Student	56	48	-	4	2	1	7	7	16	25	5	1	28	22	4	1
2%	2%	-	3%	8%	9%	4%	2%	3%		2%	2%	*	4%	2%	2%	4%
			a							c	c		AC			
Unemployed (less than 6 months)	20	17	1	1	-	-	2	3	2	8	1	6	8	6	1	1
1%	1%	3%	1%	-	-	1%	1%	*		1%	*	2%	1%	*	1%	4%
												A				A
Unemployed (more than 6 months)	50	40	1	7	1	-	9	32	18	27	3	4	19	25	2	-
2%	2%	4%	6%	4%	-	5%	8%	3%		2%	1%	1%	3%	2%	1%	-
			A			A		B								
Home maker (Housewife)	93	82	3	6	1	1	11	9	19	49	2	10	34	48	1	-
4%	4%	10%	5%	4%	9%	6%	2%	4%		4%	1%	4%	5%	4%	1%	-
										B		B	B	B		
Retired	537	523	-	8	1	1	10	5	15	388	25	94	72	366	20	6
24%	26%	-	6%	5%	10%	5%	1%	3%		29%	11%	33%	11%	31%	12%	28%
		BCDF			b					BD		BD		B		B
Prefer not to say	46	16	-	1	1	-	2	1	2	24	5	4	19	20	2	-
2%	1%	-	1%	5%	-	1%	*	*		2%	2%	1%	3%	2%	1%	-
				A												

Columns Tested: A,B,C,D,E,F - A,B - A,B,C,D - A,B,C



## General Optical Council

## F. Which of the following categories does the chief income earner in the household fall into, or if retired, what category DID they fall into?

Base: All Respondents

	Gender		Age					Region							Country							
	Total	Male	Female	18-29	30-44	45-59	60-74	75+	North East	North West	Yorks & Humb.	East Mid lands	West Mid lands	East of Eng land	Lon don	South East	South West	Eng land	Wales	Scot land	NI	UK TOTAL
		a	b	a	b	c	d	e	a	b	c	d	e	f	g	h	i	a	b	c	d	e
Significance Level: 90%		A	B	A	B	C	D	E	A	B	C	D	E	F	G	H	I	A	B	C	D	E
Significance Level: 95%																						
Unweighted Total	2250	1099	1151	439	564	601	459	187	146	319	247	180	178	132	182	324	193	1901	100	154	95	2250
Weighted Total	2250	1099	1151	452	580	562	432	225	146	318	245	181	177	131	181	322	194	1895	100	154	100	2250
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Higher managerial, administrative or professional in large company (over 250 employees)	267	136	131	47	60	80	61	20	17	30	29	23	23	14	33	39	22	231	9	18	10	267
	12%	12%	11%	10%	10%	14%	14%	9%	12%	10%	12%	13%	13%	11%	18%	12%	11%	12%	9%	12%	10%	12%
						aBE	be								Bcfhi							
Intermediate managerial, administrative or professional or Higher management in a company with less than 250 employees	606	336	270	116	179	148	100	63	26	84	67	47	42	31	59	96	60	511	29	38	28	606
	27%	31%	23%	26%	31%	26%	23%	28%	18%	26%	27%	26%	24%	24%	33%	30%	31%	27%	29%	24%	28%	27%
		B			acD					A	A	a		Aef	A	A						
Students, Supervisory or clerical and junior managerial, administrative or professional	401	177	224	94	117	97	69	25	18	55	46	35	25	26	31	71	27	332	20	33	16	401
	18%	16%	19%	21%	20%	17%	16%	11%	12%	17%	19%	19%	14%	20%	17%	22%	14%	18%	20%	22%	16%	18%
		A		dE	dE	E					a	a		a	AEI							
Skilled manual workers	426	207	220	76	103	117	87	43	35	65	44	38	31	26	24	47	35	345	19	35	28	426
	19%	19%	19%	17%	18%	21%	20%	19%	24%	21%	18%	21%	18%	20%	13%	15%	18%	18%	19%	23%	28%	19%
									GH	GH		Gh		g							AE	
Semi and unskilled manual workers	197	84	113	42	52	43	45	15	20	32	23	9	20	17	9	23	20	172	6	10	9	197
	9%	8%	10%	9%	9%	8%	10%	7%	14%	10%	9%	5%	11%	13%	5%	7%	10%	9%	6%	7%	9%	9%
			a						DGH	DG	dg		DG	DGh		dg						
Unemployed or a pensioner who depends on the welfare state for their income ie. not a private pension	183	89	93	22	49	45	31	35	14	23	18	21	20	9	14	19	14	153	12	12	5	183
	8%	8%	8%	5%	9%	8%	7%	16%	10%	7%	7%	11%	11%	7%	8%	6%	7%	8%	12%	8%	5%	8%
					A	A	ABCD					H	H						d			
Prefer not to say	169	69	100	54	20	32	38	25	16	29	19	9	16	8	12	29	15	152	5	8	4	169
	8%	6%	9%	12%	3%	6%	9%	11%	11%	9%	8%	5%	9%	6%	7%	9%	8%	8%	5%	5%	4%	8%
			A	BC		b	BC	BC	D	d					d							

Columns Tested: A,B - A,B,C,D,E - A,B,C,D,E,F,G,H,I - A,B,C,D,E

### General Optical Council

#### F. Which of the following categories does the chief income earner in the household fall into, or if retired, what category DID they fall into?

Base: All Respondents

	Employment status								
	Total	Full time paid job	Part time paid job	Self emp.	Student	Unemp (<6m)	Unemp (>6m)	Home maker	Retired
Significance Level: 90%		a	b	c	d	e	f	g	h
Significance Level: 95%		A	B	C	D	E	F	G	H
Unweighted Total	2250	1126	159	178	53	21	50	94	524
Weighted Total	2250	1116	157	174	56	20	50	93	537
	100%	100%	100%	100%	100%	100%	100%	100%	100%
Higher managerial, administrative or professional in large company (over 250 employees)	267	176	4	12	3	-	-	-	72
	12%	16%	3%	7%	5%	-	-	-	13%
		BCDEFG		bfG	fG				BCeFG
Intermediate managerial, administrative or professional or Higher management in a company with less than 250 employees	606	376	30	54	5	-	5	2	133
	27%	34%	19%	31%	9%	-	10%	2%	25%
		BDEFGH	dEG	BDEFGH	g		G		DEFG
Students, Supervisory or clerical and junior managerial, administrative or professional	401	212	59	13	28	1	3	4	81
	18%	19%	38%	8%	51%	5%	6%	4%	15%
		CeFGH	ACEFGH		AbCEFGH				CfG
Skilled manual workers	426	224	22	61	5	-	8	4	102
	19%	20%	14%	35%	10%	-	16%	4%	19%
		bdEG	eG	ABDEFGH			eG		dEG
Semi and unskilled manual workers	197	86	31	18	4	3	2	5	48
	9%	8%	20%	10%	8%	14%	4%	5%	9%
			ACDFGH						
Unemployed or a pensioner who depends on the welfare state for their income ie. not a private pension	183	-	3	1	3	13	23	71	65
	8%	-	2%	1%	6%	62%	46%	76%	12%
			A	A	AC	ABCDH	ABCDH	ABCDFH	ABC
Prefer not to say	169	43	9	15	6	4	9	7	36
	8%	4%	6%	8%	11%	19%	18%	8%	7%
			A	A	ABH	ABCgH	a	A	

Columns Tested: A,B,C,D,E,F,G,H



**General Optical Council**

**F. Which of the following categories does the chief income earner in the household fall into, or if retired, what category DID they fall into?**

Base: All Respondents

	Total	SEG						Sight					Eye conditions suffer from (personally or family)					Confidence in opticians	
		A	B	C1	C2	D	E	20:20 vision	Short sighted	Long sighted	Partially sighted	Registered blind	Glaucoma	Diabetes	Macular degeneration	Cataracts	Astigmatism	Confident	Not confident
		a	b	c	d	e	f	a	b	c	d	e	a	b	c	d	e	a	b
Significance Level: 90%		A	B	C	D	E	F	A	B	C	D	E	A	B	C	D	E	A	B
Significance Level: 95%		A	B	C	D	E	F	A	B	C	D	E	A	B	C	D	E	A	B
Unweighted Total	2250	271	604	402	428	197	179	609	932	424	88	1	225	389	76	215	238	2067	88
Weighted Total	2250	267	606	401	426	197	183	618	923	421	89	1	222	388	77	218	237	2067	88
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Higher managerial, administrative or professional in large company (over 250 employees)	267	267	-	-	-	-	-	63	124	53	14	-	33	39	12	28	36	247	8
	12%	100%	-	-	-	-	-	10%	13%	13%	16%	-	15%	10%	15%	13%	15%	12%	9%
		BCDEF							a						b				
Intermediate managerial, administrative or professional or Higher management in a company with less than 250 employees	606	-	606	-	-	-	-	172	258	115	23	1	68	102	27	60	86	557	25
	27%	-	100%	-	-	-	-	28%	28%	27%	27%	100%	31%	26%	36%	28%	36%	27%	29%
		ACDEF							aCd						Bd				
Students, Supervisory or clerical and junior managerial, administrative or professional	401	-	-	401	-	-	-	107	195	65	11	-	32	66	12	36	45	369	18
	18%	-	-	100%	-	-	-	17%	21%	16%	13%	-	15%	17%	16%	17%	19%	18%	20%
		ABDEF							aCd										
Skilled manual workers	426	-	-	-	426	-	-	136	153	92	18	-	40	66	10	40	26	387	18
	19%	-	-	-	100%	-	-	22%	17%	22%	20%	-	18%	17%	13%	18%	11%	19%	21%
		ABCEF							B						E				
Semi and unskilled manual workers	197	-	-	-	-	197	-	54	77	42	5	-	15	34	4	13	17	180	9
	9%	-	-	-	-	100%	-	9%	8%	10%	6%	-	7%	9%	5%	6%	7%	9%	10%
		ABCDF																	
Unemployed or a pensioner who depends on the welfare state for their income ie. not a private pension	183	-	-	-	-	-	183	42	77	26	11	-	18	55	6	30	17	172	5
	8%	-	-	-	-	-	100%	7%	8%	6%	12%	-	8%	14%	8%	14%	7%	8%	6%
		ABCDE							aC						AE				
Prefer not to say	169	-	-	-	-	-	-	42	40	28	6	-	16	27	6	10	10	154	5
	8%	-	-	-	-	-	-	7%	4%	7%	7%	-	7%	7%	7%	5%	4%	7%	6%
									B						b				

Columns Tested: A,B,C,D,E,F - A,B,C,D,E - A,B,C,D,E - A,B



### General Optical Council

#### F. Which of the following categories does the chief income earner in the household fall into, or if retired, what category DID they fall into?

Base: All Respondents

	Last time visited an optician				Satisfaction with overall experience at opticians		Satisfaction with eye test		Corrective solutions		Satisfaction with purchasing corrective solutions		Confidence in effective regulation		Awareness of GOC		
	Total	2 years ago or less	More than 2 to less than 5 years	5 years or more ago	Never	Satis fied	Dissat isfied	Satis fied	Dissat isfied	Presc ription glass es	Cont act lens es	Satis fied	Dissat isfied	Conf ident	Not confi dent	Aware	Not aware
		a	b	c	d	a	b	a	b	a	b	a	b	a	b	a	b
Significance Level: 90%		A	B	C	D	A	B	A	B	A	B	A	B	A	B	A	B
Significance Level: 95%		A	B	C	D	A	B	A	B	A	B	A	B	A	B	A	B
Unweighted Total	2250	1656	182	156	241	1896	85	1929	42	1334	226	1291	44	1926	149	265	1985
Weighted Total	2250	1653	182	156	244	1893	84	1924	43	1326	226	1283	43	1926	148	271	1979
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Higher managerial, administrative or professional in large company (over 250 employees)	267	222	13	10	21	239	3	239	3	181	40	175	7	214	29	28	239
	12%	13%	7%	6%	9%	13%	4%	12%	7%	14%	18%	14%	16%	11%	20%	10%	12%
		BCD				B								A			
Intermediate managerial, administrative or professional or Higher management in a company with less than 250 employees	606	449	42	44	66	515	19	521	8	348	78	344	10	533	37	96	511
	27%	27%	23%	28%	27%	27%	23%	27%	19%	26%	34%	27%	23%	28%	25%	35%	26%
										A						B	
Students, Supervisory or clerical and junior managerial, administrative or professional	401	277	43	31	50	334	14	341	7	253	43	249	6	345	23	52	349
	18%	17%	24%	20%	20%	18%	16%	18%	17%	19%	19%	19%	14%	18%	15%	19%	18%
			A														
Skilled manual workers	426	306	33	33	51	354	18	360	12	237	39	232	6	374	25	43	383
	19%	19%	18%	21%	21%	19%	21%	19%	28%	18%	17%	18%	13%	19%	17%	16%	19%
Semi and unskilled manual workers	197	130	24	22	20	162	11	169	5	112	12	105	7	165	18	18	179
	9%	8%	13%	14%	8%	9%	14%	9%	11%	8%	5%	8%	16%	9%	12%	7%	9%
			A	Ad									a				
Unemployed or a pensioner who depends on the welfare state for their income ie. not a private pension	183	136	13	11	23	150	9	151	3	106	6	100	3	155	8	23	160
	8%	8%	7%	7%	9%	8%	11%	8%	7%	8%	3%	8%	7%	8%	5%	9%	8%
										B							
Prefer not to say	169	132	14	5	14	139	10	144	4	88	9	77	5	139	8	10	159
	8%	8%	8%	3%	6%	7%	12%	7%	10%	7%	4%	6%	12%	7%	5%	4%	8%
		C	c			a										A	

Columns Tested: A,B,C,D - A,B - A,B - A,B - A,B - A,B - A,B





**General Optical Council**

**F. Which of the following categories does the chief income earner in the household fall into, or if retired, what category DID they fall into?**

Base: All Respondents

	Ethnicity						Children in household		Products currently used				Product most recently bought			
	Total	White	Mixed/ multiple	Asian or Asian British	Black or Black British	Other	BME	Aged 8 or under	Aged 9-18	Glasses with a prescription	Contact lenses	Reading glasses without a prescription	None of these	Glasses with a prescription	Contact lenses	Reading glasses without a prescription
Significance Level: 90%		a	b	c	d	e	f	a	b	a	b	c	d	a	b	c
Significance Level: 95%		A	B	C	D	E	F	A	B	A	B	C	D	A	B	C
Unweighted Total	2250	2003	30	127	25	11	193	380	543	1334	226	283	646	1177	164	23
Weighted Total	2250	2000	30	128	25	11	195	384	542	1326	226	280	656	1169	164	23
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Higher managerial, administrative or professional in large company (over 250 employees)	267	229	5	25	5	2	37	43	77	181	40	36	55	151	31	3
	12%	11%	16%	20%	20%	18%	19%	11%	14%	14%	18%	13%	8%	13%	19%	13%
				A			A			D	D	D		A		
Intermediate managerial, administrative or professional or Higher management in a company with less than 250 employees	606	547	7	36	5	3	51	139	163	348	78	71	182	301	54	7
	27%	27%	23%	28%	20%	28%	26%	36%	30%	26%	34%	25%	28%	26%	33%	31%
								B			ACd			a		
Students, Supervisory or clerical and junior managerial, administrative or professional	401	357	6	22	8	4	40	66	91	253	43	35	109	225	32	3
	18%	18%	21%	17%	31%	36%	21%	17%	17%	19%	19%	13%	17%	19%	20%	12%
				a						C	C					
Skilled manual workers	426	400	5	18	3	-	26	68	107	237	39	60	132	209	28	4
	19%	20%	16%	14%	12%	-	13%	18%	20%	18%	17%	21%	20%	18%	17%	17%
		eF														
Semi and unskilled manual workers	197	180	3	8	1	-	12	29	44	112	12	35	54	103	9	1
	9%	9%	10%	6%	4%	-	6%	8%	8%	8%	5%	13%	8%	9%	5%	5%
												ABD				
Unemployed or a pensioner who depends on the welfare state for their income ie. not a private pension	183	163	4	8	1	1	14	23	29	106	6	23	58	98	5	3
	8%	8%	14%	6%	4%	9%	7%	6%	5%	8%	3%	8%	9%	8%	3%	13%
										B		B	B	B		B
Prefer not to say	169	125	-	10	2	1	13	16	32	88	9	20	65	81	5	2
	8%	6%	-	8%	9%	9%	7%	4%	6%	7%	4%	7%	10%	7%	3%	9%
				b									AB	b		

Columns Tested: A,B,C,D,E,F - A,B - A,B,C,D - A,B,C



## General Optical Council

## G. Does the chief income earner work in the public or private sector?

Base: All Respondents

	Gender		Age					Region								Country						
	Total	Male	Female	18-29	30-44	45-59	60-74	75+	North East	North West	Yorks & Humb.	East Mid lands	West Mid lands	East of Eng land	Lon don	South East	South West	Eng land	Wales	Scot land	NI	UK TOTAL
	a	b	c	d	e	a	b	c	d	e	f	g	h	i	a	b	c	d	e			
Significance Level: 90%		A	B	A	B	C	D	E	A	B	C	D	E	F	G	H	I	A	B	C	D	E
Significance Level: 95%																						
Unweighted Total	2250	1099	1151	439	564	601	459	187	146	319	247	180	178	132	182	324	193	1901	100	154	95	2250
Weighted Total	2250	1099	1151	452	580	562	432	225	146	318	245	181	177	131	181	322	194	1895	100	154	100	2250
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Public, i.e. government, local council, emergency services, armed services, etc	761	307	454	156	170	175	183	77	55	105	98	54	49	40	44	101	67	613	41	58	48	761
	34%	28%	39%	34%	29%	31%	42%	34%	38%	33%	40%	30%	27%	31%	25%	31%	35%	32%	41%	38%	48%	34%
		A	b			ABCe			eG	g	bDEFGH					G		a		AcE		
Private, i.e. a company set up to make a profit	1139	627	511	214	330	316	192	86	65	154	109	93	91	73	112	179	102	978	40	78	43	1139
	51%	57%	44%	47%	57%	56%	45%	38%	44%	48%	44%	51%	52%	56%	62%	56%	52%	52%	40%	50%	43%	51%
		B		E	ADE	ADE								aC	ABCDEi	AbC	c	Bd		b		B
Third sector, i.e. a charity or non-profit organisation (like a housing association)	52	26	26	6	17	15	7	6	5	6	7	3	6	5	4	7	3	46	3	3	-	52
	2%	2%	2%	1%	3%	3%	2%	3%	4%	2%	3%	2%	3%	4%	2%	2%	2%	2%	3%	2%	-	2%
				a														d				
Prefer not to say	199	97	101	58	48	33	29	30	10	40	14	21	16	8	13	28	15	165	14	14	5	199
	9%	9%	9%	13%	8%	6%	7%	13%	7%	12%	6%	12%	9%	6%	7%	9%	8%	9%	14%	9%	5%	9%
				BCD	c		BCD			aCFg		Cf						aDe				
Not Stated	100	41	59	17	14	23	20	26	11	14	17	9	15	5	7	7	6	92	2	2	3	100
	4%	4%	5%	4%	2%	4%	5%	12%	8%	4%	7%	5%	9%	4%	4%	2%	3%	5%	2%	1%	3%	4%
				b	ABCD				Hi		Hi	h	bgHI				C					C

Columns Tested: A,B - A,B,C,D,E - A,B,C,D,E,F,G,H,I - A,B,C,D,E

### General Optical Council

#### G. Does the chief income earner work in the public or private sector?

Base: All Respondents

	Employment status								
	Total	Full time paid job	Part time paid job	Self emp.	Stu dent	Unemp (<6m)	Unemp (>6m)	Home maker	Ret ired
Significance Level: 90%		a	b	c	d	e	f	g	h
Significance Level: 95%		A	B	C	D	E	F	G	H
Unweighted Total	2250	1126	159	178	53	21	50	94	524
Weighted Total	2250	1116	157	174	56	20	50	93	537
	100%	100%	100%	100%	100%	100%	100%	100%	100%
Public, i.e. government, local council, emergency services, armed services, etc	761	406	70	33	10	2	8	8	223
	34%	36%	45%	19%	17%	9%	16%	9%	41%
		CDEFG	ACDEFG	G					ACDEFG
Private, i.e. a company set up to make a profit	1139	668	78	127	16	4	13	16	214
	51%	60%	50%	73%	30%	19%	26%	17%	40%
		BDEFGH	DEFGH	ABDEFGH	g				efG
Third sector, i.e. a charity or non-profit organisation (like a housing association)	52	15	4	5	5	2	6	5	10
	2%	1%	2%	3%	8%	10%	12%	5%	2%
					AbcH	AbH	ABCH	Ah	
Prefer not to say	199	26	5	9	23	5	14	36	44
	9%	2%	3%	5%	41%	23%	28%	38%	8%
				A	ABCH	ABCH	ABCH	ABCH	AB
Not Stated	100	2	-	-	2	8	9	29	46
	4%	*	-	-	4%	39%	18%	31%	9%
					ABC	ABCDfH	ABCDH	ABCDfH	ABC

Columns Tested: A,B,C,D,E,F,G,H



### General Optical Council

#### G. Does the chief income earner work in the public or private sector?

Base: All Respondents

	Total	SEG						Sight					Eye conditions suffer from (personally or family)					Confidence in opticians	
		A	B	C1	C2	D	E	20:20 vision	Short sighted	Long sighted	Partially sighted	Registered blind	Glaucoma	Diabetes	Macular degeneration	Cataracts	Astigmatism	Confident	Not confident
Significance Level: 90%		a	b	c	d	e	f	a	b	c	d	e	a	b	c	d	e	a	b
Significance Level: 95%		A	B	C	D	E	F	A	B	C	D	E	A	B	C	D	E	A	B
Unweighted Total	2250	271	604	402	428	197	179	609	932	424	88	1	225	389	76	215	238	2067	88
Weighted Total	2250	267	606	401	426	197	183	618	923	421	89	1	222	388	77	218	237	2067	88
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Public, i.e. government, local council, emergency services, armed services, etc	761	110	225	168	132	75	16	216	322	143	27	-	89	148	33	82	85	705	25
	34%	41%	37%	42%	31%	38%	9%	35%	35%	34%	31%	-	40%	38%	43%	38%	36%	34%	28%
		DF	DF	DF	F	dF													
Private, i.e. a company set up to make a profit	1139	145	356	197	267	105	28	326	478	223	38	-	96	167	33	94	127	1042	52
	51%	54%	59%	49%	63%	54%	15%	53%	52%	53%	43%	-	43%	43%	43%	43%	54%	50%	59%
		F	CF	F	ACEF	F		d		d							ABcD		
Third sector, i.e. a charity or non-profit organisation (like a housing association)	52	2	12	12	7	5	13	15	20	11	3	-	4	7	4	6	6	48	3
	2%	1%	2%	3%	2%	3%	7%	2%	2%	3%	3%	-	2%	2%	5%	3%	2%	2%	4%
				a			ABCDE												
Prefer not to say	199	4	6	20	12	6	76	40	69	23	12	1	19	40	5	24	12	177	7
	9%	2%	1%	5%	3%	3%	42%	7%	7%	5%	13%	100%	9%	10%	7%	11%	5%	9%	8%
				AB	B	B	ABCDE				ABC			E		E			
Not Stated	100	6	7	5	9	5	50	21	34	21	8	-	14	26	2	12	7	95	1
	4%	2%	1%	1%	2%	3%	27%	3%	4%	5%	9%	-	6%	7%	3%	5%	3%	5%	1%
							ABCDE				AB		e	E					

Columns Tested: A,B,C,D,E,F - A,B,C,D,E - A,B,C,D,E - A,B



### General Optical Council

#### G. Does the chief income earner work in the public or private sector?

Base: All Respondents

	Last time visited an optician				Satisfaction with overall experience at opticians		Satisfaction with eye test		Corrective solutions		Satisfaction with purchasing corrective solutions		Confidence in effective regulation		Awareness of GOC		
	Total	2 years ago or less	More than 2 to less than 5 years	5 years or more ago	Never	Satisfied	Dissatisfied	Satisfied	Dissatisfied	Prescription glasses	Contact lenses	Satisfied	Dissatisfied	Confident	Not confident	Aware	Not aware
		a	b	c	d	a	b	a	b	a	b	a	b	a	b	a	b
Significance Level: 90%		A	B	C	D	A	B	A	B	A	B	A	B	A	B	A	B
Significance Level: 95%																	
Unweighted Total	2250	1656	182	156	241	1896	85	1929	42	1334	226	1291	44	1926	149	265	1985
Weighted Total	2250	1653	182	156	244	1893	84	1924	43	1326	226	1283	43	1926	148	271	1979
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Public, i.e. government, local council, emergency services, armed services, etc	761	580	57	51	68	658	24	672	8	452	77	439	17	675	44	76	685
	34%	35%	32%	33%	28%	35%	29%	35%	19%	34%	34%	34%	39%	35%	30%	28%	35%
		D						B								A	
Private, i.e. a company set up to make a profit	1139	811	101	86	134	955	40	968	22	677	130	661	17	967	79	152	986
	51%	49%	55%	55%	55%	50%	48%	50%	51%	51%	57%	52%	40%	50%	53%	56%	50%
					a					a						b	
Third sector, i.e. a charity or non-profit organisation (like a housing association)	52	36	3	4	7	42	2	42	1	35	2	33	2	41	5	16	36
	2%	2%	2%	3%	3%	2%	3%	2%	2%	3%	1%	3%	5%	2%	4%	6%	2%
																B	
Prefer not to say	199	138	19	9	31	149	15	154	10	113	12	104	4	156	14	25	174
	9%	8%	10%	6%	13%	8%	17%	8%	22%	9%	5%	8%	9%	8%	9%	9%	9%
					AC												
Not Stated	100	88	2	5	4	90	3	89	2	48	5	46	3	86	6	2	98
	4%	5%	1%	3%	2%	5%	3%	5%	4%	4%	2%	4%	7%	4%	4%	1%	5%
		BD															A

Columns Tested: A,B,C,D - A,B - A,B - A,B - A,B - A,B



## General Optical Council

## G. Does the chief income earner work in the public or private sector?

Base: All Respondents

	Ethnicity						Children in household		Products currently used				Product most recently bought			
	Total	White	Mixed/ multiple	Asian or Asian British	Black or Black British	Other	BME	Aged 8 or under	Aged 9-18	Glasses with a prescription	Contact lenses	Reading glasses without a prescription	None of these	Glasses with a prescription	Contact lenses	Reading glasses without a prescription
	a	b	c	d	e	f	a	b	a	b	c	d	a	b	c	
Significance Level: 90%	A	B	C	D	E	F	A	B	A	B	C	D	A	B	C	
Significance Level: 95%																
Unweighted Total	2250	2003	30	127	25	11	193	380	543	1334	226	283	646	1177	164	23
Weighted Total	2250	2000	30	128	25	11	195	384	542	1326	226	280	656	1169	164	23
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Public, i.e. government, local council, emergency services, armed services, etc	761	703	7	33	10	3	53	113	184	452	77	90	217	401	57	4
	34%	35%	24%	26%	40%	27%	27%	30%	34%	34%	34%	32%	33%	34%	35%	17%
		CF												c		
Private, i.e. a company set up to make a profit	1139	1014	17	75	11	7	110	229	299	677	130	151	321	586	94	15
	51%	51%	56%	58%	43%	64%	56%	60%	55%	51%	57%	54%	49%	50%	57%	65%
				a						aD				a		
Third sector, i.e. a charity or non-profit organisation (like a housing association)	52	48	1	1	2	-	4	8	12	35	2	4	12	34	1	1
	2%	2%	3%	1%	8%	-	2%	2%	2%	3%	1%	1%	2%	3%	1%	4%
				aCf										b		
Prefer not to say	199	150	3	11	1	1	17	19	30	113	12	21	69	103	7	2
	9%	7%	10%	9%	5%	9%	9%	5%	6%	9%	5%	7%	10%	9%	4%	8%
													B	b		
Not Stated	100	85	2	8	1	-	11	14	17	48	5	15	37	44	5	1
	4%	4%	7%	6%	4%	-	6%	4%	3%	4%	2%	5%	6%	4%	3%	5%
												b	AB			

Columns Tested: A,B,C,D,E,F - A,B - A,B,C,D - A,B,C

### General Optical Council

#### H. How many children are there in the household aged 8 or under?

Base: All Respondents

	Gender		Age					Region								Country						
	Total	Male	Female	18-29	30-44	45-59	60-74	75+	North East	North West	Yorks & Humb.	East Mid lands	West Mid lands	East of Eng land	Lon don	South East	South West	Eng land	Wales	Scot land	NI	UK TOTAL
	a	b	c	d	e	a	b	c	d	e	f	g	h	i	a	b	c	d	e			
Significance Level: 90%	A	B	C	D	E	A	B	C	D	E	F	G	H	I	A	B	C	D	E			
Significance Level: 95%																						
Unweighted Total	2250	1099	1151	439	564	601	459	187	146	319	247	180	178	132	182	324	193	1901	100	154	95	2250
Weighted Total	2250	1099	1151	452	580	562	432	225	146	318	245	181	177	131	181	322	194	1895	100	154	100	2250
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
None	1851	928	923	349	354	507	420	221	116	257	198	147	145	106	136	270	173	1547	84	135	85	1851
	82%	84%	80%	77%	61%	90%	97%	98%	79%	81%	81%	82%	82%	81%	75%	84%	89%	82%	84%	88%	85%	82%
	B	B	B	B	B	AB	ABC	ABC							G	ABCDEFGHI		ae				
1	239	102	136	62	131	40	5	1	23	35	28	21	20	11	23	36	14	212	10	10	6	239
	11%	9%	12%	14%	23%	7%	1%	1%	16%	11%	11%	12%	11%	8%	13%	11%	7%	11%	10%	7%	6%	11%
			A	CDE	ACDE	DE			fl					i				c				
2	116	50	66	31	75	9	2	-	4	20	12	9	8	10	16	11	6	97	4	7	8	116
	5%	5%	6%	7%	13%	2%	*	-	3%	6%	5%	5%	5%	8%	9%	3%	3%	5%	4%	5%	8%	5%
			CDE	ACDE	de					h				ahi	AHI							
3	24	10	14	6	15	3	-	-	-	5	2	3	3	2	3	3	1	22	1	1	-	24
	1%	1%	1%	1%	3%	1%	-	-	-	2%	1%	2%	2%	1%	2%	1%	1%	1%	1%	1%	1%	1%
			D	CDE																		
4+	4	1	3	1	3	-	-	-	-	-	3	-	-	1	-	-	-	4	-	-	-	4
	*	*	*	*	1%	-	-	-	-	-	1%	-	-	1%	-	-	-	*	-	-	-	*
				c							BH											
Don't know / refused	15	7	8	3	2	3	5	2	3	1	2	-	1	1	3	2	-	13	1	-	1	15
	1%	1%	1%	1%	*	1%	1%	1%	2%	*	1%	-	1%	1%	2%	1%	-	1%	1%	-	1%	1%
									bdl						bdi							

Columns Tested: A,B - A,B,C,D,E - A,B,C,D,E,F,G,H,I - A,B,C,D,E



### General Optical Council

#### H. How many children are there in the household aged 8 or under?

Base: All Respondents

	Employment status								
	Total	Full time paid job	Part time paid job	Self emp.	Student	Unemp (<6m)	Unemp (>6m)	Home maker	Ret ired
		a	b	c	d	e	f	g	h
		A	B	C	D	E	F	G	H
Unweighted Total	2250	1126	159	178	53	21	50	94	524
Weighted Total	2250	1116	157	174	56	20	50	93	537
	100%	100%	100%	100%	100%	100%	100%	100%	100%
None	1851	843	126	150	47	17	19	84	532
	82%	75%	80%	86%	85%	85%	37%	91%	99%
		F	F	AF	F	F		ABF	ABCDEFG
1	239	168	19	17	4	3	17	5	4
	11%	15%	12%	10%	8%	15%	34%	5%	1%
		cGH	gH	H	H	H	ABCDeGH	H	
2	116	87	12	3	2	-	9	2	1
	5%	8%	8%	2%	4%	-	18%	2%	*
		CGH	CgH	H	H		ABCDEGH	H	
3	24	16	-	1	1	-	4	2	-
	1%	1%	-	1%	2%	-	8%	2%	-
		H		h	bH		ABCgH	bH	
4+	4	1	-	2	-	-	1	-	-
	*	*	-	1%	-	-	2%	-	-
				AH			AbH		
Don't know / refused	15	2	-	-	1	-	-	-	-
	1%	*	-	-	2%	-	-	-	-
					AbcH				

Columns Tested: A,B,C,D,E,F,G,H





### General Optical Council

#### H. How many children are there in the household aged 8 or under?

Base: All Respondents

	Total	SEG						Sight					Eye conditions suffer from (personally or family)					Confidence in opticians	
		A	B	C1	C2	D	E	20:20 vision	Short sighted	Long sighted	Partially sighted	Registered blind	Glaucoma	Diabetes	Macular degeneration	Cataracts	Astigmatism	Confident	Not confident
Significance Level: 90%		a	b	c	d	e	f	a	b	c	d	e	a	b	c	d	e	a	b
Significance Level: 95%		A	B	C	D	E	F	A	B	C	D	E	A	B	C	D	E	A	B
Unweighted Total	2250	271	604	402	428	197	179	609	932	424	88	1	225	389	76	215	238	2067	88
Weighted Total	2250	267	606	401	426	197	183	618	923	421	89	1	222	388	77	218	237	2067	88
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
None	1851	223	467	336	359	167	159	479	779	362	76	1	193	332	68	185	183	1706	68
	82%	83%	77%	84%	84%	85%	87%	78%	84%	86%	85%	100%	87%	85%	88%	85%	77%	83%	77%
		B		B	B	B	B		A	A	a		E	E	E	E			
1	239	26	88	42	41	19	13	83	92	39	6	-	13	34	6	13	31	216	12
	11%	10%	14%	11%	10%	10%	7%	13%	10%	9%	7%	-	6%	9%	8%	6%	13%	10%	14%
			acDeF					BCd									AD		
2	116	15	43	23	19	6	6	38	49	15	6	-	13	18	2	16	20	107	7
	5%	6%	7%	6%	4%	3%	3%	6%	5%	4%	7%	-	6%	5%	3%	7%	9%	5%	8%
			dEf					c									Bc		
3	24	2	8	1	6	3	4	13	3	3	1	-	3	3	1	2	3	22	-
	1%	1%	1%	*	1%	2%	2%	2%	*	1%	1%	-	1%	1%	1%	1%	1%	1%	-
			c		c	c	C	Bc											
4+	4	-	-	-	1	1	-	3	-	1	-	-	-	1	-	1	-	3	1
	*	-	-	-	*	1%	-	*	-	*	-	-	-	*	-	*	-	*	1%
					b			B										A	
Don't know / refused	15	1	1	-	-	-	-	1	1	1	-	-	-	-	-	-	-	12	-
	1%	*	*	-	-	-	-	*	*	*	-	-	-	-	-	-	-	1%	-

Columns Tested: A,B,C,D,E,F - A,B,C,D,E - A,B,C,D,E - A,B



### General Optical Council

#### H. How many children are there in the household aged 8 or under?

Base: All Respondents

	Last time visited an optician				Satisfaction with overall experience at opticians		Satisfaction with eye test		Corrective solutions		Satisfaction with purchasing corrective solutions		Confidence in effective regulation		Awareness of GOC		
	Total	2 years ago or less	More than 2 to less than 5 years	5 years or more ago	Never	Satis fied	Dissat isfied	Satis fied	Dissat isfied	Presc ription glass es	Cont act lens es	Satis fied	Dissat isfied	Conf ident	Not confi dent	Aware	Not aware
		a	b	c	d	a	b	a	b	a	b	a	b	a	b	a	b
Significance Level: 90%		A	B	C	D	A	B	A	B	A	B	A	B	A	B	A	B
Significance Level: 95%		A	B	C	D	A	B	A	B	A	B	A	B	A	B	A	B
Unweighted Total	2250	1656	182	156	241	1896	85	1929	42	1334	226	1291	44	1926	149	265	1985
Weighted Total	2250	1653	182	156	244	1893	84	1924	43	1326	226	1283	43	1926	148	271	1979
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
None	1851	1387	139	119	192	1564	71	1588	38	1126	158	1079	36	1574	120	187	1665
	82%	84%	76%	77%	79%	83%	84%	83%	90%	85%	70%	84%	84%	82%	81%	69%	84%
		BCD								B						A	
1	239	158	26	21	32	197	7	199	2	124	37	125	5	210	17	48	191
	11%	10%	14%	14%	13%	10%	8%	10%	5%	9%	17%	10%	11%	11%	12%	18%	10%
			A	a	a					A						B	
2	116	81	12	9	13	98	3	100	2	58	22	63	-	107	7	27	90
	5%	5%	7%	6%	6%	5%	4%	5%	5%	4%	10%	5%	-	6%	5%	10%	5%
										A						B	
3	24	15	2	2	5	17	2	19	-	11	5	8	2	20	2	7	17
	1%	1%	1%	1%	2%	1%	2%	1%	-	1%	2%	1%	5%	1%	1%	3%	1%
					a					a			A			B	
4+	4	1	-	2	1	3	-	3	-	-	1	1	-	4	-	2	2
	*	*	-	1%	*	*	-	*	-	-	*	*	-	*	-	1%	*
				A						A						B	
Don't know / refused	15	10	3	2	-	14	1	15	-	7	3	7	-	10	2	1	14
	1%	1%	2%	1%	-	1%	1%	1%	-	1%	1%	1%	-	1%	1%	*	1%
			D	d													

Columns Tested: A,B,C,D - A,B - A,B - A,B - A,B - A,B - A,B



### General Optical Council

#### H. How many children are there in the household aged 8 or under?

Base: All Respondents

	Total	Ethnicity					Children in household		Products currently used				Product most recently bought			
		White	Mixed/ multiple	Asian or Asian British	Black or Black British	Other	BME	Aged 8 or under	Aged 9-18	Glasses with a prescription	Contact lenses	Reading glasses without a prescription	None of these	Glasses with a prescription	Contact lenses	Reading glasses without a prescription
	a	b	c	d	e	f	a	b	a	b	c	d	a	b	c	
	A	B	C	D	E	F	A	B	A	B	C	D	A	B	C	
Unweighted Total	2250	2003	30	127	25	11	193	380	543	1334	226	283	646	1177	164	23
Weighted Total	2250	2000	30	128	25	11	195	384	542	1326	226	280	656	1169	164	23
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
None	1851	1694	18	77	19	7	122	-	383	1126	158	245	499	1005	117	19
	82%	85%	60%	61%	76%	64%	63%	-	71%	85%	70%	87%	76%	86%	72%	83%
		BCeF							A	BD		BD	b	B		
1	239	194	6	25	3	4	38	239	102	124	37	22	89	104	26	2
	11%	10%	20%	20%	12%	36%	20%	62%	19%	9%	17%	8%	14%	9%	16%	9%
		a	A	A	a	A	A	B			AC		AC	A		
2	116	90	5	17	3	-	25	116	45	58	22	8	47	50	12	-
	5%	5%	17%	13%	12%	-	13%	30%	8%	4%	10%	3%	7%	4%	8%	-
		A	A	a	A		A	B			AC		AC	a		
3	24	16	1	6	-	-	7	24	9	11	5	3	11	5	5	2
	1%	1%	3%	5%	-	-	4%	6%	2%	1%	2%	1%	2%	*	3%	9%
		A	A				A	B			a		a		A	A
4+	4	2	-	2	-	-	2	4	3	-	1	1	3	-	1	-
	*	*	-	2%	-	-	1%	1%	1%	-	*	*	*	-	1%	-
				A			A				A	A	A		A	
Don't know / refused	15	4	-	-	-	-	-	-	-	7	3	1	6	5	2	-
	1%	*	-	-	-	-	-	-	-	1%	1%	*	1%	*	1%	-

Columns Tested: A,B,C,D,E,F - A,B - A,B,C,D - A,B,C



### General Optical Council

#### I. How many children are there in the household aged 9 to 18?

Base: All Respondents

	Gender		Age					Region							Country							
	Total	Male	Female	18-29	30-44	45-59	60-74	75+	North East	North West	Yorks & Humb.	East Mid lands	West Mid lands	East of Eng land	Lon don	South East	South West	Eng land	Wales	Scot land	NI	UK TOTAL
	a	b	c	d	e	f	g	h	i	a	b	c	d	e	f	g	h	i	a	b	c	d
Significance Level: 90%		A	B	A	B	C	D	E	A	B	C	D	E	F	G	H	I	A	B	C	D	E
Significance Level: 95%																						
Unweighted Total	2250	1099	1151	439	564	601	459	187	146	319	247	180	178	132	182	324	193	1901	100	154	95	2250
Weighted Total	2250	1099	1151	452	580	562	432	225	146	318	245	181	177	131	181	322	194	1895	100	154	100	2250
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
None	1690	838	853	319	349	393	414	214	109	239	175	140	129	98	130	253	160	1432	66	111	81	1690
	75%	76%	74%	71%	60%	70%	96%	95%	75%	75%	71%	77%	73%	75%	72%	78%	83%	76%	66%	72%	81%	75%
				B		B	ABC	ABC								cg	abCEFG	B			B	B
1	332	148	184	88	125	106	8	5	20	44	43	27	28	19	30	46	15	272	21	29	11	332
	15%	14%	16%	20%	22%	19%	2%	2%	14%	14%	18%	15%	16%	15%	17%	14%	8%	14%	21%	19%	11%	15%
				DE	DE	DE			i	l	l	l	l	l	l	l			ade			
2	168	84	85	33	82	46	5	2	13	23	20	10	16	11	15	17	14	139	10	14	5	168
	7%	8%	7%	7%	14%	8%	1%	1%	9%	7%	8%	6%	9%	8%	8%	5%	7%	7%	10%	9%	5%	7%
				DE	ACDE	DE																
3	33	18	14	7	14	11	-	-	1	7	3	4	3	1	1	4	5	29	1	-	3	33
	1%	2%	1%	2%	2%	2%	-	-	1%	2%	1%	2%	2%	1%	1%	1%	3%	2%	1%	-	3%	1%
				De	DE	De															C	
4+	9	2	7	1	6	2	-	-	-	3	2	-	-	1	1	1	-	8	-	1	-	9
	*	*	1%	*	1%	*	-	-	-	1%	1%	-	-	1%	1%	*	-	*	-	1%	-	*
			a		D																	
Don't know / refused	17	9	8	3	3	3	5	3	3	2	2	-	1	1	4	2	-	15	1	-	1	17
	1%	1%	1%	1%	1%	1%	1%	2%	2%	1%	1%	-	1%	1%	2%	1%	-	1%	1%	-	1%	1%
								dl							Dhl							

Columns Tested: A,B - A,B,C,D,E - A,B,C,D,E,F,G,H,I - A,B,C,D,E



### General Optical Council

#### I. How many children are there in the household aged 9 to 18?

Base: All Respondents

	Employment status								
	Total	Full time paid job	Part time paid job	Self emp.	Stu dent	Unemp (<6m)	Unemp (>6m)	Home maker	Ret ired
		a	b	c	d	e	f	g	h
		A	B	C	D	E	F	G	H
Unweighted Total	2250	1126	159	178	53	21	50	94	524
Weighted Total	2250	1116	157	174	56	20	50	93	537
	100%	100%	100%	100%	100%	100%	100%	100%	100%
None	1690	736	111	128	39	18	32	74	521
	75%	66%	71%	74%	69%	90%	64%	79%	97%
				A		AbcdF		AF	ABCDFG
1	332	236	28	23	11	1	10	13	8
	15%	21%	18%	13%	20%	5%	20%	14%	2%
		CeH	H	H	H		H	H	
2	168	116	14	14	3	1	7	6	7
	7%	10%	9%	8%	5%	5%	14%	6%	1%
		H	H	H	H		H	H	
3	33	21	3	7	1	-	-	-	-
	1%	2%	2%	4%	2%	-	-	-	-
		H	H	agH	H				
4+	9	4	-	2	1	-	1	-	-
	*	*	-	1%	2%	-	2%	-	-
				H	bH		abH		
Don't know / refused	17	3	-	-	1	-	-	-	1
	1%	*	-	-	2%	-	-	-	*
					abch				

Columns Tested: A,B,C,D,E,F,G,H



### General Optical Council

#### I. How many children are there in the household aged 9 to 18?

Base: All Respondents

	Total	SEG						Sight					Eye conditions suffer from (personally or family)					Confidence in opticians	
		A	B	C1	C2	D	E	20:20 vision	Short sighted	Long sighted	Partially sighted	Registered blind	Glaucoma	Diabetes	Macular degeneration	Cataracts	Astigmatism	Confident	Not confident
Significance Level: 90%		a	b	c	d	e	f	a	b	c	d	e	a	b	c	d	e	a	b
Significance Level: 95%		A	B	C	D	E	F	A	B	C	D	E	A	B	C	D	E	A	B
Unweighted Total	2250	271	604	402	428	197	179	609	932	424	88	1	225	389	76	215	238	2067	88
Weighted Total	2250	267	606	401	426	197	183	618	923	421	89	1	222	388	77	218	237	2067	88
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
None	1690	188	442	311	320	152	153	421	722	319	67	1	171	290	67	183	169	1550	69
	75%	70%	73%	77%	75%	77%	84%	68%	78%	76%	76%	100%	77%	75%	87%	84%	71%	75%	78%
				A	a	ABcD			A	A				aBE	aBE				
1	332	44	100	56	64	30	17	127	119	54	13	-	31	67	7	24	39	308	13
	15%	17%	17%	14%	15%	15%	9%	21%	13%	13%	15%	-	14%	17%	9%	11%	16%	15%	15%
		F	F	f	f	f		BC						cD		d			
2	168	28	52	26	35	10	11	54	64	39	6	-	16	24	3	8	24	155	4
	7%	10%	9%	6%	8%	5%	6%	9%	7%	9%	7%	-	7%	6%	4%	4%	10%	7%	5%
		cE															bcD		
3	33	5	9	6	7	2	-	11	12	7	1	-	3	6	-	1	3	31	2
	1%	2%	1%	2%	2%	1%	-	2%	1%	2%	1%	-	1%	2%	-	*	1%	1%	2%
		f		f	f														
4+	9	-	1	3	1	2	1	3	3	2	1	-	1	1	-	1	2	8	-
	*	-	*	1%	*	1%	1%	*	*	*	1%	-	*	*	-	*	1%	*	-
						ab													
Don't know / refused	17	2	2	-	-	-	-	2	2	1	-	-	-	-	-	1	1	14	-
	1%	1%	*	-	-	-	-	*	*	*	-	-	-	-	*	*	1%	-	-
		cd																	

Columns Tested: A,B,C,D,E,F - A,B,C,D,E - A,B,C,D,E - A,B



### General Optical Council

#### I. How many children are there in the household aged 9 to 18?

Base: All Respondents

	Last time visited an optician				Satisfaction with overall experience at opticians		Satisfaction with eye test		Corrective solutions		Satisfaction with purchasing corrective solutions		Confidence in effective regulation		Awareness of GOC		
	Total	2 years ago or less	More than 2 to less than 5 years	5 years or more ago	Never	Satis fied	Dissat isfied	Satis fied	Dissat isfied	Presc ription glass es	Cont act lens es	Satis fied	Dissat isfied	Conf ident	Not confi dent	Aware	Not aware
	a	b	c	d	a	b	a	b	a	b	a	b	a	b	a	b	
	A	B	C	D	A	B	A	B	A	B	A	B	A	B	A	B	
Unweighted Total	2250	1656	182	156	241	1896	85	1929	42	1334	226	1291	44	1926	149	265	1985
Weighted Total	2250	1653	182	156	244	1893	84	1924	43	1326	226	1283	43	1926	148	271	1979
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
None	1690	1265	131	110	173	1430	64	1457	31	1037	172	1002	36	1440	107	188	1502
	75%	77%	72%	70%	71%	76%	76%	76%	74%	78%	76%	78%	84%	75%	72%	69%	76%
		cd														A	
1	332	233	24	26	49	270	12	271	8	162	30	157	4	297	20	57	275
	15%	14%	13%	16%	20%	14%	14%	14%	19%	12%	13%	12%	9%	15%	13%	21%	14%
					Ab											B	
2	168	113	19	15	18	139	7	142	3	94	15	91	3	142	17	18	150
	7%	7%	10%	10%	8%	7%	8%	7%	7%	7%	7%	7%	7%	7%	12%	7%	8%
			a												a		
3	33	23	4	3	3	30	-	30	-	18	3	19	-	27	1	2	31
	1%	1%	2%	2%	1%	2%	-	2%	-	1%	1%	1%	-	1%	1%	1%	2%
4+	9	7	-	1	1	8	-	7	-	6	2	5	-	7	1	2	7
	*	*	-	1%	*	*	-	*	-	*	1%	*	-	*	1%	1%	*
Don't know / refused	17	11	4	2	-	16	1	17	-	8	4	9	-	12	2	3	14
	1%	1%	2%	1%	-	1%	1%	1%	-	1%	2%	1%	-	1%	1%	1%	1%
			AD	d							a						

Columns Tested: A,B,C,D - A,B - A,B - A,B - A,B - A,B



### General Optical Council

#### I. How many children are there in the household aged 9 to 18?

Base: All Respondents

	Total	Ethnicity					Children in household		Products currently used				Product most recently bought			
		White	Mixed/ multiple	Asian or Asian British	Black or Black British	Other	BME	Aged 8 or under	Aged 9-18	Glasses with a prescription	Contact lenses	Reading glasses without a prescription	None of these	Glasses with a prescription	Contact lenses	Reading glasses without a prescription
	a	b	c	d	e	f	a	b	a	b	c	d	a	b	c	
	A	B	C	D	E	F	A	B	A	B	C	D	A	B	C	
Unweighted Total	2250	2003	30	127	25	11	193	380	543	1334	226	283	646	1177	164	23
Weighted Total	2250	2000	30	128	25	11	195	384	542	1326	226	280	656	1169	164	23
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
None	1690	1537	15	77	16	9	118	223	-	1037	172	216	448	917	126	19
	75%	77%	49%	60%	64%	82%	60%	58%	-	78%	76%	77%	68%	79%	77%	83%
		BCF			b		B			D	D	D				
1	332	284	11	24	6	1	42	106	332	162	30	35	135	141	21	2
	15%	14%	36%	19%	24%	9%	22%	28%	61%	12%	13%	13%	21%	12%	13%	9%
			ACef			A	A		A				ABC			
2	168	142	3	19	2	1	25	42	168	94	15	24	51	83	11	1
	7%	7%	10%	15%	8%	9%	13%	11%	31%	7%	7%	8%	8%	7%	7%	4%
			A			A	A		A							
3	33	26	1	4	-	-	5	7	33	18	3	2	12	17	2	-
	1%	1%	4%	3%	-	-	3%	2%	6%	1%	1%	1%	2%	1%	1%	-
			A			A	A		A							
4+	9	5	-	3	1	-	4	4	9	6	2	2	3	4	1	1
	*	*	-	2%	4%	-	2%	1%	2%	*	1%	1%	*	*	1%	4%
			A	A		A	A		A							A
Don't know / refused	17	6	-	-	-	-	-	1	-	8	4	2	6	6	3	-
	1%	*	-	-	-	-	-	*	-	1%	2%	1%	1%	1%	2%	-
										a	a	a		a	a	

Columns Tested: A,B,C,D,E,F - A,B - A,B,C,D - A,B,C





**General Optical Council**

**J. Do you have a longstanding physical or mental condition or disability that has lasted or is likely to last 12 months, and which has a substantial adverse effect on your ability to carry out day-to-day activities?**

Base: All Respondents

	Gender		Age					Region									Country					
	Total	Male	Female	18-29	30-44	45-59	60-74	75+	North East	North West	Yorks & Humb.	East Mid lands	West Mid lands	East of Eng land	Lon don	South East	South West	Eng land	Wales	Scot land	NI	UK TOTAL
Significance Level: 90%		a	b	a	b	c	d	e	a	b	c	d	e	f	g	h	i	a	b	c	d	e
Significance Level: 95%		A	B	A	B	C	D	E	A	B	C	D	E	F	G	H	I	A	B	C	D	E
Unweighted Total	2250	1099	1151	439	564	601	459	187	146	319	247	180	178	132	182	324	193	1901	100	154	95	2250
Weighted Total	2250	1099	1151	452	580	562	432	225	146	318	245	181	177	131	181	322	194	1895	100	154	100	2250
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Yes	487	227	259	57	116	130	110	74	34	66	51	45	39	32	30	60	44	402	27	39	18	487
	22%	21%	23%	13%	20%	23%	25%	33%	24%	21%	21%	25%	22%	25%	17%	18%	23%	21%	27%	25%	18%	22%
					A	A	AB	ABCd				Gh		g								
No	1690	837	854	383	453	415	301	137	106	237	184	133	130	96	144	252	145	1426	73	111	80	1690
	75%	76%	74%	85%	78%	74%	70%	61%	72%	74%	75%	74%	73%	73%	79%	78%	75%	75%	73%	72%	79%	75%
				BCDE	cDE	E	E															
Prefer not to say	73	35	38	12	10	16	20	14	6	15	10	2	8	3	7	11	4	66	-	4	3	73
	3%	3%	3%	3%	2%	3%	5%	6%	4%	5%	4%	1%	5%	2%	4%	3%	2%	4%	-	2%	3%	3%
							B	ABC	d	D	d		D		d			b				b

Columns Tested: A,B - A,B,C,D,E - A,B,C,D,E,F,G,H,I - A,B,C,D,E



### General Optical Council

**J. Do you have a longstanding physical or mental condition or disability that has lasted or is likely to last 12 months, and which has a substantial adverse effect on your ability to carry out day-to-day activities?**

Base: All Respondents

	Employment status								
	Total	Full time paid job	Part time paid job	Self emp.	Student	Unemp (<6m)	Unemp (>6m)	Home maker	Ret ired
Significance Level: 90%		a	b	c	d	e	f	g	h
Significance Level: 95%		A	B	C	D	E	F	G	H
Unweighted Total	2250	1126	159	178	53	21	50	94	524
Weighted Total	2250	1116	157	174	56	20	50	93	537
	100%	100%	100%	100%	100%	100%	100%	100%	100%
Yes	487	151	31	32	13	7	20	60	167
	22%	13%	20%	18%	23%	37%	40%	65%	31%
			A	a	a	AbC	ABCd	ABCDEFH	ABC
No	1690	950	121	139	42	13	30	31	350
	75%	85%	77%	80%	75%	63%	60%	33%	65%
		BcdEFGH	FGH	eFGH	fG	G	G		G
Prefer not to say	73	16	5	3	1	-	-	2	20
	3%	1%	3%	2%	2%	-	-	2%	4%
									A

Columns Tested: A,B,C,D,E,F,G,H



### General Optical Council

**J. Do you have a longstanding physical or mental condition or disability that has lasted or is likely to last 12 months, and which has a substantial adverse effect on your ability to carry out day-to-day activities?**

Base: All Respondents

	Total	SEG						Sight					Eye conditions suffer from (personally or family)					Confidence in opticians	
		A	B	C1	C2	D	E	20:20 vision	Short sighted	Long sighted	Partially sighted	Registered blind	Glaucoma	Diabetes	Macular degeneration	Cataracts	Astigmatism	Confident	Not confident
Significance Level: 90%		a	b	c	d	e	f	a	b	c	d	e	a	b	c	d	e	a	b
Significance Level: 95%		A	B	C	D	E	F	A	B	C	D	E	A	B	C	D	E	A	B
Unweighted Total	2250	271	604	402	428	197	179	609	932	424	88	1	225	389	76	215	238	2067	88
Weighted Total	2250	267	606	401	426	197	183	618	923	421	89	1	222	388	77	218	237	2067	88
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Yes	487	50	94	62	101	41	100	100	209	107	35	1	50	135	21	81	69	456	15
	22%	19%	16%	16%	24%	21%	55%	16%	23%	25%	40%	100%	23%	35%	27%	37%	29%	22%	17%
				BC	b	ABCDE			A	A	ABC			A	Ace				
No	1690	212	502	331	321	150	79	514	702	309	53	-	170	250	54	135	166	1552	69
	75%	79%	83%	83%	75%	76%	43%	83%	76%	73%	59%	-	77%	64%	70%	62%	70%	75%	78%
		F	DEF	DeF	F	F		BCD	D	D			BD		d				
Prefer not to say	73	5	10	8	4	6	3	4	12	5	1	-	2	3	2	1	3	59	4
	3%	2%	2%	2%	1%	3%	2%	1%	1%	1%	1%	-	1%	1%	3%	1%	1%	3%	5%
						d													

Columns Tested: A,B,C,D,E,F - A,B,C,D,E - A,B,C,D,E - A,B



### General Optical Council

#### J. Do you have a longstanding physical or mental condition or disability that has lasted or is likely to last 12 months, and which has a substantial adverse effect on your ability to carry out day-to-day activities?

Base: All Respondents

	Last time visited an optician				Satisfaction with overall experience at opticians		Satisfaction with eye test		Corrective solutions		Satisfaction with purchasing corrective solutions		Confidence in effective regulation		Awareness of GOC		
	Total	2 years ago or less	More than 2 to less than 5 years	5 years or more ago	Never	Satis fied	Dissat isfied	Satis fied	Dissat isfied	Presc ription glass es	Cont act lens es	Satis fied	Dissat isfied	Conf ident	Not confi dent	Aware	Not aware
		a	b	c	d	a	b	a	b	a	b	a	b	a	b	a	b
Significance Level: 90%		A	B	C	D	A	B	A	B	A	B	A	B	A	B	A	B
Significance Level: 95%																	
Unweighted Total	2250	1656	182	156	241	1896	85	1929	42	1334	226	1291	44	1926	149	265	1985
Weighted Total	2250	1653	182	156	244	1893	84	1924	43	1326	226	1283	43	1926	148	271	1979
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Yes	487	376	36	33	38	413	27	429	14	309	30	291	15	418	31	63	424
	22%	23%	20%	21%	16%	22%	33%	22%	33%	23%	13%	23%	36%	22%	21%	23%	21%
		D					A			B		A					
No	1690	1221	141	119	200	1420	53	1436	26	975	193	954	26	1455	114	205	1485
	75%	74%	77%	77%	82%	75%	63%	75%	60%	74%	85%	74%	60%	76%	77%	76%	75%
					A	B		B		A		B					
Prefer not to say	73	56	5	4	6	59	4	59	3	42	3	38	2	53	4	3	70
	3%	3%	3%	2%	3%	3%	5%	3%	7%	3%	1%	3%	5%	3%	2%	1%	4%
																A	

Columns Tested: A,B,C,D - A,B - A,B - A,B - A,B - A,B



### General Optical Council

#### J. Do you have a longstanding physical or mental condition or disability that has lasted or is likely to last 12 months, and which has a substantial adverse effect on your ability to carry out day-to-day activities?

Base: All Respondents

	Ethnicity						Children in household		Products currently used				Product most recently bought			
	Total	White	Mixed/ multiple	Asian or Asian British	Black or Black British	Other	BME	Aged 8 or under	Aged 9-18	Glasses with a prescription	Contact lenses	Reading glasses without a prescription	None of these	Glasses with a prescription	Contact lenses	Reading glasses without a prescription
	a	b	c	d	e	f	a	b	a	b	c	d	a	b	c	
Significance Level: 90%	A	B	C	D	E	F	A	B	A	B	C	D	A	B	C	
Significance Level: 95%																
Unweighted Total	2250	2003	30	127	25	11	193	380	543	1334	226	283	646	1177	164	23
Weighted Total	2250	2000	30	128	25	11	195	384	542	1326	226	280	656	1169	164	23
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Yes	487	456	6	18	-	2	26	70	100	309	30	79	110	289	20	4
	22%	23%	20%	14%	-	19%	14%	18%	18%	23%	13%	28%	17%	25%	12%	17%
	CDF	D	D		D	d				BD		aBD		B		
No	1690	1496	24	108	24	9	165	312	439	975	193	194	524	839	143	19
	75%	75%	80%	84%	95%	81%	85%	81%	81%	74%	85%	69%	80%	72%	87%	83%
			A	Ab		A					ACd		AC		A	
Prefer not to say	73	49	-	2	1	-	3	1	4	42	3	8	21	40	1	-
	3%	2%	-	2%	5%	-	2%	*	1%	3%	1%	3%	3%	3%	1%	-
														B		

Columns Tested: A,B,C,D,E,F - A,B - A,B,C,D - A,B,C



### General Optical Council

#### K. Which of the following best describes your sight?

Base: All Respondents

	Gender		Age					Region								Country						
	Total	Male	Female	18-29	30-44	45-59	60-74	75+	North East	North West	Yorks & Humb.	East Mid lands	West Mid lands	East of Eng land	Lon don	South East	South West	Eng land	Wales	Scot land	NI	UK TOTAL
		a	b	a	b	c	d	e	a	b	c	d	e	f	g	h	i	a	b	c	d	e
Significance Level: 90%		A	B	A	B	C	D	E	A	B	C	D	E	F	G	H	I	A	B	C	D	E
Significance Level: 95%																						
Unweighted Total	2250	1099	1151	439	564	601	459	187	146	319	247	180	178	132	182	324	193	1901	100	154	95	2250
Weighted Total	2250	1099	1151	452	580	562	432	225	146	318	245	181	177	131	181	322	194	1895	100	154	100	2250
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
20:20 vision	618	367	250	190	220	102	60	47	46	82	74	49	54	32	45	86	55	522	31	38	27	618
	27%	33%	22%	42%	38%	18%	14%	21%	31%	26%	30%	27%	30%	25%	25%	27%	28%	28%	31%	25%	27%	27%
		B		CDE	CDE	d	D															
Short sighted	923	392	531	162	225	266	204	67	54	116	92	81	73	53	86	134	69	758	44	77	44	923
	41%	36%	46%	36%	39%	47%	47%	30%	37%	37%	37%	45%	41%	40%	48%	42%	35%	40%	44%	50%	44%	41%
		A		E	ABE	ABE						bi		aBCI						AE		
Long sighted	421	188	233	46	79	136	107	53	27	65	50	31	29	31	25	64	37	359	14	30	18	421
	19%	17%	20%	10%	14%	24%	25%	23%	18%	21%	20%	17%	16%	23%	14%	20%	19%	19%	14%	19%	18%	19%
		a		a	AB	AB	AB			g	g		G		g							
Partially sighted	89	53	35	14	14	22	19	20	3	15	12	7	5	7	7	10	12	79	5	4	1	89
	4%	5%	3%	3%	2%	4%	4%	9%	2%	5%	5%	4%	3%	5%	4%	3%	6%	4%	5%	2%	1%	4%
		B				b	ABCD								ah				d			
Registered blind	1	1	-	1	-	-	-	-	-	1	-	-	-	-	-	-	-	1	-	-	-	1
	*	*	-	*	-	-	-	-	-	*	-	-	-	-	-	-	-	*	-	-	-	*
Prefer not to say	199	97	101	39	42	37	42	39	16	38	18	13	17	8	17	28	21	177	6	6	11	199
	9%	9%	9%	9%	7%	7%	10%	17%	11%	12%	7%	7%	9%	6%	10%	9%	11%	9%	6%	4%	11%	9%
						c	ABCD			cdf								C			C	C

Columns Tested: A,B - A,B,C,D,E - A,B,C,D,E,F,G,H,I - A,B,C,D,E



### General Optical Council

#### K. Which of the following best describes your sight?

Base: All Respondents

	Employment status								
	Total	Full time paid job	Part time paid job	Self emp.	Student	Unemp (<6m)	Unemp (>6m)	Home maker	Ret ired
Significance Level: 90%		a	b	c	d	e	f	g	h
Significance Level: 95%		A	B	C	D	E	F	G	H
Unweighted Total	2250	1126	159	178	53	21	50	94	524
Weighted Total	2250	1116	157	174	56	20	50	93	537
	100%	100%	100%	100%	100%	100%	100%	100%	100%
20:20 vision	618	365	32	52	24	4	18	24	94
	27%	33%	20%	30%	44%	20%	37%	26%	17%
		BH		BH	aBceGH		BH	h	
Short sighted	923	458	77	68	19	10	19	41	225
	41%	41%	49%	39%	34%	47%	38%	44%	42%
			acd						
Long sighted	421	193	37	35	4	4	10	9	125
	19%	17%	24%	20%	7%	19%	20%	9%	23%
		dG	ADG	DG			dg		ADG
Partially sighted	89	30	3	11	2	1	-	7	33
	4%	3%	2%	6%	4%	5%	-	7%	6%
				ABf				ABf	ABf
Registered blind	1	-	-	-	-	-	-	-	1
	*	-	-	-	-	-	-	-	*
Prefer not to say	199	72	8	8	6	2	3	12	59
	9%	6%	5%	5%	11%	10%	6%	13%	11%
				c				ABC	ABC

Columns Tested: A,B,C,D,E,F,G,H



### General Optical Council

#### K. Which of the following best describes your sight?

Base: All Respondents

	Total	SEG						Sight					Eye conditions suffer from (personally or family)					Confidence in opticians	
		A	B	C1	C2	D	E	20:20 vision	Short sighted	Long sighted	Partially sighted	Registered blind	Glaucoma	Diabetes	Macular degeneration	Cataracts	Astigmatism	Confident	Not confident
Significance Level: 90%		a	b	c	d	e	f	a	b	c	d	e	a	b	c	d	e	a	b
Significance Level: 95%		A	B	C	D	E	F	A	B	C	D	E	A	B	C	D	E	A	B
Unweighted Total	2250	271	604	402	428	197	179	609	932	424	88	1	225	389	76	215	238	2067	88
Weighted Total	2250	267	606	401	426	197	183	618	923	421	89	1	222	388	77	218	237	2067	88
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
20:20 vision	618	63	172	107	136	54	42	618	-	-	-	-	48	102	13	36	33	525	29
	27%	24%	28%	27%	32%	28%	23%	100%	-	-	-	-	22%	26%	17%	16%	14%	25%	33%
				AcF				BCD					E	cDE					
Short sighted	923	124	258	195	153	77	77	-	923	-	-	-	105	155	40	104	138	887	30
	41%	46%	43%	48%	36%	39%	42%	-	100%	-	-	-	47%	40%	52%	48%	58%	43%	34%
		D	D	bDE					ACD				b	B	B	b	ABD	b	
Long sighted	421	53	115	65	92	42	26	-	-	421	-	-	45	79	7	51	48	404	9
	19%	20%	19%	16%	22%	21%	14%	-	-	100%	-	-	20%	20%	9%	23%	20%	20%	10%
				cF	f					ABD			C	C	C	C	C	B	
Partially sighted	89	14	23	11	18	5	11	-	-	-	89	-	12	20	13	14	7	82	6
	4%	5%	4%	3%	4%	3%	6%	-	-	-	100%	-	5%	5%	17%	7%	3%	4%	7%
						c				ABC					ABDE	e			
Registered blind	1	-	1	-	-	-	-	-	-	-	-	1	-	-	-	-	-	1	-
	*	-	*	-	-	-	-	-	-	-	-	100%	-	-	-	-	-	*	-
Prefer not to say	199	13	37	23	27	19	27	-	-	-	-	-	12	32	4	12	11	167	14
	9%	5%	6%	6%	6%	10%	15%	-	-	-	-	-	5%	8%	5%	6%	5%	8%	16%
					ac	ABCD							e					A	

Columns Tested: A,B,C,D,E,F - A,B,C,D,E - A,B,C,D,E - A,B





### General Optical Council

#### K. Which of the following best describes your sight?

Base: All Respondents

	Last time visited an optician				Satisfaction with overall experience at opticians		Satisfaction with eye test		Corrective solutions		Satisfaction with purchasing corrective solutions		Confidence in effective regulation		Awareness of GOC		
	Total	2 years ago or less	More than 2 to less than 5 years	5 years or more ago	Never	Satis fied	Dissat isfied	Satis fied	Dissat isfied	Presc ription glass es	Cont act lens es	Satis fied	Dissat isfied	Conf ident	Not confi dent	Aware	Not aware
		a	b	c	d	a	b	a	b	a	b	a	b	a	b	a	b
Significance Level: 90%		A	B	C	D	A	B	A	B	A	B	A	B	A	B	A	B
Significance Level: 95%																	
Unweighted Total	2250	1656	182	156	241	1896	85	1929	42	1334	226	1291	44	1926	149	265	1985
Weighted Total	2250	1653	182	156	244	1893	84	1924	43	1326	226	1283	43	1926	148	271	1979
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
20:20 vision	618	295	59	88	171	417	19	425	10	104	8	101	3	531	47	87	531
	27%	18%	33%	57%	70%	22%	23%	22%	24%	8%	4%	8%	7%	28%	32%	32%	27%
			A	AB	ABC					B						b	
Short sighted	923	798	67	26	26	857	33	867	17	769	171	752	22	800	54	103	820
	41%	48%	37%	17%	11%	45%	40%	45%	41%	58%	75%	59%	52%	42%	36%	38%	41%
		BCD	CD	d						A							
Long sighted	421	346	34	20	18	382	16	392	6	296	34	288	11	366	30	52	369
	19%	21%	19%	13%	7%	20%	19%	20%	14%	22%	15%	22%	26%	19%	20%	19%	19%
		CD	D	d						B							
Partially sighted	89	74	6	6	2	81	5	82	2	54	9	53	2	76	5	10	78
	4%	4%	3%	4%	1%	4%	6%	4%	5%	4%	4%	4%	4%	4%	3%	4%	4%
		D	d	D													
Registered blind	1	1	-	-	-	1	-	1	-	-	-	-	-	-	1	-	1
	*	*	-	-	-	*	-	*	-	-	-	-	-	-	1%	-	*
															A		
Prefer not to say	199	138	16	15	27	156	11	158	7	103	4	89	5	153	12	18	180
	9%	8%	9%	10%	11%	8%	13%	8%	17%	8%	2%	7%	12%	8%	8%	7%	9%
							a		A	B							

Columns Tested: A,B,C,D - A,B - A,B - A,B - A,B - A,B - A,B



### General Optical Council

#### K. Which of the following best describes your sight?

Base: All Respondents

	Ethnicity						Children in household		Products currently used				Product most recently bought			
	Total	White	Mixed/ multiple	Asian or Asian British	Black or Black British	Other	BME	Aged 8 or under	Aged 9-18	Glasses with a prescription	Contact lenses	Reading glasses without a prescription	None of these	Glasses with a prescription	Contact lenses	Reading glasses without a prescription
Significance Level: 90%		a	b	c	d	e	f	a	b	a	b	c	d	a	b	c
Significance Level: 95%		A	B	C	D	E	F	A	B	A	B	C	D	A	B	C
Unweighted Total	2250	2003	30	127	25	11	193	380	543	1334	226	283	646	1177	164	23
Weighted Total	2250	2000	30	128	25	11	195	384	542	1326	226	280	656	1169	164	23
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
20:20 vision	618	551	9	37	7	3	56	137	194	104	8	53	460	99	5	4
	27%	28%	30%	29%	28%	27%	29%	36%	36%	8%	4%	19%	70%	8%	3%	17%
										B		AB	ABC	B		B
Short sighted	923	829	13	60	8	3	84	144	199	769	171	100	60	651	125	8
	41%	41%	44%	47%	31%	27%	43%	37%	37%	58%	75%	36%	9%	56%	76%	33%
										CD	ACD	D		C	AC	
Long sighted	421	390	4	17	3	1	25	57	101	296	34	88	43	272	28	4
	19%	19%	13%	13%	12%	9%	13%	15%	19%	22%	15%	31%	7%	23%	17%	17%
										BD	D	ABD		b		
Partially sighted	89	75	2	7	2	1	12	13	21	54	9	11	23	50	5	3
	4%	4%	7%	5%	8%	10%	6%	3%	4%	4%	4%	4%	3%	4%	3%	13%
							a									aB
Registered blind	1	1	-	-	-	-	-	-	-	-	-	-	1	-	-	-
	*	*	-	-	-	-	-	-	-	-	-	-	*	-	-	-
Prefer not to say	199	153	2	7	5	3	17	32	27	103	4	30	70	96	1	4
	9%	8%	6%	6%	21%	27%	9%	8%	5%	8%	2%	11%	11%	8%	1%	19%
					ACf	AbCF		B		B		B	AB	B		aB

Columns Tested: A,B,C,D,E,F - A,B - A,B,C,D - A,B,C



**General Optical Council**

**L. Do you personally suffer from any of the following? And how about any of your family members?**

**a) Personally**

Base: All Respondents

	Gender		Age					Region							Country							
	Total	Male	Female	18-29	30-44	45-59	60-74	75+	North East	North West	Yorks & Humb.	East Mid lands	West Mid lands	East of Eng land	Lon don	South East	South West	Eng land	Wales	Scot land	NI	UK TOTAL
		a	b	a	b	c	d	e	a	b	c	d	e	f	g	h	i	a	b	c	d	e
Significance Level: 90%		A	B	A	B	C	D	E	A	B	C	D	E	F	G	H	I	A	B	C	D	E
Significance Level: 95%																						
Unweighted Total	2250	1099	1151	439	564	601	459	187	146	319	247	180	178	132	182	324	193	1901	100	154	95	2250
Weighted Total	2250	1099	1151	452	580	562	432	225	146	318	245	181	177	131	181	322	194	1895	100	154	100	2250
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Glaucoma	37	18	20	2	5	7	11	12	2	7	3	1	-	3	1	8	3	28	4	5	-	37
	2%	2%	2%	*	1%	1%	3%	5%	1%	2%	1%	1%	-	2%	1%	2%	1%	1%	4%	3%	-	2%
							ABc	ABCd		E				E		E			ADE	d		
Diabetes	158	93	65	9	26	31	55	37	9	17	24	16	8	6	16	18	11	125	10	15	8	158
	7%	8%	6%	2%	4%	5%	13%	17%	6%	5%	10%	9%	5%	5%	9%	5%	6%	7%	10%	10%	8%	7%
		B			A	A	ABC	ABC			BEFH											
Macular degeneration	27	10	17	2	3	3	5	15	-	5	1	-	2	-	3	5	4	21	2	3	1	27
	1%	1%	1%	*	1%	*	1%	6%	-	2%	*	-	1%	-	2%	2%	2%	1%	2%	2%	1%	1%
							ABCD			d					d	d	aDf					
Cataracts	91	31	60	2	4	8	41	36	8	7	5	9	5	5	5	14	16	74	6	5	4	91
	4%	3%	5%	*	1%	1%	9%	16%	6%	2%	2%	5%	3%	4%	3%	4%	8%	4%	6%	3%	4%	4%
		A					ABC	ABCD	bc			bc										
Astigmatism	177	68	108	27	49	57	25	18	8	23	17	23	9	9	19	24	18	149	5	16	7	177
	8%	6%	9%	6%	9%	10%	6%	8%	6%	7%	7%	13%	5%	7%	11%	7%	9%	8%	5%	10%	7%	8%
			A			AD					ABCEH				E		e					
Prefer not to say	43	21	21	11	10	8	6	8	3	5	4	2	2	3	9	10	2	41	-	1	1	43
	2%	2%	2%	2%	2%	1%	1%	4%	2%	2%	2%	1%	1%	2%	5%	3%	1%	2%	-	1%	1%	2%
							cd								BCDEI							
None	1780	878	902	403	488	457	308	124	120	256	195	138	153	107	134	255	151	1509	79	113	80	1780
	79%	80%	78%	89%	84%	81%	71%	55%	83%	81%	79%	77%	86%	81%	74%	79%	78%	80%	79%	73%	79%	79%
				BCDE	DE	DE	E		g	g			bcDGHl					c				c

Columns Tested: A,B - A,B,C,D,E - A,B,C,D,E - A,B,C,D,E,F,G,H,I - A,B,C,D,E



**General Optical Council**

**L. Do you personally suffer from any of the following? And how about any of your family members?**

**a) Personally**

Base: All Respondents

	Total	Employment status							
		Full time paid job	Part time paid job	Self emp.	Student	Unemp (<6m)	Unemp (>6m)	Home maker	Retired
Significance Level: 90%		a	b	c	d	e	f	g	h
Significance Level: 95%		A	B	C	D	E	F	G	H
Unweighted Total	2250	1126	159	178	53	21	50	94	524
Weighted Total	2250	1116	157	174	56	20	50	93	537
	100%	100%	100%	100%	100%	100%	100%	100%	100%
Glaucoma	37 2%	10 1%	1 1%	2 1%	1 2%	- -	- -	- -	24 4%
									ABCG
Diabetes	158 7%	38 3%	6 4%	10 6%	1 2%	4 19%	4 8%	13 14%	81 15%
						ABCD	a	ABCD	ABCD
Macular degeneration	27 1%	5 *	1 1%	2 1%	- -	- -	- -	1 1%	17 3%
									Ab
Cataracts	91 4%	12 1%	2 1%	- -	1 2%	- -	- -	3 3%	72 13%
					c		aC	ABCD	ABCD
Astigmatism	177 8%	96 9%	13 8%	15 9%	2 4%	2 10%	7 14%	6 6%	35 6%
							dH		
Prefer not to say	43 2%	13 1%	3 2%	2 1%	- -	- -	- -	2 2%	7 1%
None	1780 79%	953 85%	135 86%	145 83%	51 91%	16 76%	39 78%	73 79%	343 64%
		gH	H	H	fgH	H	H	H	

Columns Tested: A,B,C,D,E,F,G,H



**General Optical Council**

**L. Do you personally suffer from any of the following? And how about any of your family members?**

**a) Personally**

Base: All Respondents

	Total	SEG						Sight					Eye conditions suffer from (personally or family)					Confidence in opticians	
		A	B	C1	C2	D	E	20:20 vision	Short sighted	Long sighted	Partially sighted	Registered blind	Glaucoma	Diabetes	Macular degeneration	Cataracts	Astigmatism	Confident	Not confident
Significance Level: 90%		a	b	c	d	e	f	a	b	c	d	e	a	b	c	d	e	a	b
Significance Level: 95%		A	B	C	D	E	F	A	B	C	D	E	A	B	C	D	E	A	B
Unweighted Total	2250	271	604	402	428	197	179	609	932	424	88	1	225	389	76	215	238	2067	88
Weighted Total	2250	267	606	401	426	197	183	618	923	421	89	1	222	388	77	218	237	2067	88
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Glaucoma	37	11	12	1	5	2	4	5	15	8	7	-	37	9	4	7	5	34	3
	2%	4%	2%	*	1%	1%	2%	1%	2%	2%	8%	-	17%	2%	6%	3%	2%	2%	3%
		bCDE	C				C				ABC		BCDE		b				
Diabetes	158	16	39	21	27	7	32	32	65	31	14	-	9	158	9	25	18	147	6
	7%	6%	6%	5%	6%	4%	17%	5%	7%	7%	15%	-	4%	41%	11%	12%	8%	7%	7%
							ABCDE				ABC			ACDE	A	A			
Macular degeneration	27	2	9	4	4	-	5	5	11	-	8	-	4	7	27	6	3	26	1
	1%	1%	2%	1%	1%	-	3%	1%	1%	-	9%	-	2%	2%	35%	3%	1%	1%	1%
		e					adE	c	C		ABC				ABDE				
Cataracts	91	13	20	13	24	4	15	14	41	20	8	-	17	22	8	91	15	89	1
	4%	5%	3%	3%	6%	2%	8%	2%	4%	5%	9%	-	8%	6%	10%	42%	6%	4%	1%
					bE		BCE		A	A	Ab					ABCE			
Astigmatism	177	30	67	33	18	10	13	13	118	33	6	-	28	36	12	29	177	167	9
	8%	11%	11%	8%	4%	5%	7%	2%	13%	8%	6%	-	13%	9%	16%	13%	74%	8%	10%
		DE	DE	D					ACd	A	A				b		ABCD		
Prefer not to say	43	2	6	3	3	3	3	4	5	3	-	-	1	-	-	1	-	34	3
	2%	1%	1%	1%	1%	1%	2%	1%	1%	1%	-	-	*	-	-	*	-	2%	4%
None	1780	196	476	328	361	173	124	553	698	333	56	1	149	202	37	102	55	1628	68
	79%	73%	78%	82%	85%	88%	68%	89%	76%	79%	64%	100%	67%	52%	48%	47%	23%	79%	78%
		F	AF	ABF	ABcF			BCD	D	D			BCDE	E	E	E			

Columns Tested: A,B,C,D,E,F - A,B,C,D,E - A,B,C,D,E - A,B



### General Optical Council

#### L. Do you personally suffer from any of the following? And how about any of your family members?

##### a) Personally

Base: All Respondents

	Last time visited an optician				Satisfaction with overall experience at opticians		Satisfaction with eye test		Corrective solutions		Satisfaction with purchasing corrective solutions		Confidence in effective regulation		Awareness of GOC		
	Total	2 years ago or less	More than 2 to less than 5 years	5 years or more ago	Never	Satisfied	Dissatisfied	Satisfied	Dissatisfied	Prescription glasses	Contact lenses	Satisfied	Dissatisfied	Confident	Not confident	Aware	Not aware
Significance Level: 90%		a	b	c	d	a	b	a	b	a	b	a	b	a	b	a	b
Significance Level: 95%		A	B	C	D	A	B	A	B	A	B	A	B	A	B	A	B
Unweighted Total	2250	1656	182	156	241	1896	85	1929	42	1334	226	1291	44	1926	149	265	1985
Weighted Total	2250	1653	182	156	244	1893	84	1924	43	1326	226	1283	43	1926	148	271	1979
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Glaucoma	37 2%	32 2%	3 2%	- -	- -	32 2%	2 2%	33 2%	1 2%	29 2%	4 2%	26 2%	2 4%	36 2%	- -	7 3%	30 2%
		cD	D											b			
Diabetes	158 7%	137 8%	3 2%	6 4%	10 4%	141 7%	3 3%	143 7%	3 7%	112 8%	8 3%	109 8%	2 4%	135 7%	7 5%	24 9%	134 7%
		BcD								B							
Macular degeneration	27 1%	23 1%	1 1%	- -	3 1%	23 1%	1 1%	24 1%	- -	20 1%	1 *	17 1%	3 7%	21 1%	1 1%	4 2%	23 1%
		cD									A						
Cataracts	91 4%	81 5%	4 2%	3 2%	2 1%	88 5%	1 1%	88 5%	1 2%	75 6%	7 3%	75 6%	2 5%	80 4%	2 1%	10 4%	81 4%
		cD												b			
Astigmatism	177 8%	161 10%	11 6%	2 1%	1 *	166 9%	8 9%	170 9%	5 11%	160 12%	49 22%	155 12%	6 15%	151 8%	11 7%	25 9%	151 8%
		CD	CD								A						
Prefer not to say	43 2%	31 2%	4 2%	4 2%	2 1%	32 2%	7 9%	32 2%	5 12%	20 2%	3 1%	20 2%	1 2%	35 2%	3 2%	5 2%	37 2%
		A					A		A								
None	1780 79%	1242 75%	158 87%	143 92%	227 93%	1466 77%	66 79%	1492 78%	30 70%	964 73%	163 72%	934 73%	29 67%	1521 79%	128 86%	206 76%	1575 80%
		A	A	AB										A			

Columns Tested: A,B,C,D - A,B - A,B - A,B - A,B - A,B - A,B



**General Optical Council**

**L. Do you personally suffer from any of the following? And how about any of your family members?**

**a) Personally**

Base: All Respondents

	Ethnicity						Children in household		Products currently used				Product most recently bought			
	Total	White	Mixed/ multiple	Asian or Asian British	Black or Black British	Other	BME	Aged 8 or under	Aged 9-18	Glasses with a prescription	Contact lenses	Reading glasses without a prescription	None of these	Glasses with a prescription	Contact lenses	Reading glasses without a prescription
Significance Level: 90%		a	b	c	d	e	f	a	b	a	b	c	d	a	b	c
Significance Level: 95%		A	B	C	D	E	F	A	B	A	B	C	D	A	B	C
Unweighted Total	2250	2003	30	127	25	11	193	380	543	1334	226	283	646	1177	164	23
Weighted Total	2250	2000	30	128	25	11	195	384	542	1326	226	280	656	1169	164	23
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Glaucoma	37 2%	36 2%	- -	- -	1 5%	- -	1 1%	3 1%	6 1%	29 2%	4 2%	5 2%	5 1%	25 2%	3 2%	- -
					Cf					D						
Diabetes	158 7%	147 7%	- -	8 6%	1 5%	1 10%	10 5%	15 4%	29 5%	112 8%	8 3%	23 8%	24 4%	105 9%	7 4%	1 4%
					b					BD		BD		B		
Macular degeneration	27 1%	26 1%	- -	1 1%	- -	- -	1 *	1 *	2 *	20 1%	1 *	4 2%	4 1%	19 2%	1 1%	- -
										d						
Cataracts	91 4%	86 4%	- -	2 2%	1 4%	1 10%	4 2%	4 1%	11 2%	75 6%	7 3%	7 2%	8 1%	73 6%	4 2%	- -
						bcd				CD	d			b		
Astigmatism	177 8%	161 8%	2 6%	9 7%	1 4%	2 19%	14 7%	40 10%	49 9%	160 12%	49 22%	13 5%	6 1%	130 11%	32 20%	1 4%
										CD	ACD	D		Ac		
Prefer not to say	43 2%	22 1%	- -	5 4%	1 5%	- -	6 3%	3 1%	4 1%	20 2%	3 1%	8 3%	16 2%	20 2%	1 1%	- -
				A	a		A									
None	1780 79%	1579 79%	28 94%	104 81%	21 83%	9 81%	162 83%	324 84%	451 83%	964 73%	163 72%	227 81%	595 91%	843 72%	124 75%	21 92%
			ac									AB	ABC			Ab

Columns Tested: A,B,C,D,E,F - A,B - A,B,C,D - A,B,C



General Optical Council

L. Do you personally suffer from any of the following? And how about any of your family members?

b) Family members

Base: All Respondents

	Gender		Age					Region									Country					
	Total	Male	Female	18-29	30-44	45-59	60-74	75+	North East	North West	Yorks & Humb.	East Mid lands	West Mid lands	East of Eng land	Lon don	South East	South West	Eng land	Wales	Scot land	NI	UK TOTAL
		a	b	a	b	c	d	e	a	b	c	d	e	f	g	h	i	a	b	c	d	e
Significance Level: 90%		A	B	A	B	C	D	E	A	B	C	D	E	F	G	H	I	A	B	C	D	E
Significance Level: 95%																						
Unweighted Total	2250	1099	1151	439	564	601	459	187	146	319	247	180	178	132	182	324	193	1901	100	154	95	2250
Weighted Total	2250	1099	1151	452	580	562	432	225	146	318	245	181	177	131	181	322	194	1895	100	154	100	2250
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Glaucoma	194	74	120	28	47	63	41	15	14	27	23	13	13	13	18	32	16	168	8	13	5	194
	9%	7%	10%	6%	8%	11%	10%	6%	10%	8%	9%	7%	7%	10%	10%	10%	8%	9%	8%	8%	5%	9%
			A			Abe	a															
Diabetes	269	134	135	66	81	63	41	16	13	39	42	19	28	10	18	45	19	233	13	16	8	269
	12%	12%	12%	15%	14%	11%	10%	7%	9%	12%	17%	11%	16%	7%	10%	14%	10%	12%	13%	10%	8%	12%
				DE	DE						AbdFGI		aFgi			f						
Macular degeneration	53	24	29	10	8	17	13	5	2	5	9	5	2	4	4	9	8	47	-	4	2	53
	2%	2%	3%	2%	1%	3%	3%	2%	1%	2%	4%	3%	1%	3%	2%	3%	4%	3%	-	2%	2%	2%
						b	b									be						
Cataracts	137	63	75	28	38	36	24	12	9	18	20	12	7	7	13	27	8	121	6	6	5	137
	6%	6%	7%	6%	7%	6%	6%	5%	6%	6%	8%	7%	4%	5%	7%	8%	4%	6%	6%	4%	5%	6%
											ei					ei						
Astigmatism	103	36	68	21	32	29	15	6	9	17	9	7	7	8	9	16	7	88	3	6	6	103
	5%	3%	6%	5%	6%	5%	4%	3%	6%	5%	4%	4%	4%	6%	5%	5%	4%	5%	3%	4%	6%	5%
			A		e																	
Prefer not to say	57	30	27	18	15	7	6	10	4	8	7	4	3	4	7	11	3	52	3	1	1	57
	3%	3%	2%	4%	3%	1%	2%	5%	3%	3%	3%	2%	2%	3%	4%	3%	2%	3%	3%	3%	1%	3%
				CD	c		CD											c				
None	1592	807	785	313	402	389	315	172	104	228	159	129	128	96	124	220	139	1327	72	113	79	1592
	71%	73%	68%	69%	69%	69%	73%	77%	72%	72%	65%	72%	72%	73%	68%	68%	72%	70%	72%	73%	79%	71%
		B					abc			c											ae	

Columns Tested: A,B - A,B,C,D,E - A,B,C,D,E - A,B,C,D,E,F,G,H,I - A,B,C,D,E





**General Optical Council**

**L. Do you personally suffer from any of the following? And how about any of your family members?**

**b) Family members**

Base: All Respondents

	Employment status								
	Total	Full time paid job	Part time paid job	Self emp.	Student	Unemp (<6m)	Unemp (>6m)	Home maker	Retired
Significance Level: 90%		a	b	c	d	e	f	g	h
Significance Level: 95%		A	B	C	D	E	F	G	H
Unweighted Total	2250	1126	159	178	53	21	50	94	524
Weighted Total	2250	1116	157	174	56	20	50	93	537
	100%	100%	100%	100%	100%	100%	100%	100%	100%
Glaucoma	194	95	15	14	3	2	4	7	51
	9%	9%	10%	8%	5%	10%	8%	7%	10%
Diabetes	269	128	26	24	4	6	11	13	54
	12%	11%	16%	14%	8%	28%	22%	14%	10%
			aH			AcDH	ADH		
Macular degeneration	53	28	2	7	-	-	-	1	14
	2%	3%	1%	4%	-	-	-	1%	3%
Cataracts	137	58	13	14	4	2	1	8	36
	6%	5%	8%	8%	8%	9%	2%	9%	7%
Astigmatism	103	61	8	8	3	1	4	3	14
	5%	5%	5%	5%	5%	5%	8%	3%	3%
		H					H		
Prefer not to say	57	19	2	1	3	-	-	3	10
	3%	2%	1%	1%	6%	-	-	3%	2%
					AbCfH			c	
None	1592	799	104	123	40	12	33	65	395
	71%	72%	66%	71%	71%	57%	66%	69%	74%
									be

Columns Tested: A,B,C,D,E,F,G,H



**General Optical Council**

**L. Do you personally suffer from any of the following? And how about any of your family members?**

**b) Family members**

Base: All Respondents

	SEG						Sight					Eye conditions suffer from (personally or family)					Confidence in opticians		
	Total	A	B	C1	C2	D	E	20:20 vision	Short sighted	Long sighted	Partially sighted	Registered blind	Glaucoma	Diabetes	Macular degeneration	Cataracts	Astigmatism	Confident	Not confident
		a	b	c	d	e	f	a	b	c	d	e	a	b	c	d	e	a	b
Significance Level: 90%		A	B	C	D	E	F	A	B	C	D	E	A	B	C	D	E	A	B
Significance Level: 95%		A	B	C	D	E	F	A	B	C	D	E	A	B	C	D	E	A	B
Unweighted Total	2250	271	604	402	428	197	179	609	932	424	88	1	225	389	76	215	238	2067	88
Weighted Total	2250	267	606	401	426	197	183	618	923	421	89	1	222	388	77	218	237	2067	88
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Glaucoma	194	23	62	32	35	13	15	45	94	39	6	-	194	39	10	40	30	181	7
	9%	8%	10%	8%	8%	6%	8%	7%	10%	9%	7%	-	87%	10%	13%	18%	13%	9%	8%
									a				BCDE			B			
Diabetes	269	28	71	52	44	28	32	77	107	56	9	-	42	269	19	52	34	245	9
	12%	10%	12%	13%	10%	14%	17%	13%	12%	13%	10%	-	19%	69%	25%	24%	14%	12%	10%
							ABD						ACDE		E	E			
Macular degeneration	53	10	19	10	6	4	1	8	30	7	7	-	10	17	53	17	16	51	1
	2%	4%	3%	3%	1%	2%	1%	1%	3%	2%	8%	-	4%	4%	69%	8%	7%	2%	1%
		dF	df						Ac		ABC				ABDE	b			
Cataracts	137	17	41	25	19	10	16	23	70	32	7	-	33	49	15	137	26	131	4
	6%	6%	7%	6%	4%	5%	9%	4%	8%	8%	8%	-	15%	13%	20%	63%	11%	6%	5%
							D		A	A	A				bE	ABCE			
Astigmatism	103	12	35	21	11	10	9	23	42	26	4	-	9	20	10	19	103	98	4
	5%	4%	6%	5%	3%	5%	5%	4%	5%	6%	5%	-	4%	5%	13%	9%	44%	5%	5%
			D	d					a						AB	Ab	ABCD		
Prefer not to say	57	3	7	5	6	5	4	11	11	2	-	-	-	-	-	-	1	45	5
	3%	1%	1%	1%	1%	2%	2%	2%	1%	*	-	-	-	-	-	-	*	2%	6%
							c												A
None	1592	193	418	282	325	141	124	461	636	295	67	1	23	107	21	59	84	1461	62
	71%	72%	69%	70%	76%	72%	68%	75%	69%	70%	76%	100%	10%	28%	27%	27%	35%	71%	70%
				BCF				B					A	A	A	ABd			

Columns Tested: A,B,C,D,E,F - A,B,C,D,E - A,B,C,D,E - A,B



### General Optical Council

#### L. Do you personally suffer from any of the following? And how about any of your family members?

##### b) Family members

Base: All Respondents

	Last time visited an optician				Satisfaction with overall experience at opticians		Satisfaction with eye test		Corrective solutions		Satisfaction with purchasing corrective solutions		Confidence in effective regulation		Awareness of GOC		
	Total	2 years ago or less	More than 2 to less than 5 years	5 years or more ago	Never	Satis fied	Dissat isfied	Satis fied	Dissat isfied	Presc ription glasses	Cont act lenses	Satis fied	Dissat isfied	Conf ident	Not confi dent	Aware	Not aware
		a	b	c	d	a	b	a	b	a	b	a	b	a	b	a	b
		A	B	C	D	A	B	A	B	A	B	A	B	A	B	A	B
Unweighted Total	2250	1656	182	156	241	1896	85	1929	42	1334	226	1291	44	1926	149	265	1985
Weighted Total	2250	1653	182	156	244	1893	84	1924	43	1326	226	1283	43	1926	148	271	1979
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Glaucoma	194 9%	158 10%	14 8%	10 6%	10 4%	170 9%	11 13%	173 9%	7 16%	134 10%	21 9%	128 10%	5 11%	171 9%	10 7%	17 6%	177 9%
Diabetes	269 12%	188 11%	26 14%	22 14%	33 14%	224 12%	11 13%	230 12%	4 9%	151 11%	22 10%	145 11%	4 9%	230 12%	16 11%	47 18%	221 11%
Macular degeneration	53 2%	42 3%	4 2%	2 1%	5 2%	45 2%	2 2%	47 2%	- -	37 3%	7 3%	36 3%	1 2%	47 2%	1 1%	6 2%	47 2%
Cataracts	137 6%	100 6%	18 10%	9 6%	8 3%	125 7%	2 3%	125 6%	2 5%	97 7%	15 7%	95 7%	1 3%	121 6%	5 3%	24 9%	114 6%
Astigmatism	103 5%	82 5%	11 6%	4 3%	6 3%	91 5%	5 6%	94 5%	3 7%	73 6%	17 8%	72 6%	1 2%	86 4%	5 3%	21 8%	82 4%
Prefer not to say	57 3%	39 2%	7 4%	7 4%	2 1%	45 2%	8 10%	45 2%	6 14%	25 2%	5 2%	25 2%	2 5%	42 2%	9 6%	8 3%	48 2%
None	1592 71%	1160 70%	120 66%	110 70%	191 78%	1332 70%	48 57%	1352 70%	22 51%	918 69%	155 69%	889 69%	30 70%	1363 71%	107 72%	178 66%	1414 71%

Columns Tested: A,B,C,D - A,B - A,B - A,B - A,B - A,B



**General Optical Council**

**L. Do you personally suffer from any of the following? And how about any of your family members?**

**b) Family members**

Base: All Respondents

	Ethnicity						Children in household		Products currently used				Product most recently bought			
	Total	White	Mixed/ multiple	Asian or Asian British	Black or Black British	Other	BME	Aged 8 or under	Aged 9-18	Glasses with a prescription	Contact lenses	Reading glasses without a prescription	None of these	Glasses with a prescription	Contact lenses	Reading glasses without a prescription
Significance Level: 90%		a	b	c	d	e	f	a	b	a	b	c	d	a	b	c
Significance Level: 95%		A	B	C	D	E	F	A	B	A	B	C	D	A	B	C
Unweighted Total	2250	2003	30	127	25	11	193	380	543	1334	226	283	646	1177	164	23
Weighted Total	2250	2000	30	128	25	11	195	384	542	1326	226	280	656	1169	164	23
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Glaucoma	194	184	1	3	3	-	7	27	46	134	21	20	43	116	17	2
	9%	9%	4%	2%	12%	-	4%	7%	8%	10%	9%	7%	6%	10%	10%	8%
		CF		Cf						D						
Diabetes	269	226	3	30	3	2	38	46	80	151	22	38	89	133	16	2
	12%	11%	10%	24%	11%	18%	20%	12%	15%	11%	10%	14%	14%	11%	10%	8%
				Ab			A									
Macular degeneration	53	51	-	2	-	-	2	8	8	37	7	9	7	32	5	-
	2%	3%	-	2%	-	-	1%	2%	1%	3%	3%	3%	1%	3%	3%	-
										D	D	D				
Cataracts	137	130	1	2	1	1	5	29	24	97	15	25	23	87	9	-
	6%	7%	3%	2%	4%	9%	3%	8%	4%	7%	7%	9%	4%	7%	6%	-
		CF						B		D	D	D				
Astigmatism	103	95	1	5	-	1	7	28	34	73	17	12	17	67	6	1
	5%	5%	3%	4%	-	9%	4%	7%	6%	6%	8%	4%	3%	6%	4%	4%
										D	D					
Prefer not to say	57	31	-	7	1	-	8	3	7	25	5	9	22	25	2	-
	3%	2%	-	6%	5%	-	4%	1%	1%	2%	2%	3%	3%	2%	1%	-
				A			A						A			
None	1592	1427	24	81	19	8	133	267	373	918	155	189	484	806	119	18
	71%	71%	80%	64%	76%	73%	68%	70%	69%	69%	69%	67%	74%	69%	73%	79%
		c	c										AC			

Columns Tested: A,B,C,D,E,F - A,B - A,B,C,D - A,B,C



**General Optical Council**

**L. Do you personally suffer from any of the following? And how about any of your family members?**

**a/b) Personally / Family members**

Base: All Respondents

	Gender		Age					Region									Country					
	Total	Male	Female	18-29	30-44	45-59	60-74	75+	North East	North West	Yorks & Humb.	East Mid lands	West Mid lands	East of Eng land	Lon don	South East	South West	Eng land	Wales	Scot land	NI	UK TOTAL
		a	b	a	b	c	d	e	a	b	c	d	e	f	g	h	i	a	b	c	d	e
Significance Level: 90%		A	B	A	B	C	D	E	A	B	C	D	E	F	G	H	I	A	B	C	D	E
Significance Level: 95%																						
Unweighted Total	2250	1099	1151	439	564	601	459	187	146	319	247	180	178	132	182	324	193	1901	100	154	95	2250
Weighted Total	2250	1099	1151	452	580	562	432	225	146	318	245	181	177	131	181	322	194	1895	100	154	100	2250
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Glaucoma	222	88	135	30	50	66	51	25	16	34	24	13	13	15	19	39	19	190	12	14	5	222
	10%	8%	12%	7%	9%	12%	12%	11%	11%	11%	10%	7%	7%	11%	10%	12%	10%	10%	12%	9%	5%	10%
			A			Ab	A	a								d				d		
Diabetes	388	207	182	73	95	88	84	49	20	50	60	32	34	15	30	56	29	326	21	28	14	388
	17%	19%	16%	16%	16%	16%	20%	22%	14%	16%	24%	18%	19%	12%	16%	18%	15%	17%	21%	18%	14%	17%
		b					c	abc			ABdFgHI		f									
Macular degeneration	77	32	44	11	11	20	18	17	2	9	10	5	4	4	7	13	11	65	2	7	3	77
	3%	3%	4%	2%	2%	4%	4%	8%	1%	3%	4%	3%	2%	3%	4%	4%	6%	3%	2%	4%	3%	3%
							B	ABCd								Ab						
Cataracts	218	91	127	29	42	42	58	46	15	23	24	20	12	12	17	40	22	186	12	10	9	218
	10%	8%	11%	6%	7%	8%	13%	20%	10%	7%	10%	11%	7%	9%	9%	12%	12%	10%	12%	6%	9%	10%
			A				ABC	ABCD								BE				c		
Astigmatism	237	86	151	42	66	73	39	18	16	35	21	25	14	13	21	33	21	200	7	18	13	237
	11%	8%	13%	9%	11%	13%	9%	8%	11%	11%	9%	14%	8%	10%	12%	10%	11%	11%	7%	12%	12%	11%
			A			aDe						e										
Prefer not to say	40	19	20	10	9	7	6	8	3	5	4	2	2	2	7	10	2	38	-	1	1	40
	2%	2%	2%	2%	2%	1%	1%	4%	2%	2%	2%	1%	1%	1%	4%	3%	1%	2%	-	1%	1%	2%
							bCd								bdei							
None	1345	687	657	303	376	329	235	101	89	192	134	108	114	84	108	194	111	1135	57	90	62	1345
	60%	63%	57%	67%	65%	59%	55%	45%	61%	60%	55%	60%	64%	64%	60%	60%	57%	60%	57%	58%	62%	60%
		B		CDE	CDE	E	E						c									

Columns Tested: A,B - A,B,C,D,E - A,B,C,D,E - A,B,C,D,E,F,G,H,I - A,B,C,D,E



**General Optical Council**

**L. Do you personally suffer from any of the following? And how about any of your family members?**

**a/b) Personally / Family members**

Base: All Respondents

	Total	Employment status							
		Full time paid job	Part time paid job	Self emp.	Student	Unemp (<6m)	Unemp (>6m)	Home maker	Retired
		a	b	c	d	e	f	g	h
		A	B	C	D	E	F	G	H
Unweighted Total	2250	1126	159	178	53	21	50	94	524
Weighted Total	2250	1116	157	174	56	20	50	93	537
	100%	100%	100%	100%	100%	100%	100%	100%	100%
Glaucoma	222	101	16	16	4	2	4	7	70
	10%	9%	10%	9%	7%	10%	8%	7%	13%
									A
Diabetes	388	155	30	31	5	8	13	23	119
	17%	14%	19%	18%	10%	38%	26%	25%	22%
			a			ABCDh	AD	AD	AD
Macular degeneration	77	33	3	8	-	-	-	2	29
	3%	3%	2%	4%	-	-	-	2%	5%
									Abdf
Cataracts	218	69	15	14	4	2	1	11	100
	10%	6%	9%	8%	8%	9%	2%	12%	19%
			f					AF	ABCdF
Astigmatism	237	131	19	20	3	3	9	7	43
	11%	12%	12%	12%	5%	14%	18%	7%	8%
		H					DGH		
Prefer not to say	40	12	2	1	-	-	-	2	7
	2%	1%	1%	1%	-	-	-	2%	1%
None	1345	727	95	110	41	9	27	54	260
	60%	65%	61%	63%	74%	43%	53%	58%	48%
		EfH	H	eH	bEFgH				

Columns Tested: A,B,C,D,E,F,G,H



**General Optical Council**

**L. Do you personally suffer from any of the following? And how about any of your family members?**

**a/b) Personally / Family members**

Base: All Respondents

	SEG						Sight					Eye conditions suffer from (personally or family)					Confidence in opticians		
	Total	A	B	C1	C2	D	E	20:20 vision	Short sighted	Long sighted	Partially sighted	Registered blind	Glaucoma	Diabetes	Macular degeneration	Cataracts	Astigmatism	Confident	Not confident
	a	b	c	d	e	f	a	b	c	d	e	a	b	c	d	e	a	b	
Significance Level: 90%		A	B	C	D	E	A	B	C	D	E	A	B	C	D	E	A	B	
Significance Level: 95%		A	B	C	D	E	A	B	C	D	E	A	B	C	D	E	A	B	
Unweighted Total	2250	271	604	402	428	197	179	609	932	424	88	1	225	389	76	215	238	2067	88
Weighted Total	2250	267	606	401	426	197	183	618	923	421	89	1	222	388	77	218	237	2067	88
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Glaucoma	222	33	68	32	40	15	18	48	105	45	12	-	222	47	14	47	34	208	9
	10%	12%	11%	8%	9%	7%	10%	8%	11%	11%	14%	-	100%	12%	18%	22%	14%	10%	10%
		ce	c						A	a	a		BCDE		BE				
Diabetes	388	39	102	66	66	34	55	102	155	79	20	-	47	388	23	67	47	355	15
	17%	15%	17%	16%	15%	17%	30%	16%	17%	19%	23%	-	21%	100%	30%	31%	20%	17%	17%
							ABCDE							ACDE	e	AE			
Macular degeneration	77	12	27	12	10	4	6	13	40	7	13	-	14	23	77	23	19	74	2
	3%	4%	4%	3%	2%	2%	3%	2%	4%	2%	14%	-	6%	6%	100%	11%	8%	4%	2%
			d						AC		ABC				ABDE	B			
Cataracts	218	28	60	36	40	13	30	36	104	51	14	-	47	67	23	218	38	210	5
	10%	10%	10%	9%	9%	7%	16%	6%	11%	12%	16%	-	21%	17%	30%	100%	16%	10%	6%
							aABCDE		A	A	A				BE	ABCE			
Astigmatism	237	36	86	45	26	17	17	33	138	48	7	-	34	47	19	38	237	227	9
	11%	14%	14%	11%	6%	9%	9%	5%	15%	11%	8%	-	15%	12%	24%	18%	100%	11%	10%
		D	Def	D					Ac	A					aB	b	ABCD		
Prefer not to say	40	2	5	1	3	3	3	4	3	2	-	-	-	-	-	-	-	31	3
	2%	1%	1%	*	1%	1%	2%	1%	*	*	-	-	-	-	-	-	-	2%	4%
						c	C												
None	1345	146	354	252	287	127	87	427	511	247	48	1	-	-	-	-	-	1223	56
	60%	55%	58%	63%	67%	65%	48%	69%	55%	59%	55%	100%	-	-	-	-	-	59%	64%
		F	AF	ABF	AF			BCD											

Columns Tested: A,B,C,D,E,F - A,B,C,D,E - A,B,C,D,E - A,B



### General Optical Council

L. Do you personally suffer from any of the following? And how about any of your family members?

**a/b) Personally / Family members**

Base: All Respondents

	Last time visited an optician				Satisfaction with overall experience at opticians		Satisfaction with eye test		Corrective solutions		Satisfaction with purchasing corrective solutions		Confidence in effective regulation		Awareness of GOC		
	Total	2 years ago or less	More than 2 to less than 5 years	5 years or more ago	Never	Satisfied	Dissatisfied	Satisfied	Dissatisfied	Prescription glasses	Contact lenses	Satisfied	Dissatisfied	Confident	Not confident	Aware	Not aware
Significance Level: 90%		a	b	c	d	a	b	a	b	a	b	a	b	a	b	a	b
Significance Level: 95%		A	B	C	D	A	B	A	B	A	B	A	B	A	B	A	B
Unweighted Total	2250	1656	182	156	241	1896	85	1929	42	1334	226	1291	44	1926	149	265	1985
Weighted Total	2250	1653	182	156	244	1893	84	1924	43	1326	226	1283	43	1926	148	271	1979
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Glaucoma	222 10%	183 11%	16 9%	10 6%	10 4%	196 10%	11 13%	198 10%	8 18%	156 12%	24 10%	148 12%	7 15%	199 10%	10 7%	21 8%	201 10%
Diabetes	388 17%	291 18%	29 16%	27 18%	39 16%	332 18%	14 16%	339 18%	6 14%	239 18%	28 12%	229 18%	6 13%	332 17%	22 15%	62 23%	327 17%
Macular degeneration	77 3%	63 4%	5 3%	2 1%	7 3%	66 3%	3 3%	69 4%	- -	55 4%	8 4%	51 4%	4 9%	65 3%	2 1%	9 3%	68 3%
Cataracts	218 10%	171 10%	21 12%	12 8%	10 4%	202 11%	3 4%	202 10%	3 7%	162 12%	21 9%	161 13%	3 7%	193 10%	6 4%	31 12%	186 9%
Astigmatism	237 11%	205 12%	19 11%	6 4%	6 3%	220 12%	10 11%	225 12%	5 11%	196 15%	56 25%	191 15%	7 17%	203 11%	12 8%	36 13%	201 10%
Prefer not to say	40 2%	31 2%	2 1%	4 2%	2 1%	29 2%	7 9%	29 2%	5 12%	18 1%	3 1%	18 1%	1 2%	32 2%	3 2%	4 1%	35 2%
None	1345 60%	932 56%	114 63%	108 69%	182 75%	1099 58%	46 55%	1118 58%	21 49%	715 54%	126 56%	695 54%	21 49%	1143 59%	103 69%	158 58%	1186 60%

Columns Tested: A,B,C,D - A,B - A,B - A,B - A,B - A,B





**General Optical Council**

**L. Do you personally suffer from any of the following? And how about any of your family members?**

**a/b) Personally / Family members**

Base: All Respondents

	Ethnicity						Children in household		Products currently used				Product most recently bought			
	Total	White	Mixed/ multiple	Asian or Asian British	Black or Black British	Other	BME	Aged 8 or under	Aged 9-18	Glasses with a prescription	Contact lenses	Reading glasses without a prescription	None of these	Glasses with a prescription	Contact lenses	Reading glasses without a prescription
Significance Level: 90%		a	b	c	d	e	f	a	b	a	b	c	d	a	b	c
Significance Level: 95%		A	B	C	D	E	F	A	B	A	B	C	D	A	B	C
Unweighted Total	2250	2003	30	127	25	11	193	380	543	1334	226	283	646	1177	164	23
Weighted Total	2250	2000	30	128	25	11	195	384	542	1326	226	280	656	1169	164	23
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Glaucoma	222	211	1	3	4	-	8	29	51	156	24	25	46	135	19	2
	10%	11%	4%	2%	16%	-	4%	8%	9%	12%	10%	9%	7%	12%	11%	8%
		CF		CF						D	d					
Diabetes	388	340	3	33	4	3	43	56	98	239	28	55	107	215	21	3
	17%	17%	10%	26%	16%	29%	22%	15%	18%	18%	12%	20%	16%	18%	13%	12%
				Ab			a			B		B		b		
Macular degeneration	77	74	-	3	-	-	3	9	10	55	8	12	11	49	6	-
	3%	4%	-	2%	-	-	2%	2%	2%	4%	4%	4%	2%	4%	4%	-
										D	d	D				
Cataracts	218	207	1	4	1	2	8	32	34	162	21	29	32	151	13	-
	10%	10%	3%	3%	4%	19%	4%	8%	6%	12%	9%	10%	5%	13%	8%	-
		CF				bCF				D	D	D		bc		
Astigmatism	237	218	2	12	1	2	17	54	68	196	56	19	23	165	34	2
	11%	11%	6%	10%	4%	19%	9%	14%	13%	15%	25%	7%	3%	14%	21%	8%
										CD	ACD	D		A		
Prefer not to say	40	19	-	5	1	-	6	3	4	18	3	7	16	18	1	-
	2%	1%	-	4%	5%	-	3%	1%	1%	1%	1%	2%	2%	2%	1%	-
				A	a		A						a			
None	1345	1189	23	74	17	7	122	243	337	715	126	166	461	623	98	17
	60%	59%	77%	58%	67%	62%	62%	63%	62%	54%	56%	59%	70%	53%	60%	75%
			ac										ABC			A

Columns Tested: A,B,C,D,E,F - A,B - A,B,C,D - A,B,C

